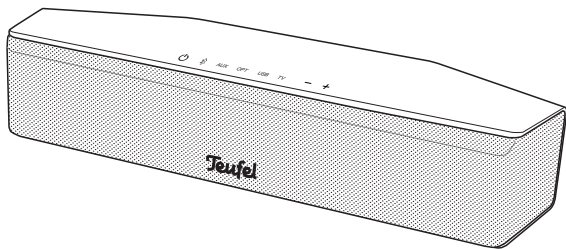


User Manual

Cinebar One

Ultra-compact 2.0 soundbar with subwoofer connection and USB sound card function



Teufel

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General Information

Notice

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Version 2.1

January 2022

Right of Return

If you wish to exercise your right of return, we ask that you make sure that you hold onto the original packaging. We can only accept the return of speaker **WITH THE ORIGINAL PACKAGING**. Speaker returned without the original packaging will not be accepted.

Complaints

In case of a complaint we will need the following information to process your enquiry:

1. Invoice number

Can be found on the sales slip (enclosed with the product) or on the order confirmation received as a PDF document, e.g. 4322543

2. Serial number or batch number

Located on the back side of the device, e.g. serial no.: KB20240129A-123.

Thank you for your support!

For Your Safety

Proper Use

The speaker is designed for the playback of music and speech from an external player. Only use the speaker as described in this user manual. Any other use will be deemed as not in accordance with the instructions and may lead to damage of property or even persons. The manufacturer accepts no liability for damage caused by improper use. The speaker is intended for private use.



Before operating the product for the first time, please read the safety notes and user manual carefully. Only in this way, can you ensure that all functions are used in a safe and reliable manner. Store the user manual in a safe place and also be sure to pass it on to any subsequent owner.

Safety notes

This chapter contains general safety notes which you should always observe to protect yourself and third parties. Also observe the warning notes in each chapter of this user manual.

Explanation of terms

You can find the following signal terms in this user manual:



CAUTION

This signal term indicates a low risk, which, if not avoided, may result in minor or moderate injury.

NOTICE

This signal term warns you of potential damage.



This symbol advises of useful additional information.

Touching live parts can result in severe injury or death.

- When connecting the mains adapter, make sure that the correct voltage is present. You can find more information about this on the rating plate.
- Check the device regularly for damage. Immediately disconnect the mains plug and do not operate the device if its housing, mains adapter or mains cord is defective or exhibits other visible damages.
- This device is disconnected from the grid by pulling the mains plug. Thus, make sure that the mains plug is always easily accessible.
- If the device emits smoke, smells burnt or produces unusual sounds, immediately disconnect it from the mains and do not operate it further.
- Never open the device housing. Repairs may only be carried out by an authorised specialist workshop. Only parts that match the original specifications may be used.
- Only use the accessory products specified by the manufacturer.
- Only use the device indoors.
- Do not operate the device in wet rooms and protect it from dripping and splashing water. Make sure that no vases or other liquid-filled objects are located on or near the device in order to prevent liquid from penetrating the housing. If water or other debris ends up penetrating the housing, immediately pull the mains plug and, if applicable, take out any batteries.

Then send the device to our service address.

- Never modify the device. Unauthorised modifications may affect the safety and functionality.
- Never touch the mains plug with wet hands.

An unsuitable setup location may result in injury and damage.

- Never use the device unmounted in vehicles, in unstable locations, on wobbly tripods or furniture, on insufficiently dimensioned brackets etc. The speakers could tip or fall down and cause injury to persons or be damaged itself.
- Arrange the device so that it cannot be knocked over accidentally and make sure that the cables do not pose a trip hazard.
- Do not place the device and the mains adapter near heat sources (e.g. heaters, ovens, other heat generating equipment such as amplifiers etc.).
- Do not use the device in environments where there is a risk of explosion.
- Only use the wireless function (Bluetooth®, wireless subwoofer) in locations where wireless radio transmission is allowed.

Children can become trapped in the plastic wrapping when playing and suffocate.

- Do not allow children to play with the device or the plastic wrapping. There is a danger of suffocation.
- Never allow children to operate electrical equipment unsupervised.

Swallowing a product battery may result in severe internal injury or even death.

- Store both new and used batteries so that they are not accessible to children.
- If it is no longer possible to safely close the battery compartment, stop using the remote control and store it so that it is not accessible for children.
- If you suspect that a battery has been swallowed or otherwise incorporated, promptly consult a physician.

Leaking battery acid may lead to chemical burns.

- Do not allow battery acid to come into contact with skin, eyes or mucous membranes. In the event of contact with acid, immediately flush the applicable areas with plenty of clean water and consult a physician if necessary.

Batteries (particularly lithium batteries) can explode if used improperly.

- Never attempt to recharge batteries.
- Only use batteries of the same or equivalent type.
- You must not heat or short circuit batteries and rechargeable batteries or dispose of them in fire.
- Do not expose batteries and rechargeable batteries to direct sunlight.

Extended listening at high volumes may lead to hearing loss.

To avoid damage to health, avoid extended listening at high volumes.

- When the volume is set high, always keep a certain distance from the device and never place your ear directly on the speaker.
- If the volume control of the device is set to maximum volume, it may produce very high sound pressure. This may have psychological consequences and also cause physical injury. Children and pets are particularly at risk. Set the volume control to a lower level if you experience hearing malfunctions like ear ringing or intermediate loss of hearing.

This product contains magnetic material.

- If necessary, consult your physician and ask for effects on implants such as pacemakers or defibrillators.





Improper use may lead to damage or fire.

- Do not place open flames such as burning candles or similar on the device.
- Ensure sufficient ventilation.
- Do not place the device in direct sunlight.
- Only use the device indoors.
- Do not operate the device in wet rooms and protect it from dripping and splashing water. Make sure that no vases or other liquid-filled objects are located on or near the device in order to prevent liquid from penetrating the housing.

The isolation pads can produce discolouration on sensitive surfaces.

- On parquet, varnished wood and similar surfaces, you should stick felt gliders to the rubber feet of the device or put a blanket under it. This will prevent discolouration of the floor over the long term.

Explanation of symbols

	Protection class II Dual insulation
	May only be used indoors
	Risk of electrical shock – do not open the housing. Disconnect the mains cord before changing a fuse.
	Polarity of the round connector: outside (-), inside (+)

Disposal

Important information in accordance with the Electrical and Electronic Equipment Act (Germany: ElektroG)

We advise owners of electrical and electronic appliances that old electrical and electronic devices must be handed in separately from municipal waste, in accordance with the applicable regulations. Batteries and rechargeable batteries that are not firmly enclosed in old electrical devices and lamps, and that can be removed from the old device without destroying them, must be separated from them in a non-destructive manner before they are handed to the collection point for their intended disposal. Please take note of our information on the Batteries Act (Germany: BattG) below for disposing of batteries.

You make an important contribution to returning, recycling and further processing of old devices if you separate your old devices into the correct collection groups for recycling.

The symbol below of a crossed-out dustbin, applied to electrical and electronic appliances, also advises of the duty to separate collections:



Consumer electronics stores and supermarkets are obliged, under certain conditions, to take back old electrical and electronic devices, in accordance with section 17 of the Electrical and Electronic Equipment Act. Stationary retailers

must take back an old electrical device of the same type when a new electrical device is bought (1:1 return). This also applies to home deliveries. These retailers must also take back up to three small old electrical devices ($\leq 25\text{cm}$) without this being linked to a new purchase (0:1 return).

In accordance with the Electrical and Electronic Equipment Act, as online retailers of electrical devices and due to our product range, our obligation is limited to 1:1 return of large devices of $> 50\text{ cm}$ when selling a new electrical or electronic device of the same type. We comply with the obligation of return of devices other than large devices through our service provider. You can find the exact contact data and collection points on our website www.teufel.de/entsorgung. It is also possible to return old electrical and electronic appliances free of charge at an official delivery point run by the public waste disposal authorities.

Important: For safety reasons we ask that you refrain from sending lighting fixtures (some lamps). For return of lighting fixtures please use the public waste disposal collection points or contact us directly at www.teufel.de/entsorgung.

As an end-user, you are responsible for deleting any personal data on old electrical appliances before handing it in.

Important: Our appliances can contain batteries/rechargeable batteries. If this is the case, please refer to its attached product documentation for additional information on the type and chemical make-up of the battery. For products with battery compartments you can directly remove the batteries or rechargeable batteries and dispose of them properly. If the batteries are built in to the product, do not in any case attempt to remove the batteries yourself, instead contact one of our employees or appropriate specialist staff.

Important information about the Batteries Act (Germany: BattG)

Batteries and rechargeable batteries must not be disposed on in household waste.

Old batteries can contain toxic substances that could damage the environment or your health if not stored or disposed of properly. This applies especially to improper handling of batteries containing lithium.

However, batteries also contain important raw materials such as iron, zinc, manganese and nickel and these can be reused. Separate collection enables recycling of these raw materials and avoids any negative impact on the environment or human health due to toxic substances being released.



The crossed-out dustbin symbol means that you should not dispose of old batteries and rechargeable batteries in household waste. In addition, you, as the end-user, are legally obliged to return old batteries.

You can hand in batteries and rechargeable batteries free of charge at an official return point such as any public waste disposal collection point. You can also hand in old batteries, that we stock or have stocked as new batteries, at one of our Teufel stores or at one of our dispatch warehouses. However, if you send them to our dispatch warehouses we would like to point out the dangerous

goods regulations of the dispatch provider you opt for and ask you not send batteries to us by post. You can get the addresses of our dispatch warehouses from our customer service.

Due to existing legal regulations, the battery manufacturer must use the following symbols with the following meanings when marking the batteries.

Hg: the battery contains more than 0.0005 mass percent of mercury

Pb: the battery contains more than 0.004 mass percent of lead

Cd: the battery contains more than 0.002 mass percent of cadmium

Otherwise, to avoid waste and littering, batteries with a long service life or rechargeable batteries should be used. Exchangeable rechargeable batteries enable long service for electrical and electronic appliances and thus devices and rechargeable batteries can be prepared for recycling (e.g. regenerating/exchanging rechargeable batteries).

Further information on preventing waste for consumers can, however, be found in the Federal waste prevention programme with the participation of the Federal states.

Trademarks

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Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories Licensing Corporation.



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HDMI®

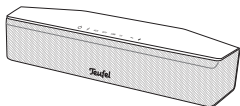
HIGH-DEFINITION MULTIMEDIA INTERFACE

The Adopted Trademarks HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.

1. What's in the box

1.1 Unpacking

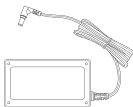
- Carefully open the box, carefully lift the device out of the box.



(1)



(2)



(3)



(4)



(5)

1.2 Package contents

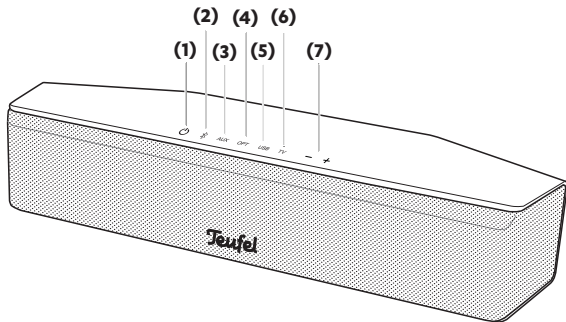
- (1) 1× Soundbar Cinebar One
- (2) 1× Remote control Cinebar One RC
- (3) 1× Mains adapter for the Soundbar
- (4) 1× Mains cord for the mains adapter
- (5) 2× AAA batteries for the remote control

1.3 Checking the product contents

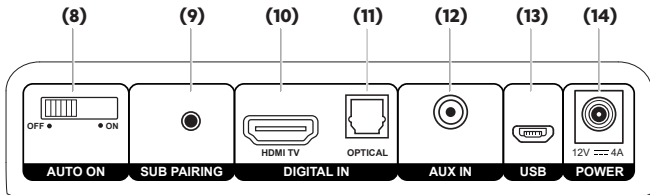
- Check that all items have been delivered and that nothing is damaged.
- If the delivery is incomplete or exhibits transport damages, please contact our service team (see page 45).
- Do not in any case operate the device if it is damaged.

2. Product overview

2.1 Controls And Connections



- (1) Switch on the device and to standby
- (2) Select Bluetooth as source
- (3) Select analogue source AUX
- (4) Select digital source OPTICAL
- (5) Select USB as source
- (6) Select TV as source
- (7) Adjust the volume



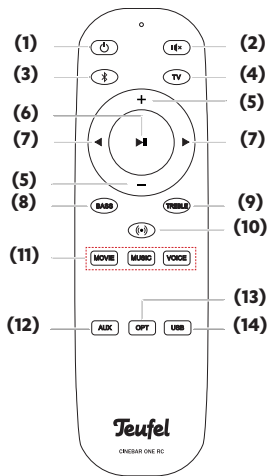
- (8)** Auto on switch
- (9)** SUB PAIRING Button (Hold for 5s to start pairing)
- (10)** HDMI connection for the TV set
- (11)** OPTICAL – input jack for digital audio source device (TOSLINK)
- (12)** AUX IN – input jack for analogue audio source device (3.5 mm)
- (13)** USB port for the PC for sound card functions and software updates (micro USB)
- (14)** POWER – connector jack for the mains adapter

LED feedback has the following meanings:

Red	Standby
Blue	Bluetooth® selected as source
AUX White	AUX selected as source
OPTICAL White	OPTICAL selected as source
USB White	USB selected as source
TV White	TV selected as source
Blue, slow pulsing	Waiting for a Bluetooth® connection
Blue, fast blinking	Waiting for Bluetooth® pairing
7 white LED's (left to right)	Volume Level
7 white LED's (from/to the middle)	Dynamore on/off

2.2 Remote Control

- (1) Switch on the device and to standby
- (2) Mute speaker
- (3) Select Bluetooth as source
- (4) Select TV as source
- (5) Adjust the volume
- (6) Playback/Pause
- (7) Forward/Backward
- (8) Adjust low tones (bass)
- (9) Adjust high tones (treble)
- (10) Activate Dynamore
- (11) Adjust the Sound Mode: MOVIE, MUSIC, VOICE
- (12) Select analogue source AUX
- (13) Select digital source OPTICAL
- (14) Select USB as source



**CAUTION****Leaking battery acid may lead to chemical burns.**

- Do not allow battery acid to come into contact with skin, eyes or mucous membranes. In the event of contact with acid, immediately flush the applicable areas with plenty of clean water and consult a physician if necessary.

Batteries (particularly lithium batteries) can explode if used improperly.

- Never attempt to recharge batteries.
- Only use batteries of the same or equivalent type.
- You must not heat or short circuit batteries and rechargeable batteries or dispose of them in fire.
- Do not expose batteries and rechargeable batteries to direct sunlight. Changing the battery.

2.3 Inserting/changing the batteries

In order to operate the remote control, you will need two type LR03 batteries (AAA – included in the package contents).

You should change the batteries if the remote control stops working properly or after 2 years at the latest:

1. Gently depress the arrow on the battery compartment cover on the back side of the remote control. Push the cover down. Remove the cover.
2. If applicable, remove the old batteries and dispose of them.
3. Insert the new batteries according to the image in the battery compartment; make sure the polarity is correct.
4. Place the cover back on the compartment and push it closed.

3. Connecting

3.1 TV set

If your TV is equipped with an ARC capable HDMI jack, connect it via the HDMI jack. You will need an ARC capable HDMI cable for this.

The ARC (audio return channel) HDMI function plays the television audio via HDMI. With some TV sets, this function must be activated in the menu and in most cases, only one HDMI connection is ARC capable (see the user manual for the TV set).

If your TV set does not support the ARC HDMI function, you can also connect it to the analogue (AUX IN) or optical-digital (OPTICAL) input.

3.2 Analogue source

You can connect a source device with analogue sound (e.g. a CD player or TV set) to the AUX IN jack. You will need a stereo cable with a 3.5 mm jack plug to do so.

3.3 Optical-digital source

You can connect the optical digital sound output of a source device to the OPTICAL jack. You will need an optical cable with a TOSLINK plug for this. Your source device requires either an optical 3.5 mm plug or also a TOSLINK plug.

3.4 PC sound card

The Cinebar One has an integrated USB sound card for audio output. No driver software is required for playback from the PC under Windows 7, 8 and 10 as well as Mac OS X 10.5 and higher.

Connect the USB jack with a USB port on your PC. For this, you will need a type A USB 2.0 adapter cable to micro B. For more information, see page 36.

3.5 Power supply


1. Insert the small plug of the enclosed mains adapter in the POWER jack.
2. Use the enclosed mains cord to connect the mains adapter to a mains socket.

3.6 Power control

- Turn the Cinebar One on, or put it into standby using the  button. When in standby the standby LED will be illuminated in red.

3.7 Selecting a source

- On the remote control or the top of the soundbar, select the source with the following buttons:

	Select digital source Bluetooth
AUX	Select analogue source AUX
OPT	Select digital source OPTICAL
USB	Select USB sound card as source
TV	Select TV as source

- The LED of the selected source will illuminate, and is then dimmed (see table on page 24).

3.8 Adjusting the volume

- Push the +/- buttons.
- There are 7 White LED indicator, volume level increase with the number of LED.
- In TV mode, the volume can also be adjusted with the remote control of the TV set (if HDMI CEC is supported by the TV set).




The volume setting of an external player often affects the volume of the Cinebar One.

3.9 Mute

- By pushing the  button, you can either switch the device sound off or back on.

3.10 Bass and Treble

- Press the Bass or Treble buttons to change these sound settings
- An LED will appear in the center to show the balance point
- You can use either +/- or  buttons to boost or reduce bass/treble tones



Without the optional Subwoofer, the effect of the bass settings will not be so pronounced.

3.11 Sound Modes

Use the buttons to select the predefined sound modes: *Movie*, *Music*, *Voice*.

3.12 Dynamore

Dynamore is a technique that improves the separation of the individual speaker channels. This generates an impressive, spatial and wide-ranging sound.

Use the  button to switch Dynamore on and off.

4. Wireless Subwoofer



You can connect the Cinebar One with a compatible wireless subwoofer. For this, pair the devices:

1. Push the SUB PAIRING button and you will hear a sound – the Cinebar One will now search for a wireless subwoofer for approx. 60 seconds.
2. On your wireless subwoofer, start the process to establish a connection with its "Pairing" button (see the corresponding user manual).

The connection will be established after a short time.

5. Bluetooth® Mode

Via Bluetooth®, you can wirelessly connect a compatible external player with the Cinebar One. The audio output of your external player is then played by the Cinebar One.

The Bluetooth® wireless transmission system has a range of approximately 20 metres that is limited by walls and furnishings. If the connection is cut off, the Cinebar One will attempt to re-establish a connection until you select another source.

NOTICE



- Only use the Bluetooth® function in locations where wireless radio transmission is allowed.
- Please keep in mind that the Bluetooth® Behavior may differ depending on the external player's operating system.

5.1 Bluetooth® options

Depending on the device type, your external player/smartphone may also have a menu for Bluetooth® Options such as media playback. Here you can activate and deactivate the desired options. You can find more information about the Bluetooth® options in the user manual for your external player/smartphone.

5.2 Pairing and connecting

To play the audio of your external player on your Cinebar One via Bluetooth®, connect the devices with each other. The technical term for this is “pairing”.

1. Turn on the Bluetooth® function on your external player (e.g. smartphone).
2. Use the  button to select the “Bluetooth®” input on the Cinebar One.
3. Push the  button again and hold it down for approx. 3 seconds to start the pairing process. The LED will quickly blink in blue.
4. Let your external player/your smartphone scan for Bluetooth® devices. You will find more information about this in the user manual of your external player. After the search run, the “Teufel Cinebar One” should also be present in the list of detected devices.
5. Select “Teufel Cinebar One” from the list of detected devices.
6. If your external player asks for a code, enter “0000” (four zeros).

Pairing is now complete. The LED will stop blinking and your Cinebar One will now function as a Bluetooth® playback device. The Cinebar One will now play back all sounds that would otherwise be played by your external player/ smartphone.

Interruption of the connection


If your external player moves out of the range of your Cinebar One, the

Bluetooth® connection will be interrupted. If you are back within range within 120 seconds, the connection will be re-established automatically.

Playback



The volume setting of the external player affects the volume of the Cinebar One.

1. Use the  button to select Bluetooth® as the source.
2. Turn on the Bluetooth® function on your source device.
3. Start playback on your source device.

You can control playback on your source device.

- If your source device is a smartphone, the Bluetooth® connection will be interrupted in the event of an incoming call and you can make phone calls as usual. After finishing your phone call, the sounds will once again be diverted and played back by your Cinebar One.

Terminating the connection

To terminate the Bluetooth® connection,

- deactivate the Bluetooth® function on your external player/smartphone.
- select another source on the Cinebar One.

6. USB Sound Card

With Windows 7, 8 and 10 as well as Mac OS X 10.5 and higher, no special driver software is required to operate the Cinebar One. The operating systems detect the Cinebar One as a “USB Advanced Audio Device” when it is connected to the USB port.

6.1 Playback

For playback via the sound card, select USB as the source with the USB button. This will activate playback via the sound card function.

You only adjust the volume of the amplifier on the Cinebar One, all other settings are controlled from your PC.

6.2 Mac OS X

To quickly switch playback to the Cinebar One, push the [alt] button on the Mac and click the speaker icon on the menu bar (you can enable this icon under “Sound” in the system preferences).

Select the “Teufel Cinebar One” from the list under “Output device”. All Mac sounds will now be played back via the Cinebar One.

“Sound” system preference

In the “Sound” system preference, you can select the Cinebar One as the playback device on the “Output” tab: Click “Teufel Cinebar One” in the list.

All Mac sounds will now be played back via the Cinebar One.

If you check “Display volume on the menu bar” at the very bottom, you can also access the menu described above via the speaker icon.

Further sound settings depend on the programme in use, e.g. iTunes or Facetime.

6.3 Windows 7, 8 and 10

When establishing the USB connection, Windows automatically detects the Cinebar One and allocates playback accordingly.

To quickly switch between the playback devices, right click the speaker icon on the task bar and select "Playback devices". The corresponding "Sound" tab of the control panel will open.

"Sound" control panel

In the "Sound" control panel, you can select the Cinebar One as the default playback device on the "Playback" tab: Click on the "Teufel Cinebar One" entry in the list and select "As standard". All PC sounds will now be played back via the Cinebar One.

Further sound settings depend on the programme in use, e.g. Media Center or Skype.

For more information about configuration, visit our FAQ page on the Internet:

<https://www.teufelaudio.com/soundbars/cinebar-one-p16541.html>

<https://www.teufelaudio.com/soundbars/cinebar-one-plusp16520.html>

7. Care And Cleaning


NOTICE

External influences may damage or destroy the device.

- If the device is to be left unattended for a prolonged period of time (e.g. during a vacation) or if a thunderstorm is forecast, pull the mains plug out of the socket. Otherwise, sudden overvoltage could cause the device to become defective.
- In the event of prolonged absence, remove the batteries from the remote control. Leaked batteries may damage the remote control.
- If possible, only use plain water without any additives. In case of stubborn marks, a mild soap solution may be used.
- Do not use caustic cleaning products, white spirit, thinners, petrol or similar under any circumstances. Such cleaning agents may damage the delicate surface of the housing.
- Ideally, you should remove dust or small amounts of dirt with a dry, smooth leather cloth.
- Use a damp cloth to rub off stubborn dirt. Make sure that no liquid penetrates the housing.
- Then immediately wipe the damp surfaces off with a soft cloth without applying pressure.

8. Troubleshooting

The following advice should help you to solve problems. If this does not help, you will find useful information in the detailed FAQs on our website. Otherwise, please contact our hotline (see page 45). Take note of the warranty instructions.

Problem	Possible cause	Solution
No function.	No power supply.	Check the function of the socket with another device.
	The small plug of the mains adapter has slipped out.	Check the connection of the mains adapter (page 28).
The device doesn't emit any sound.	The wrong source has been selected.	Select the right source (page 30).
	The device is set to "mute".	Push the  button or adjust the volume.
	The volume is set to "0".	Increase the volume.
	The volume of the external player has been set too low.	Carefully increase the volume of the external player.

Problem	Possible cause	Solution
No sound during TV playback.	The ARC function on the TV is not activated.	Switch ARC on in the menu of the TV.
	HDMI jack on the TV does not support the ARC function.	Use the jack supporting the ARC function on the TV.
	HDMI cable without ARC function.	Use a suitable HDMI cable.
No sound with Bluetooth®.	No Bluetooth® connection.	Establish a connection (see page 33).
	Cinebar One has not been selected as the output device.	On the external player, select "Teufel Cinebar One" as the Bluetooth® output device.
	Bluetooth® connection impaired by another radio system (e.g. cordless telephone, Wi-Fi).	Set up the Cinebar One and/or external player in another location. Move to another room to test.
The wireless subwoofer doesn't work.	The subwoofer is off or doesn't have any power.	Switch the subwoofer on. Check the mains cord and socket.
	No wireless connection.	Establish a connection (see page 32).

Problem	Possible cause	Solution
Playback is noisy.	Generally speaking, the Cinebar One is a very low-noise system. The speaker system with very high resolution in the high range area can expose the poor quality of a signal source (e.g. from MP3 files).	Ensure that the source is sending a clear signal to the Cinebar One.

9. Technical Data

Cinebar One

Dimensions (WxHxD): 350 x 68 x 113 mm

Weight (net): 1 kg

Mains adapter

Manufacturer: Dongguan Dongsong Electronic Co., Ltd.

Address: Baizhoubian Village, East District,
Dongguan, Guangdong, China

Companies register number: 914419006730843337

Model: DYS850-120400W

Input: 100 – 240V ~50/60Hz 1.3A max

Output: 12V DC 4.0A 48W

Average efficiency: 90.4%

Efficiency for 10% load: 87.1%

Power consumption without load: 0.08W

You can find further technical data on our website. Technical changes reserved!

10. Declaration Of Conformity



Lautsprecher Teufel GmbH declares that this product complies with Directive 2014/53/EU. The full text of the EU declaration of conformity can be found at these Internet addresses:

www.teufel.de/konformitaetserklaerungen

www.teufelaudio.com/declaration-of-conformity

The following radio frequency bands and radio transmitting powers are used in this product:

Radio network	Frequency bands in MHz	Transmission power in mW/dBm
Bluetooth®	2402-2480 MHz	2.5 mW/8.7 dBm
Avnera	2405.35–2477.35 MHz	1 mW/7.5 dBm

Please contact our customer service department with any questions, suggestions, or complaints:

Teufel

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