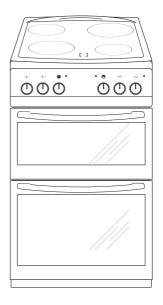
Amica

TYPE AFC502SS

MODEL 5010DCE2.10OC



INSTRUCTION MANUAL

ELECTRIC COOKER
TWIN CAVITY



IO-CFS-2765 / 9518655 (02.2024 V1)

DEAR CUSTOMER,

The cooker is exceptionally easy to use and extremely efficient. After reading the instruction manual, operating the cooker will be easy.

Before being packaged and leaving the manufacturer, the cooker was thoroughly checked with regard to safety and functionality.

Before using the appliance, please read the instruction manual carefully.

By following these instructions carefully you will be able to avoid any problems in using the appliance.

It is important to keep the instruction manual and store it in a safe place so that it can be consulted at any time.

It is necessary to follow the instructions in the manual carefully in order to avoid possible accidents.

Caution!

Do not use the cooker until you have read this instruction manual.

The cooker is intended for household use only.

The manufacturer reserves the right to introduce changes which do not affect the operation of the appliance.

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SAFETY INSTRUCTIONS

Warning: The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Warning: Unattended cooking on a hob with fat or oil can be dangerous and may result in fire.

NEVER try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.

Warning: Danger of fire: do not store items on the cooking surfaces.

Warning: If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.

During use the appliance becomes hot. Care should be taken to avoid touching heating elements inside the oven.

Accessible parts may become hot during use. Young children should be kept away.

SAFETY INSTRUCTIONS

Warning: Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.

Warning: Ensure that the appliance is switched off before replacing the lamp to avoid the possibility of electric shock.

You should not use steam cleaning devices to clean the appliance.

Danger of burns! Hot steam may escape when you open the oven door. Be careful when you open the oven door during or after cooking. Do NOT lean over the door when you open it. Please note that depending on the temperature the steam can be invisible.

Do not cover the oven walls, bottom or trays with aluminium foil because you will risk damaging or staining the enamel paint. Aluminium foil may also inhibit heat dissipation, causing a fire hazard.

SAFETY INSTRUCTIONS

- Always keep children away from the cooker.
 While in operation direct contact with the cooker may cause burns!
- Ensure that small items of household equipment, including connection leads, do not touch
 the hot oven or the hob as the insulation material of this equipment is usually not resistant
 to high temperatures.
- Do not leave the cooker unattended when frying. Oils and fats may catch fire due to overheating or boiling over.
- Do not allow the hob to get soiled and prevent liquids from boiling over onto the surface of the hob. This refers in particular to sugar which can react with the ceramic hob and cause irreversible damage. Any spillages should be cleaned up as they happen.
- Do not place pans with a wet bottom on the warmed up heating zones as this can cause irreversible changes to the hob (irremovable stains).
- Use pans that are specified by the manufacturer as designed for use with a ceramic hob.
- If any defects, deep scratches, cracks or chips appear on the ceramic hob, stop using the cooker immediately and contact the service centre.
- Do not switch on the hob until a pan has been placed on it.
- Do not use pans with sharp edges that may cause damage to the ceramic hob.
- Do not look directly at the halogen heating zones (not covered by a pan) when they are warming up.
- Do not put pans weighing over 15 kg on the opened door of the oven and pans over 25 kg on the hob.
- Do not use harsh cleaning agents or sharp metal objects to clean the door as they can scratch the surface, which could then result in the glass cracking.
- Do not use the cooker in the event of a technical fault. Any faults must be fixed by an appropriately qualified and authorised person.
- In the event of any incident caused by a technical fault, disconnect the power and report the fault to the service centre to be repaired.
- The rules and provisions contained in this instruction manual should be strictly observed.
 Do not allow anybody who is not familiar with the contents of this instruction manual to operate the cooker.
- The appliance has been designed only for cooking. Any other use (for example for heating) does not comply with its operating profile and may cause danger.

HOW TO SAVE ENERGY



Using energy in a responsible way not only saves money but also helps the environment. So let's save energy! And this is how you can do it:

- Use proper pans for cooking.
 - Pans with thick, flat bases can save up to 1/3 on electric energy. Remember to cover pans if possible otherwise you will use four times as much energy!
- Match the size of the saucepan to the surface of the heating zone.
 - A saucepan should never be smaller than a heating zone.
- Ensure heating zones and pan bases are clean.
 - Soils can prevent heat transfer and repeatedly burnt–on spillages can often only be removed by products which cause damage to the environment.
- Do not uncover the pan too often (a watched pot never boils!).
 - Do not open the oven door unnecessarily often.
- Switch off the oven in good time and make use of residual heat.
 - For long cooking times, switch off heating zones 5 to 10 minutes before finishing cooking. This saves up to 20% on energy.
- Only use the oven when cooking larger dishes.
 - Meat of up to 1 kg can be prepared more economically in a pan on the cooker hob.

- Make use of residual heat from the oven.
 - If the cooking time is greater than 40 minutes switch off the oven 10 minutes before the end time.
- Make sure the oven door is properly closed.
 - Heat can leak through spillages on the door seals. Clean up any spillages immediately.
- Do not install the cooker in the direct vicinity of refrigerators/freezers.
 - Otherwise energy consumption increases unnecessarily.

UNPACKING



During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will

not cause damage to the environment.

All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.

Caution! During unpacking, the packaging materials (polythene bags, polystyrene pieces, etc.) should be kept out of reach of children.

DISPOSAL OF THE APPLIANCE





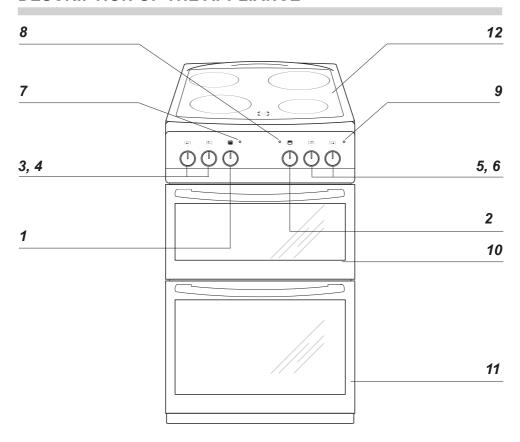
Old appliances should not simply be disposed of with normal household waste, but should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the in-

struction manual or the packaging shows that it is suitable for recycling.

Materials used inside the appliance are recyclable and are labelled with information concerning this. By recycling materials or other parts from used devices you are making a significant contribution to the protection of our environment.

Information on appropriate disposal centres for used devices can be provided by your local authority.

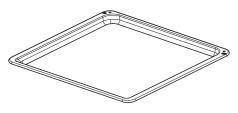
DESCRIPTION OF THE APPLIANCE



- 1 Temperature control knob Main oven
- 2 Temperature control knob Top cavity
- 3, 4, 5, 6 Heating zone control knobs
- 7 Red thermostat light Main oven
- 8 Red thermostat light Top cavity
- 9 Yellow operation light
- 10 Top cavity door
- 11 Main oven door
- 12 Ceramic hob

SPECIFICATIONS OF THE APPLIANCE

Cooker fittings:







Wire Shelf



Grill Deflector

^{*}All images are for indication only; please refer to your individual unit for actual item.

INSTALLATION

Installing the cooker

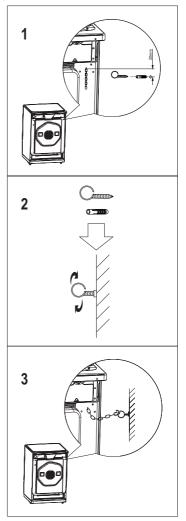
- The kitchen should be dry and airy and have effective ventilation according to the existing technical provisions.
- The room should be equipped with a ventilation system that pipes away exhaust fumes created during combustion. This system should consist of a ventilation grid or hood. Hoods should be installed according to the manufacturer's instructions. The cooker should be placed so as to ensure free access to all control elements.
- Coating or veneer used on fitted furniture must be applied with a heat resistant adhesive (100°C). This prevents surface deformation or detachment of the coating. If you are unsure of your furniture's heat resistance, you should leave approximately 2 cm of free space around the cooker. The wall behind the cooker should be resistant to high temperatures. During operation, its back side can warm up to around 50°C above the ambient temperature.
- The cooker should stand on a hard, even floor (do not put it on a base).
- Before you start using the cooker it should be leveled, which is particularly important for fat distribution in a frying pan. To this purpose, adjustable feet are accessible after removal of the drawer. The adjustment range is +/- 5 mm.

Anti-tilt protection

CAUTION! You must install the anti-tilt protection. If you do not install it, the appliance can tilt.

The appliance must be secured by using the safety chain (supplied and mounted to cooker rear).

Fasten hook to the kitchen wall and connect safety chain to the hook.



INSTALLATION

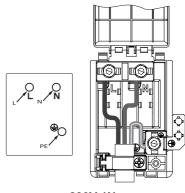
Electrical connection

Warning: This appliance must be earthed.

The appliance must be installed by a competent electrician using a double pole control unit of 40 Ampere minimum capacity with 3 mm minimum contact separation at all poles.

We recommend that the appliance is connected by a qualified electrician who is member of the N.C.E.I.C. and who will comply with the I.E.E. and local regulation.

- Access to the main terminal is gained by opening the terminal block cover at the rear of the appliance (use a small flatbladed screwdriver).
- Connection shuld be made with 4 mm² twin and earth cable.
- First strip the wires, then push the cablethrough the cable clamp in the terminal block cover.
- Connect the cable to the terminal block and tighten the cable clamp screw (see diagram).
- Ensure the cable exits through the cable grip clamping on the outer sheath of the cable and fix in place by tightening the fixing screw.
- Ensure all screws are adequately tightened. Do not over tighten as you may risk damaging the screw threads.
- Close the terminal box, ensuring that the cover is engaged on the locking tabs.
- The supply cable must be positioned away from any hot parts of the rear of the cooker. If this cannot be done then another method of protecting the supply cable from the hot parts must be used i.e. Heat resistant sleeving or high temperature cables.



230V 1N~

L - Live (Red or Brown)

N - Neutral (Black or Blue)

PE - Earth (Green/Yellow or sleeving)

Grounding lead must be connected to screw with symbol.

The power supply cable must have these minimum requirements:

- Type: HO5VV-F (PVC insulated and sheathed flexible cable)
- 3 cores x 4 mm².

Before first use

- Remove packaging, clean the interior of the oven and the hob.
- Take out and wash the oven fittings with warm water and a little washing—up liquid.
- Switch on the ventillation in the room or open a window.
- Heat the oven (to a temperature of 250°C, for approx. 30 min.), remove any stains and wash carefully; the heating zones of the hob should be heated for around 4 min. without a pan.

Important!

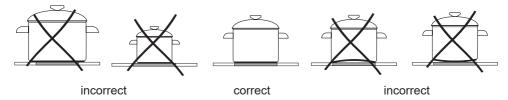
To clean the oven, only use a cloth well rang out with warm water to which a little washing-up liquid has been added.

Controlling the heating zones of the ceramic hob.

Choice of cookware

Choose a pan with a diameter that is at least as large as the heating zone. **Do not use pans with a concave or convex base**. Always remember to put a proper cover on the pan. We recommend the use of pans with thick, even bases.

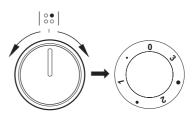
If the heating zones and pans are solied it is impossible to make full use of the heat.



Heat level selection

The heating zones have different levels of heat. The level of heat can be adjusted gradually by turning the appropriate knob to the right or left.

- 0 Switch off
- MIN. Warming up
- 1 Stewing vegetables, slow cooking
- Cooking soups, larger dishes
- 2 Slow frying
- Grilling meat, fish
- 3 MAX. Fast heating up, fast cooking, frying

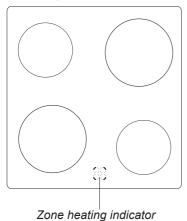


Zone heating indicator

If the temperature of a heating zone exceeds 50°C this is signalled by an indicator which lights up for that zone.

When the heating indicator lights up it warns the person using the cooker against touching a hot heating zone.

For about 5 to 10 minutes after a heating zone is switched off it will still have residual heat that can be used, for example to warm up or keep dishes warm without switching on another heating zone.

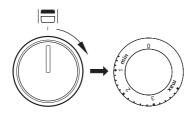


Using top cavity and main oven

Each control knob has a sign above it, with a brightened area denoting the oven it controls. The top cavity control knob has this symbol about it:

The main oven control knob has this symbol about it:

To turn on the grill (top cavity).



- Ensure the top cavity door is open (and stays open in use).
- Turn the top cavity control knob clocwise/ right, to the desired temperature position (between min and max). The red thermostat light next to the control knob will illuminate and may extinguish once the grill has reached the set temperature.
- Top cavity is turned off when the control knob is in 0 position.

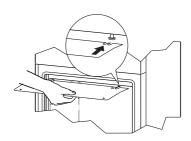
Please note: The yellow operation light on the right of the control panel will also illuminate when the grill is in use.

Signal lights



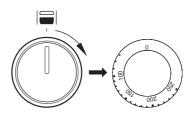
Red thermostat light

Important: Always grill with the top cavity door open. Put the Grill Deflector on.



Accessible parts may become hot during use. Young children should be kept away.

To turn on the main oven.



- Turn the control knob clockwise/right, to the desired temperature position (between 100° and 250°C). The red thermostat light next to the control knob will illuminate and extinguish once the oven has reached the set temperature. It may cycle on and off periodically as the oven elements maintains the cavity temperature.
- Main oven is turned off when the control knob is in 0 position.

Please note: The yellow operation light on the right of the control panel will also illuminate when the main oven is in use.

Signal lights



Red thermostat light

Oven lighting

The main oven lamp will be switched on after the temperature has been set by the temperature regulator knob.

BAKING IN THE OVEN - PRACTICAL HINTS

Baking

- we recommend using the accessories which were provided with your cooker;
- it is also possible to bake in cake tins and trays bought elsewhere which should be
 put on the drying rack; for baking it is better to use black trays which conduct heat
 better and shorten the baking time;
- shapes and trays with bright or shiny surfaces are not recommended when using the conventional heating method (top and bottom heaters), use of such tins can result in undercooking the base of cakes;
- when using the ultra-fan function it is not necessary to initially heat up the oven chamber, for other types of heating you should warm up the oven chamber before the cake is inserted;
- before the cake is taken out of the oven, check if it is ready using a wooden stick (if
 the cake is ready the stick should come out dry and clean after being inserted into
 the cake);
- after switching off the oven it is advisable to leave the cake inside for about 5 min.;
- temperatures for baking with the ultra-fan function are usually around 20 30 degrees lower than in normal baking (using top and bottom heaters);
- the baking parameters given in Table are approximate and can be corrected based on your own experience and cooking preferences;
- if information given in recipe books is significantly different from the values included in this instruction manual, please apply the instructions from the manual.

Roasting meat

- cook meat weighing over 1 kg in the oven, but smaller pieces should be cooked on the gas burners.
- use heatproof ovenware for roasting, with handles that are also resistant to high temperatures;
- when roasting on the drying rack or the grate we recommend that you place a baking tray with a small amount of water on the lowest level of the oven;
- it is advisable to turn the meat over at least once during the roasting time and during roasting you should also baste the meat with its juices or with hot salty water – do not pour cold water over the meat.

BAKING IN THE OVEN - PRACTICAL HINTS

Type of dish	Type of heating	Temperature °C	Level	Time (min.)
Muffins	\otimes	155 - 170 ¹⁾	3	25 - 40 ²⁾
Fish	\otimes	160 - 180	2 - 3	45 - 60
Beef	\otimes	160 - 180	2	120 - 160
Pork	\otimes	160 - 190	2	90 - 120
Chicken	8	175 - 190	2	60 - 70

The times are apply to dish that is placed into a cold oven. For the preheated oven, the times should be reduced by about 5-10 minutes.

Note: The figures given in Tables are approximate and can be adapted based on your own experience and cooking preferences.

¹⁾ Preheat

²⁾ Baking smaller items

By ensuring proper cleaning and maintenance of your cooker you can have a significant influence on the continuing fault-free operation of your appliance.

Before you start cleaning, the cooker must be switched off and you should ensure that all knobs are set to the 0 position. Do not start cleaning until the cooker has completely cooled.

Ceramic hob

- The hob should be cleaned regularly after each use. If possible, it is recommended that the hob is washed while still warm (after the heating zone indicator goes off). Do not allow the hob to get heavily stained; particualrly from burnt—on spillages from boiled over liquids.
- When cleaning do not use cleaning agents with a strong abbrasive effect, such as e.g. scouring powders containing an abrasive, abrasive compounds, abrasive stones, pumice stones, wire brushes and so on. They may scratch the hob surface, causing irreversible damage.
- Large spillages that are firmly stuck to the hob can be removed by a special scraper; but be careful not to damage the ceramic hob frame when doing this.

Caution! The sharp blade should always be protected by adjusting the cover (just push it with your thumb). Injuries are possible so be careful when using this instrument – keep out of reach of children.

Important!

Do not use any abrasive agents, harsh detergents or abrasive objects for cleaning.

Only use warm water with a small addition of dishwashing liquid to clean the front of the appliance. Do not use washing powders or creams.

Oven

- The oven should be cleaned after every use. When cleaning the oven the lighting should be switched on to enable you to see the surfaces better.
- The oven chamber should only be washed with warm water and a small amount of washing-up liquid.

Caution!

Do not use cleaning products containing abrasive materials for the cleaning and maintenance of the glass front panel.

Oven

- The oven should be cleaned after every use. When cleaning the oven the lighting should be switched on to enable you to see the surfaces better.
- The oven chamber should only be washed with warm water and a small amount of washing-up liquid.

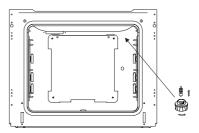
Caution!

Do not use cleaning products containing abrasive materials for the cleaning and maintenance of the glass front panel.

Replacing the halogen bulb in the oven

Before replacing the halogen bulb, make sure the appliance is disconnected from the electric mains to avoid a possible electric shock.

- Set all control knobs to the position "•"/"0" and disconnect the mains plug,
- Unscrew and wash the lamp cover and then wipe it dry.
- Pull the halogen bulb out using a cloth or paper. If necessary, replace the halogen bulb with a new one.
 - voltage 230V
 - power 25W
 - G9
- Replace the halogen bulb in its socket.
- Screw in the lamp cover.

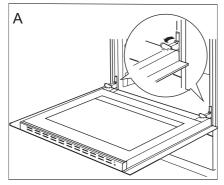


Oven lighting

Note! Make sure not to touch the halogen directly with your fingers.

Removing the Top Cavity Door

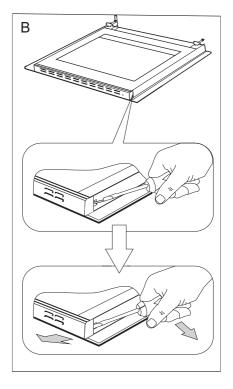
In order to obtain easier access to the grill compartment chamber for cleaning, it is possible to remove the door. To do this, tilt the safety catch part of the hinge upwards (fig. A). Close the door lightly, lift and pull it out towards you. In order to fit the door back on to the cooker, do the inverse. When fitting, ensure that the notch of the hinge is correctly placed on the protrusion of the hinge holder. After the door is fitted to the oven, the safety catch should be carefully lowered down again. If the safety catch is not set it may cause damage to the hinge when closing the door.

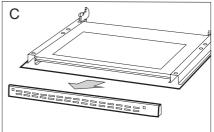


Tilting the hinge safety catches

Removing the inner panel

- Using a flat screwdriver unhook the upper door slat, prying it gently on the sides (fig. B).
- 2. Pull the upper door slat loose. (fig. B, C)

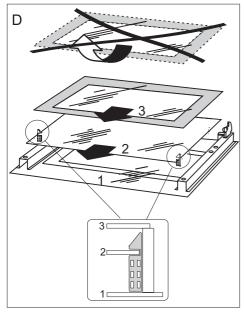




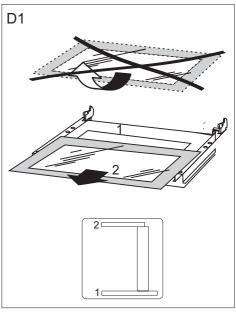
- Pull the inner glass panel from its seat (in the lower section of the door). Remove the inner panel (fig. D, D1).
- 4. Clean the panel with warm water with some cleaning agent added.

Carry out the same in reverse order to reassemble the inner glass panel. Its smooth surface shall be pointed upwards.

Important! Do not force the upper strip in on both sides of the door at the same time. In order to correctly fit the top door strip, first put the left end of the strip on the door and then press the right end in until you hear a "click". Then press the left end in until you hear a "click".



Removal of the internal glass panel. 3 glass panel.



Removal of the internal glass panel. 2 glass panel.

OPERATION IN CASE OF EMERGENCY

Technical assistance

In case your oven requires technical assistance and/or spare parts, contact the dealer or the authorised technical assistance centre nearest to you.

In this case also it is necessary to state all the appliance data on the rating plate, such as: model, serial number, etc, rating plate placed on the back of the oven and on the last page of the instructions booklet or warranty card.

Problem	Reason	Remedy
1. The appliance does not work	no power	check the fuse, replace if blown
2. Oven lighting does not work.	loose or damaged bulb	Replace the blown bulb (see Cleaning and Maintenance sec- tion)
3. Fan does not work	Risk of overheating! Immediately unplug the appliance or switch off the main circuit breaker. Refer the repair to the nearest service centre.	

If the problem is not solved, disconnect the power supply and report the fault.

Important! All repairs must be performed by qualified service technicians.

TECHNICAL DATA

Model	5010DCE2.10OC / AFC502SS
Rated Voltage	230V~
Rated Frequency	50 Hz
Power	9800 W
Ceramic hob	5800 W
Grill	2000 W
Main oven	2000 W
Ring element	2000 W
External Dimensions (W x D x H)	500(W) x 600(D) x 900(H) mm

The product meets the requirements of European standards EN 60335-1; EN60335-2-6.

The data on the energy labels of electric ovens is given according to standard EN 60350-1 / IEC 60350-1. These values are defined with a standard workload a with the functions active: bottom and top heaters (conventional heating) and fan assisted heating (forced air heating), if these functions are available.

Certificate of compliance CE and UKCA.

The Manufacturer hereby declares that this product complies with the general requirements pursuant to the following European Directives and analogus UK requirements :

- The Low Voltage Directive 2014/35/EC / Electrical Equipment (Safety) Regulations 2016.
- Electromagnetic Compatibility Directive 2014/30/EC / Electromagnetic Compatibility Regulations 2016.
- ErP Directive 2009/125/EC / The Ecodesign for Energy-related Products Regulations 2010 (as amended) for the applicable implementing measures which apply in Great Britain and Northern Ireland, respectively.

and therefore the product has been marked with CE and CS symbols and the Declaration of Conformity, the Manufacturer has drawn up the declaration and is available to the competent authorities regulating the market.

PRODUCT FICHE

The information in the product data sheet is given in accordance with the Commission delegated Regulation (EU) No 65/2014 supplementing Directive of the European Parliament and of the Council 2010/30/EU with regard to energy labelling of household ovens and range hoods

Supplier name	Amica S.A.
Model identifier	AFC502SS
	5010DCE2.10OC
Energy efficiency index of top cavity (EEI cavity)	-
Energy efficiency index of main cavity (EEI cavity)	95,1
Energy efficiency class of top cavity	A
Energy efficiency class of main cavity	А
Energy consumption per cycle of top cavity (EC electric cavity) conventional mode [kWh] fan-forced mode [kWh]	- -
Energy consumption per cycle of main cavity (EC electric cavity) conventional mode [kWh] fan-forced mode [kWh]	- 0,78
Number of cavities	2
Heat source of top cavity (electricity or gas)	electricity
Heat source of main cavity (electricity or gas)	electricity
Cavity volume [I] - top	41
Cavity volume [l] - main	64

In order to determine compliance with the eco-design requirements, the measurement methods and calculations of the following standards were applied:

EN 60350-1

EN 60350-2

PRODUCT INFORMATION

Product information given in accordance with Commission Regulation (EU) No 66/2014 supplementing Directive of the European Parliament and Council Directive 2009/125/EC with regard to eco-design requirements for household ovens, hobs and range hoods

Household ovens

Model identifier	AFC502SS
Woder identifier	5010DCE2.10OC
Oven type (electricity or gas) - top	electricity
Oven type (electricity or gas) - main	electricity
Appliance weight [kg]	42,15
Number of cavities	2
Source of heat for each cavity (electricity or gas) - top	electricity
Source of heat for each cavity (electricity or gas) - main	electricity
Volume of each cavity V [I] - top	41
Volume of each cavity V [I] - main	64
Energy consumption needed to heat a standard charge in an electric oven cavity during a single cycle in conventional mode for each cavity (final electric energy consumption) EC electric cavity [kWh/cycle] - top	-
Energy consumption needed to heat a standard charge in an electric oven cavity during a single cycle in conventional mode for each cavity (final electric energy consumption) EC electric cavity [kWh/cycle] - main	-
Energy consumption needed to heat a standard charge in an electric oven cavity during a single cycle in fan-forced mode for each cavity (final electric energy consumption) EC electric cavity [kWh/cycle] - top	-
Energy consumption needed to heat a standard charge in an electric oven cavity during a single cycle in fan-forced mode for each cavity (final electric energy consumption) EC electric cavity [kWh/cycle] - main	0,78
Energy efficiency index EEI cavity for each cavity - top	-
Energy efficiency index EEI cavity for each cavity - main	95,1

PRODUCT INFORMATION

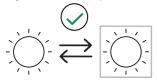
Product information given in accordance with Commission Regulation (EU) No 66/2014 supplementing Directive of the European Parliament and Council Directive 2009/125/EC with regard to eco-design requirements for household ovens, hobs and range hoods

Household electric hobs

Model identifier		AFC502SS
		5010DCE2.10OC
Hob type (electric / gas / gas-electric)		electric
Number of cooking zones		4
Heating technique (induction cooking zones or heating areas, radiant heating zones, solid hobs)		radiant heating zones
Usable surface diameter for electric cooking zone rounded to 5 mm [Ø cm]	FL	Ø 18,0
	RL	Ø 14,5
	RR	Ø 18,0
	FR	Ø 14,5
Energy consumption for each cooking zone per kg, EC electric cooking [Wh/kg]	FL	193,5
	RL	193,5
	RR	193,5
	FR	193,5
Energy consumption by the hob per kg EC electric hob [Wh/kg]		193,5

Product information given in accordance with Commission Regulation (EU) No 2019/2015: This product contains a light source of energy efficiency class G.

Light source in this product can be replaceable by end-user.



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