

# GAGGIA®

## Baby Twin



ISTRUZIONI PER L'USO  
OPERATING INSTRUCTIONS  
GEBRAUCHSANWEISUNG  
MODE D'EMPLOI  
INSTRUCCIONES DE USO  
GEBRUIKSAANWIJZING  
INSTRUCÇÕES E MODO DE EMPREGO

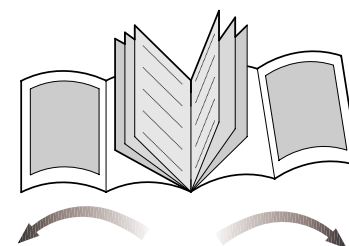
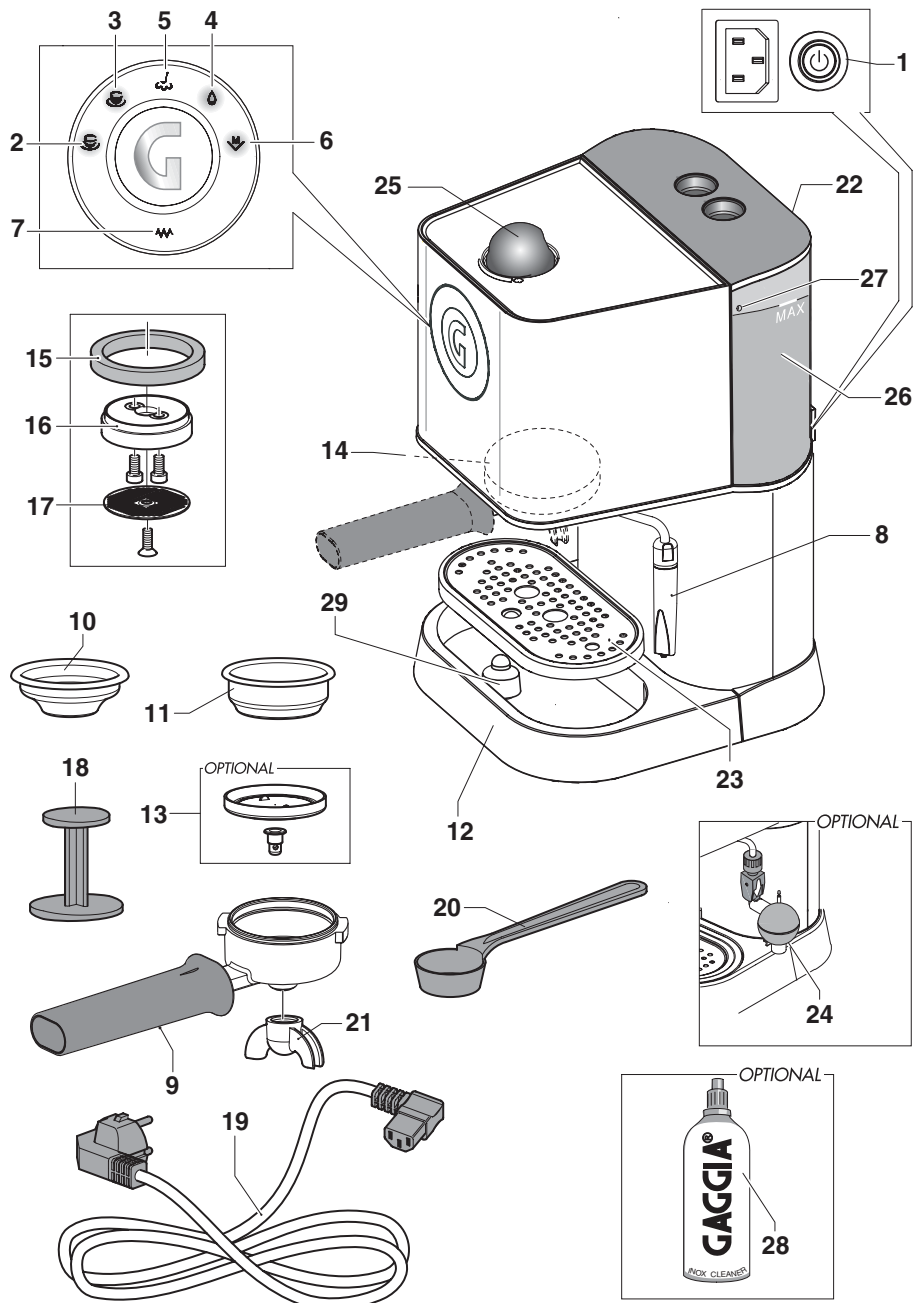


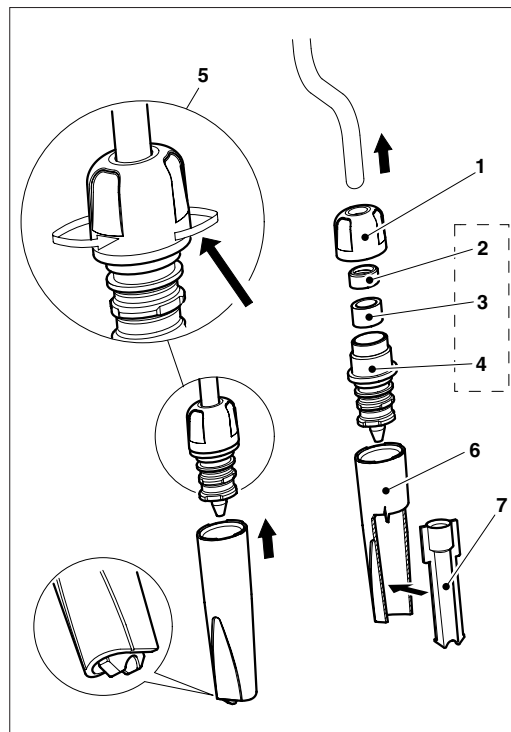
FIG.01



La prima volta che usate il pannarello, dovete ...  
 The first time you use the frother, you must ...  
 Bei erstmaliger Verwendung des Schaumslägers müssen Sie ...  
 La première fois que vous utilisez le mixeur, il faut ...  
 La primera vez que usa el esquema, siga las instrucciones que se detallan a continuación  
 De eerste keer dat u het stoompijpje voor het opschuimen van melk gebruikt, moet u .....  
 Quando se usa o bico pela primeira vez, deve-se ...

**D**

- Gewindenummutter auf Dampfrohr aufsetzen.
- Gummiring 3 in Düse 4 einsetzen, Gumminiederhalter 2 auf Gummiring 3 aufsetzen, Komplex 2-3-4 in Dampfrohr einführen.
- Gewindenummutter 1 auf Düse 4 schrauben. Festschrauben 5.
- Außenbüchse 6 gemäß Abbildung einfügen.
- Das innere Rohr 7 ist korrekt anzubringen, wobei der untere Teil des Außenrohrs herausragt, wie es auf Abbildung zu ersehen ist.



**F**

- Glisser la douille filetée 1 sur le tuyau de la vapeur.
- Insérer le caoutchouc 3 dans l'injecteur 4, insérer le presse-caoutchouc 2 sur le caoutchouc 3, emmancher l'ensemble 2-3-4 sur le tuyau de la vapeur.
- Visser la douille 1 sur l'injecteur 4. Serrer 5.
- Insérer le manchon externe 6 comme il est indiqué sur la figure.
- Le manchon intérieur 7 doit être installé de la façon correcte, en laissant dépasser la partie inférieure du manchon extérieur, comme indiqué par la figure.

**E**

- Introduzca el casquillo roscado 1 en el tubo de vapor.
- Introduzca la empaquetadura de anillo 3 en el inyector 4, introduzca el aprieta-empaquetadura 2 en la empaquetadura 3. Acto seguido, ubique el grupo 2-3-4 en el tubo de vapor.
- Enrosque el casquillo roscado 1 en el inyector 4. Enroscar hasta el tope 5.
- Introduzca el forro exterior 6 como se aprecia en la figura.
- Monte correctamente el tubo interior 7, sobresaliendo el lado inferior del tubo exterior, como señalado en la figura.

**NL**

- Schuif de getapte sluitring op het stoompijpje.
- Schuif het rubbertje 3 in het spuitstuk 4, schuif de rubberhouder 2 op het rubbertje 3, zet het geheel 2-3-4 op het stoompijpje.
- Draai het eindopje 1 op het spuitstuk 4.
- Bevestig het buitenste mondstuk 6 op het spuitstuk, volgens de afbeelding.
- De binnenste schuif 7 wordt op de juiste manier gemonteerd door het onderste gedeelte van de buitenste schuif uit te laten steken zoals getoond wordt in figuur.

**I**

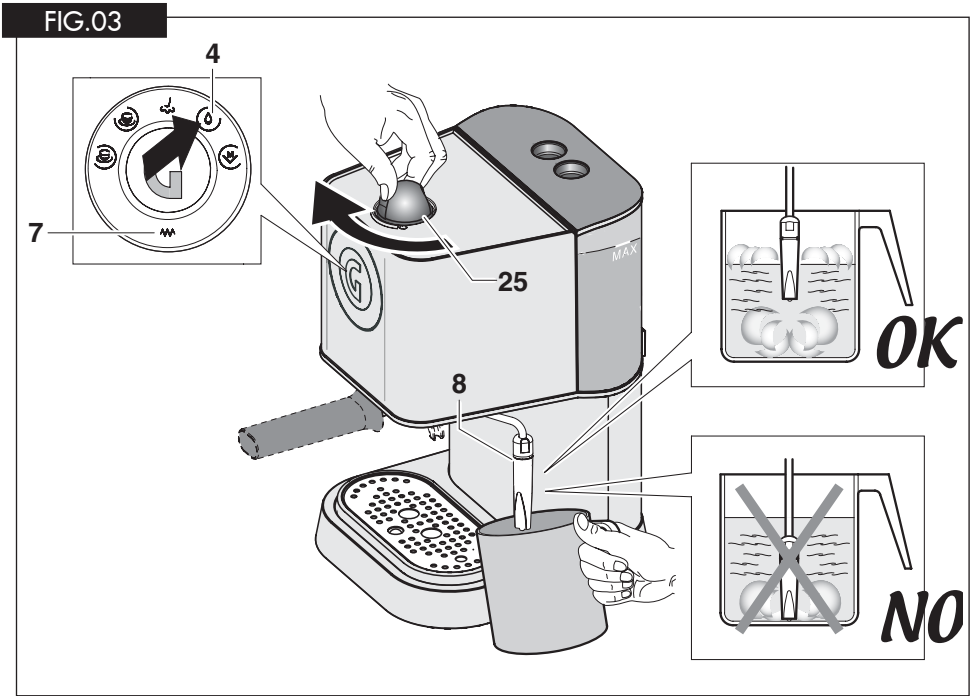
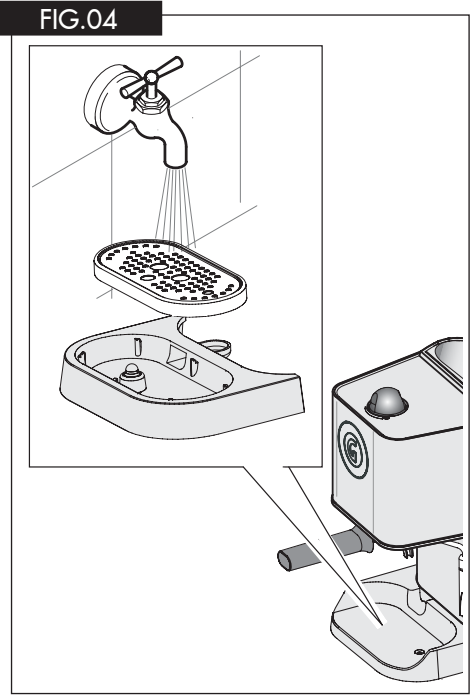
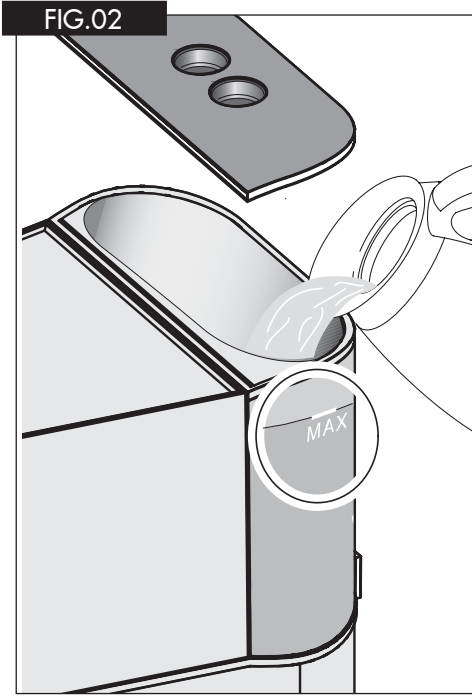
- Infilare la Ghiera filettata 1 sul tubo vapore.
- Inserire il gommino 3 nell'Iniettore 4, inserire il Premigommino 2 sopra al Gommino 3, calzare l'assieme 2-3-4 sul tubo vapore.
- Avvitare la Ghiera 1 sull'Iniettore 4. Serrare 5.
- Inserire il canotto esterno 6 come in figura.
- Il canotto interno 7 va montato correttamente, facendo sporgere la parte inferiore dal canotto esterno, come evidenziato nella figura.

**GB**

- Slide the Ring Nut 1 onto the steam hose.
- Place the Gasket 3 into the Injector 4, and place the Gasket Press 2 over the Gasket 3. Slide the assembly 2-3-4 over the steam hose.
- Screw the Ring Nut 1 onto the Injector 4. Tighten 5.
- Attach the external housing 6 as shown in the Figure.
- The internal sleeve 7 must be correctly installed, by protruding the lower part of the external sleeve, as shown in figure.

**P**

- Enfie o casquilho roscado no tubo de vapor.
- Introduza a borracha 3 no injector 4. Introduza o pressionador da borracha 2 por cima da borracha 3; a seguir introduza o grupo 2-3-4 no tubo de vapor.
- Enrosque o casquilho roscado 1 no injector 4.
- Introduza o canote externo 6 como ilustrado na figura.
- O pequeno tubo interno 7 deve ser montado corretamente, fazendo sair a parte inferior do pequeno tubo externo, como evidenciado na figura.



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**GAGGIA**®

## **Congratulations on your wise choice!**

*As the proud owner of the Gaggia machine, you can now experience the taste of a delicious cup of espresso or cappuccino in the comfort of your own home.*

*Espresso coffee, originally created in Italy, is made by rapidly forcing water that has been heated to the correct brewing temperature, through a special finely ground coffee.*

*The heart of the espresso machine is a precision engineered pump.*

*The pump and water flow is easily controlled with just a flick of the switch.*



### **CAUTION:**

This appliance is for household use. Any repairs or servicing operations, with the exception of normal cleaning and maintenance operations must be undertaken by an authorized service centre.

1. Check voltage to be sure that the voltage indicated on the plate agrees with your voltage.
2. Never use warm or hot water to fill the water tank. Use cold water only.
3. Keep your hands and the cord away from hot parts of the appliance during operation.
4. Never clean with scouring powders or hard implements.
5. To avoid your machine scaling up, use purified or bottled water.
6. Do not immerse base in water.

## **IMPORTANT SAFEGUARDS**



When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

- 1 Read all instructions and information in this instruction book and any other literature included in this packaging referring to this product before operating or using this appliance.
- 2 Do not touch hot surfaces. Use handles or knobs.
- 3 To protect against fire, electric shock and personal injury do not immerse cord, plugs, or appliance in water or other liquid.
- 4 Close supervision is necessary when any appliance is used by or near children.
- 5 Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts and before cleaning the appliance.
- 6 Do not operate any appliance with a damaged cord or plug or in the event of appliance faults or damages. Return appliance to the nearest authorized service centre for examination, repair or adjustment.
- 7 The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or personal injury.
- 8 Do not use outdoors.
- 9 Do not let cord hang over edge of table or counter, or touch hot surfaces.
- 10 Do not place on or near a hot gas or electric burner, or in a heated oven.
- 11 Always turn appliance to **"Off"**, then plug cord into the wall outlet. To disconnect, turn switch to **"Off"**, then remove plug from wall outlet.
- 12 Do not use appliance for other than intended household use.
- 13 Use extreme caution when using hot steam.

# **SAVE THESE INSTRUCTIONS**

## Description of parts:

### FIG. 01

- 1 Main switch
- 2 Coffee dispensing button-1 strong/2 weak
- 3 Coffee dispensing button-1 weak/2 weak
- 4 Hot water supply button
- 5 Steam supply light
- 6 Dose programming/Manual dispensing button
- 7 Correct temperature light
- 8 Turbo frother steam nozzle (removeable)
- 9 Filterholder
- 10 1 cup filter (or coffee pod)
- 11 2 cup filter
- 12 Basin (removable)
- 13 "Perfect crema" device (OPTION)
- 14 Brewing head
- 15 Filterholder gasket
- 16 Shower disc holder
- 17 Shower disc
- 18 Tamper
- 19 Power cable and plug
- 20 Measuring spoon
- 21 Delivery spout
- 22 Tank cover
- 23 Grid (removable)
- 24 Cappuccino maker kit (OPTION)
- 25 Steam/hot water knob
- 26 Removable water tank
- 27 Overflowing protection hole
- 28 Anti-fingerprint cleaner for stainless steel
- 29 Level indicator for the basin

## Instructions for the power supply cord

- A** A short power-supply cord is provided to reduce risks of getting tangled up or tripping over a longer cord.
- B** Longer extension cords are available and may be used if care is exercised in their use.
- C** If a long extension cord is used:
- 1 the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance.
  - 2 if the appliance is of the grounded type, the extension cord should be a grounding type
  - 3 the cable does not hang from the table to avoid the risk of getting caught up in it.

## Preparation:

1. Remove the water tank cover (22) and fill with cold water to the MAX line indicated on tank (26). See FIG. 2.

**N.B.:** *Near the word MAX on the tank there is the overflowing safety hole (27) in case of tank overfilling.*

The water tank can also be removed, after removing the tank cover (22) using the handle.

Re-install tank with water and cover (22).

2. Insert plug (19) into a suitable wall outlet (see point 1 under "Caution").
- 3 Push the main switch (1). The temperature light (7) will flash until the temperature is reached; when the temperature is reached the light will remain on.  
The lights of buttons 2 - 3 - 5 - 6 will remain on in a fixed way (stand-by mode).

## Starting up

This procedure fills the water boiler with fresh water.

This should be done whenever the machine is switched on.

This machine, featuring a pump to brew coffee, is equipped with a self-priming system.

Put an empty cup below the steam frother (8), press the hot water button (4) and turn the steam knob (25) clockwise.

You will hear the noise of the enabled pump and after a few seconds water will come down from steam rod (8).

When the cup is filled close the steam knob (25) and press the hot water button (4) again.

The **Gaggia machine** is now ready to be used.

**NOTE:** The temperature ready-light (7) will automatically flash as the machine boiler heats. After switching on the machine for the first coffee, wait 6 minutes until the machine has fully heated up, while for all subsequent coffees the machine will be ready to use.

Another feature of the machine is the "no-drip system", eliminating most of dripping from brewing head (14).

After coffee brewing, however, a little dripping may occur due to wet coffee grinds in the filter-holder.



**Caution:** Never operate pump without water in machine as damage to the pump may occur. Damage of pump run without water is not covered by warranty.

### Important to know.....

1. The taste of your coffee depends on the characteristics of the beans from which it is made, the type of bean, where it was grown and processed. The coffee beans that are roasted for a longer period of time and at higher temperatures will be much darker in colour. Darker beans will produce a richer cup of coffee than the lightly-roasted beans.
2. A variety of dark roasts are available from which you can choose to brew your espresso. Each of these roasts is a blend of coffee beans that are roasted at a specific temperature producing a specific type of flavour. There are decaffeinated beans that have up to 98% of the caffeine content removed. The next time you purchase coffee for your espresso maker, experiment with one of the many kinds of coffee being sold. You may just find that it tastes better than the blend you have been using.
3. A fine "espresso grind" for pump-driven machines must be used. Be sure to ask for this when buying coffee or when having beans ground. Do not use a blade-type grinder because it makes too much coffee dust and

produces an irregular grind.

4. The mark of real espresso is its dark color, rich taste and the light brown, natural froth called "crema" in Italian.
5. Cappuccino is simply a combination of espresso and hot, frothy milk. Cappuccino is usually topped with cinnamon, nutmeg or cocoa powder.
6. Espresso Coffee should be served immediately after it is made.
7. Espresso is served in 2 to 2 ½ oz. demitasse cups. A 4 or 6 oz. cup or glass is used for cappuccino
8. Ideally, coffee beans should be ground immediately before using. Remember, it must be an "espresso grind" for pump-driven espresso machines.
9. It's best to store ground coffee or beans in an airtight container in the freezer of your refrigerator. Ground coffee tends to absorb food odours.

### How to make a good Espresso coffee: Coffee dose programming

With this Gaggia appliance two different water doses can be programmed to obtain one or two cups of coffee. To adjust the water doses and store them for a following dispensing request, first of all carry out the "COFFE PREPARATION" procedure on page 11 - sections 2-3-4, and then proceed as follows:

- 1 Press the programming button (6) for 3 sec. until the light (6) starts flashing.  
At the same time the symbols of buttons 2 - 3 will switch on.
- 2 After introducing the one-cup filter, press key (2) and let the coffee flow down.
- 3 Press the same key (2) again until the desired optimum dose for one coffee is reached.
- 4 Now the water dose assigned for one coffee to key (2) will be stored and the light placed below the key will turn off.
- 5 Repeat steps 3 and 4 to program the water dose for key (3).

Every user will be free to program the doses to obtain a more or less strong coffee and to assign bigger or smaller doses to buttons (2 and 3) to use 1 or 2 cup filter.

- 6 After storing these doses, press "MENU" key (6) again to exit from the programming function. The symbols placed under the buttons will re-start lighting up alternatively.

The appliance is now ready to dispense excellent coffees.

**N.B.:** to brew 1 coffee press button (2 or 3) once; to brew 2 coffees press button (2 or 3) twice.

### Pre-Infusion

The machine allows you to adjust the dosage settings so that the water produced for the COFFEE dose is preceded by a pre-infusion step.

Press the dose button (2) and the normal coffee cycle is preceded by a brief, timed jet of water that moistens the coffee wafer before the actual coffee making cycle starts.

This function allows you to get the most flavor out of the coffee wafer.

**PRE-INFUSION** is not available on the dose button (3).

**N.B.:** the machine comes from the factory with **PRE-INFUSION** function set to **ON**. Should you choose to deactivate this function you will need to enter the programming mode (see "**Coffee dose programming**") and press the hot water supply button (4). The indicator light on the button will turn off.

The indicator light on the hot water supply button (4) is **ON** when the **PRE-INFUSION** function is **ON**. Vice versa, if the indicator light is **OFF**, then the **PRE-INFUSION** function is **OFF**.

### Coffee preparation

- 1 Follow the procedure described under "**Preparation**".
- 2 Select the correct filter basket (10 or 11) and insert it in the filter holder (9).

Use the small filter for 1 cup and the large filter for 2 cups of espresso.

Then insert filter-holder (9) into the appliance and wait at least 10 minutes.

- 3 After the warm-up period, remove the warm filter-holder (9) from the brewing head and fill with correctly ground espresso coffee using the measuring spoon provided.

Place one level measure of coffee in basket for each cup of espresso. Do not overfill. Gently tamp down coffee with the tamper (18) provided. Do not compress too firmly.

- 4 Clean any excess coffee from the rim of filter holder (9). Insert filter holder into brew head by holding handle approximately 45 degrees to the left as you face machine. When properly aligned, move handle firmly to the right to lock into position.

The handle should point to the front of the machine or slightly to the right.

- 5 Place one or two espresso cups on the drip plate to line up with the spouts of the filter holder. Press the button corresponding to the stored coffee dose. Espresso will start to flow into cups.
- 6 The coffee dispensing will automatically stop when the preset level is reached (see **Coffee dose programming**); however it is possible to stop the coffee dispensing by pressing the button (2 or 3) as previously selected. When properly made, the espresso will have a light brown foam "crema" floating on the top. If not, refer to "**In the event of faulty function**".

- 7 Remove cups and serve.

- 8 To make more espresso, carefully and slowly remove the filter holder by moving handle to the left. Be careful as hot water will be on top of the coffee grinds in the holder. Some water will continue to drip from brewing head as filter holder is removed. That is normal and due to the pump pressure in the system.

Knock out used coffee grinds from filter. For more espresso repeat steps 2 to 7 above.

- 9 To prepare coffee manually, carry out steps 2 through 5 and then press button 6. When you have obtained the desired quantity of coffee in the cup, press button 6 again to stop the cycle. Then proceed with steps 6 and 7.

**N.B.:** Dispensing should not exceed 40 seconds.

**OPTIONAL****“Perfect crema” device (13)**

To ensure the optimum function of the “Perfect cream” device, insert the frothing jet device into the filter holder.

We recommend that the “Perfect cream” device be cleaned on a daily basis, before use, in order to prevent any blockage of the delivery holes. A pin may be used to clean out the hole.

Even if the type of coffee grinding is not correct the use of the “Perfect cream” device will produce the typical creamy froth of an espresso coffee.

**N.B.:** Only use the “perfect cream device with a large 2-cup filter.

**Supplying steam/Preparing Cappuccino**

Steam can be used to froth the milk for cappuccinos and also to heat beverages.



**Caution!** Scalding hazard! Splashing may occur at the start – scalding hazard! The hot water nozzle and pipe can reach high temperatures: avoid touching it directly with your hands.

**Milk frother version:**

- 1 With the machine ready to deliver coffee, convey the pipe over the drip tray (12), open the “Hot water/steam” tap knob (25) for a few seconds so to let the remaining water come out of the steam pipe; after a few seconds only steam will come out.
- 2 Close the steam/hot water tap knob (25).
- 3 Make espresso (in a large cups) as described above.
- 4 Fill 1/3 of the container to be used to prepare the cappuccino with cold milk.

**IMPORTANT:** To obtain a better cappuccino, the milk and the cup must be cold.

- 5 Immerse the steam pipe into the milk to be heated and open the tap knob (25); turn the container slowly from downwards to upwards so to obtain a smooth foam (Fig. 03).

**N.B.:** Dispensing should not exceed 60 seconds.

- 6 After using the steam for the desired time close the tap knob (25).
- 7 The same system can be used to heat up other beverages.
- 8 After this operation clean the steam pipe with a wet cloth.

**Making hot water:**

**Caution!** Scalding hazard! Splashing may occur at the start – scalding hazard! The hot water nozzle and pipe can reach high temperatures: avoid touching it directly with your hands.

With the machine ready to brew coffee, proceed as follows:

- 1 Press the hot water supply button (4), the button light will switch on, while the lights of buttons 2 - 3 - 5 - 6 will switch off.
- 2 Put a cup and /or a container below the hot water/steam pipe.
- 3 Open slowly and clockwise the hot water/steam tap knob (25) to allow supply. Throughout the supply the hot water supply button light (4) will flash (Fig. 03).

**N.B.:** A max. supply of 40 seconds is recommended.

- 4 Take the desired quantity of hot water; to stop the hot water supply turn knob (25) counterclockwise.
- 5 Press button (4) again; the machine will return to normal running mode. Then remove the cup and/or the container.

The lights of buttons 2 - 3 - 5 - 6 will switch on in a fixed mode.

## Keeping it clean:

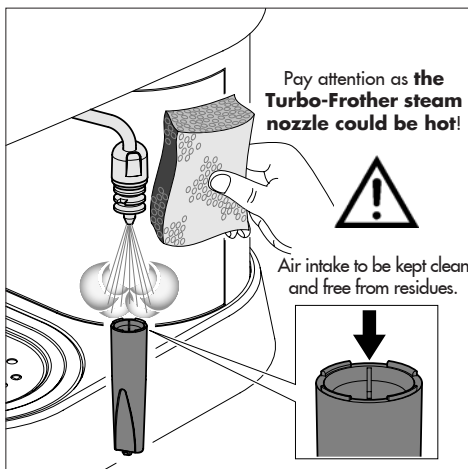
- IMPORTANT:** the steam nozzle should be cleaned after each use in order to avoid build up of milk deposits that are very difficult to clean. Cleaning is made easy as can be seen in the DESCRIPTION OF PARTS. The outer part of nozzle can be removed by pulling downward.

The outside of the steam pipe can be cleaned with a damp cloth.

The steam jet is cleaned by running a shot of steam through it.

The hole in the steam nozzle must be kept open. A needle may be used.

- Clean filter holder and filter in warm water after use.
- Wipe body of machine with a damp cloth as required.
- Remove basin and grid (12, 23) and rinse with water. Do not use abrasive substances.
- Clean the seal (15) inside of the brewing head (14) and keep it clean.



- The shower disc (17) should be unscrewed and cleaned periodically depending on frequency of use.
- If the machine is not used for a long period of time, completely discharge the water from the boiler by turning the steam knob (25) clockwise. Press steam switch (5) until completely discharged. Close the steam knob (25) by turning it counterclockwise and switch off the machine.

Never run the pump without water.

- NOTE:** It is very normal for an espresso machine to emit steam and drip occasionally as the water pressure changes during use. Be certain to empty drip tray (12) as required.

## Descaling:

In hard water areas, minerals found in the water will accumulate and affect operation of the unit.

Approximately every two months (this can vary depending on use and water condition), clean the machine with Gaggia descaler (in which case follow the instructions on the packet).

Remove shower disc (17) and clean.

Dilute the solution before pouring it into the tank. Pour the solution into the coffee dispensing group and into the steam nozzle for a few seconds.

Wait 20 minutes, then repeat. process until solution has been run through. Rinse machine thoroughly by running plain cold water through machine. Replace shower disc (17).

**NOTE:** Product failure due to scale accumulation is not covered by warranty. No other servicing should be attempted by the user. Use "Gaggia cleaner" for best results.

## In the event of faulty function

<b>Problem:</b>	<b>Check to ensure against the following:</b>
Coffee does not flow.	Water is in tank. Filter basket clogged because coffee is too fine or compressed too firmly. Shower disc requires cleaning.
Coffee flows too quickly.	Coffee is ground too coarsely. Coffee is not pressed down with tamper.
Pump makes loud noise.	No water in tank. Pump not primed. Coffee is ground too coarsely.
Water leaking excessively from filter holder.	Filter holder not properly inserted in brew head. Gasket in brewing head dirty or worn. Coffee grinds not cleaned off the rim of filter holder.
Espresso has little creamy froth.	Coffee is ground too coarsely. Coffee is not pressed down with tamper. Coffee is too old or dried out.
Espresso is too cold.	Machine is not warmed up (10 min). Coffee is ground too coarsely.
Not enough milk froth.	Steam nozzle and/or air intake hole clogged. Milk is too hot.

### **Alarms - When the button being used flashes:**

Empty tank No water Pump noise	Fill tank and repeat boiler filling procedures.
Too fine grinding	Modify grinding
Dirty filter	Clean shower (17)
Too pressed coffee	Avoid press coffee excessively

**GAGGIA®**

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**Hinweise für die Behandlung bei Außerbetriebnahme**  
**Instructions pour le traitement de fin de vie utile**  
**Instrucciones para el tratamiento al final de vida útil**  
**Instruções para o tratamento em fim de vida útil**  
**Instructies voor de behandeling aan het einde van de levensduur**


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Das Symbol  auf dem Produkt oder seiner Verpackung weist darauf hin, dass das Produkt nicht als normaler Haushaltsabfall zu behandeln ist, sondern an einem Sammelpunkt für das Recycling von elektrischen und elektronischen Geräten abgegeben werden muss. Durch Ihren Beitrag zum korrekten Entsorgen dieses Produkts schützen Sie die Umwelt und die Gesundheit

L'appareil est en conçu et fabriqué pour faciliter sa valorisation, son recyclage ou sa réutilisation conformément à la directive européenne 2002/96/CEE relative aux appareils électriques et électroniques usagés (waste electrical and electronic equipment - WEEE).




Le logo  ci-contre appposé sur l'appareil indique que ce produit ne peut pas être éliminé avec les déchets ménagers non triés. Lorsque vous aurez décidé de vous en séparer définitivement, il convient de faire procéder à la collecte sélective de cet appareil en vous conformant au mode de reprise mis en place dans votre commune (collecte ponctuelle des encombrants, déchèterie), ou en faisant appel au service de reprise proposé par votre distributeur, ou bien, en le confiant à des organisations caritatives et des associations à but non lucratif. En vous assurant que ce produit est éliminé correctement, vous favorisez la prévention des conséquences négatives pour l'environnement et la santé humaine.

Este producto cumple con la Directiva EU2002/96/EC.

Dit product voldoet aan de EU-richtlijn 2002/96/EG.




El simbolo  en el producto o en su empaque indica que este producto no se puede tratar como desperdicios normales del hogar. Este producto se debe entregar al punto de recolección de equipos eléctricos y electrónicos para reciclaje. Al asegurarse de que este producto se desecha correctamente, usted ayudará a evitar posibles consecuencias negativas para el ambiente y la salud pública, lo cual podría ocurrir si este producto no se manipula de forma adecuada. Para obtener información más detallada sobre el reciclaje de este producto, póngase en contacto con la administración de su ciudad, con su servicio de desechos del hogar o con la tienda donde compró el producto.



Het symbool  op het product of op verpakking wijst erop dat dit product niet als huishoudafval mag worden behandeld. Het moet echter naar een plaats worden gebracht waar elektrische en elektronische apparatuur worden gerecycled. Als u ervoor zorgt dat dit product op de correcte manier wordt verwijderd, voorkomt u mogelijk voor het milieu negatieve gevolgen die zich zouden kunnen voordoen in geval van verkeerde afvalbehandeling. Voor meer details in verband met het recyclen van dit product, neemt u het best contact op met de gemeentelijke instanties, het bedrijf of de dienst belast met de verwijdering van huishoudafval of de winkel waar u het product hebt gekocht.

Este produto está conforme a directiva EU 2002/96/EC.



O simbolo  impresso no produto ou na sua embalagem indica que este produto não se pode tratar como lixo doméstico normal. Este produto deve ser entregue num ponto de recolha de equipamentos eléctricos e electrónicos para reciclagem. Ao assegurar-se que este produto é eliminado correctamente, estará a ajudar a evitar possíveis consequências negativas para o ambiente e saúde pública que resultariam se este produto não fosse manipulado de forma adequada. Para obter informações mais detalhadas sobre a reciclagem deste produto, por favor contacte o gabinete da câmara municipal da sua cidade ou a loja onde comprou o produto.