

CROMA WINDOW AIR CONDITIONER

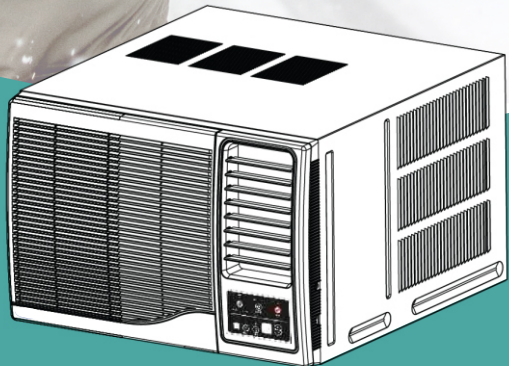
Power Supply: 1 Phase, 230V - AC, 50Hz

Description	Model No.
CROMA Window AC 1 ton 3 Star	CRLA012WAD193301
CROMA Window AC 1 ton 5 Star	CRLA012WAF193302
CROMA Window AC 1.5 ton 3 Star	CRLA018WAD193303
CROMA Window AC 1.5 ton 5 Star	CRLA018WAF193304

Thank you for selecting
Croma Window Air Conditioner

**BEFORE OPERATING THIS PRODUCT,
PLEASE READ AND FOLLOW THE
INSTRUCTIONS IN THIS MANUAL.**

Actual product may differ from the picture shown.



E-WASTE MANAGEMENT (DISPOSAL POLICY)



This crossed waste bin symbol indicates that at the end of the life span, the product must be disposed separately from other electronics or household waste. Disposing off this product correctly will help save valuable resources and prevent any potential negative effect on human health and the environment, which could otherwise arise from inappropriate waste handling.

For proper treatment, recoveries, recycling, etc., this product needs to be taken to the designated collection points, where they will be accepted on a free of charge basis. Alternatively, user can also return the product to Croma Stores on the purchase of a new product.

Improper disposal of this product by the user involves the application of administrative penalties provided by law. Please contact Croma Customer Care at 1800-572-7662 for further details on your nearest designated collection point.

PRODUCT PACKAGING

Product packaging has the purpose of protecting an appliance from damage that might occur during transportation. The materials used for packaging are recyclable and are selected on the basis of respect for the environment and ease of disposal, with an aim of material reintegration to the production cycles. This mechanism not only allows reduction of the volume of waste but also makes a more rational usage of non-renewable resources possible.

PRODUCT FEATURES

- 100% Copper Condenser & Evaporator Coil
- High Energy Efficient Rotary Compressor
- Blue Hydrophilic Coated Evaporator Fins
- Cool, Dry, Fan & Turbo Mode, Auto Mode
- Sleep & Energy Saving Mode
- 3 Speed Fan With Auto Swing

PACKAGE CONTENTS

The package contains the items mentioned below. In case any of these components are missing, contact Croma Customer Care at 1800-572-7662 immediately.

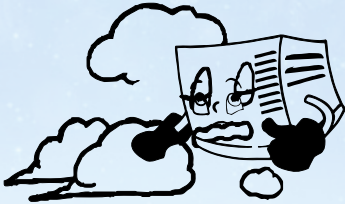
- | | |
|-------------------|------|
| 1. Window Unit | - 1N |
| 2. Remote Control | - 1N |
| 3. Battery | - 2N |
| 4. User Manual | - 1N |

INSTRUCTIONS TO USERS

Please read the following instructions carefully prior to the use of your air conditioner so as to ensure proper operation.

INSTRUCTIONS FOR INSTALLATION

Please contact Croma Customer Care at 1800-572-7662 to arrange for installation of the unit.



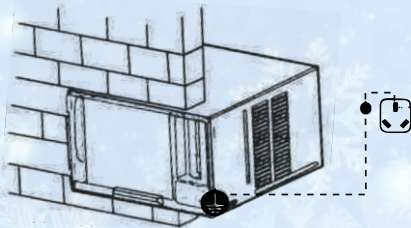
The units are not to be installed at places where there might be leakage of combustible gases.

In case that the leaked gas accumulates around the unit, accidents or fire hazards might occur.



Make sure that the Earth Leakage Circuit Breaker of 30mA is installed.

Absence of Earth Leakage Circuit Breaker may lead to electric shock or other hazards.



Make sure that the air conditioner is properly grounded.

The grounding wire on the air conditioner should be tightly connected to the ground of the power source. Improper grounding may cause electric shocks or other hazards.

INSTRUCTIONS FOR OPERATION

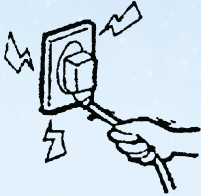


Never try to stop the operation of the air conditioner by pulling out the power supply line. Such performance might cause electric shocks or fire hazards.



Do not connect the power supply line to an intermediate connector. Use of prolonged power line is strictly forbidden. Nor is it allowed to share the same plug connector with other electric appliance.

It might cause electric shocks. Overheating, fire hazards or other accidents.



Do not press, stretch, damage, heat or modify the power line.

It might cause electric shocks, overheating, fire hazards etc. If the power line is damaged or needs to be replaced due to some other reasons, please make sure to have dealer or the authorized maintenance people to do the replacement.

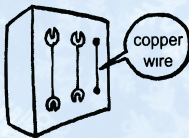


Do not operate the switch by wet hands. It might cause electric shocks.



Before the connector is placed in, please make sure that there is no dust on it and that it is plugged fully in place.

If there is dust on the plug or if the plug is not in place, it might cause electric shocks or fire hazards.



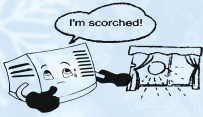
Never use the fuse with incorrect capacity or any other metal wires.

The use of metal or copper wires for fuse might cause operational failures or fire hazards.

**Strict compliance by the user of the above instructions shall help in preventing accident, injury and/or death, loss, damage to the user and unit.*



Do not place insecticides or paints and other flammable sprays near the air conditioner, or spray them directly at the air conditioner.
It might cause fire hazards.



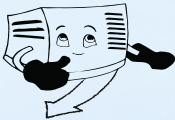
Try to avoid the sunlight and hot air from entering the room. During the cooling operation, curtains or window-blinds should be used to shade off the sunlight.



Prior to maintenance of the air conditioner, please cut off the power supply first.



Do not insert sticks or bars into the air vents. As the fan is in high speed operation, the insertion might lead to accidents.



Adjust the air direction correctly. Properly adjust the up/down and left/right directions of the air flow so as to get even room temperature.



Do not expose the body to cool air for long time. it might cause discomforts on the body, which is harmful to your health.



Do not clean the air conditioner with water. it might cause electric shock.



Do not attach, hang or stack articles on the air conditioner. it might lead to the railing down of the air conditioner unit, which will result in accident or injury.



Check the supporting structure or the units carefully. In case of damages, the supporting structures should be immediately repaired so as to avoid falling down or the unit, which might cause human injuries or other accidents.



Do not sit on the unit or place any objects on it. The falling down of the unit or the objects might cause human injuries and other accidents.



Do not use the following substances:
Hot water (over 40°C). The use of hot water will deform the air conditioner or make it fade in color. Gasoline, paint diluents, benzene and polishing agents etc. These substances will deform the air conditioner or cause scratches.



Pull out the plug when the unit is not in use for a long time. when the plug is to be pulled out, make sure that the switch at the air conditioner is turned on.

WARNING: Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.

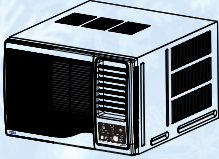
1. The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater)
2. Do not pierce or burn.
3. Appliance shall be stored in a well -ventilated area where the room size corresponds to the room area as specific for operation.
4. Be aware that refrigerants may not contain an odour.

NOTE: Clause 1 to 4 are required for the units adopt R32IR290 Refrigerant.

WARNING: This symbol shows that this appliance used a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.

- When removal or repair is needed, please contact authorized Croma representative at 1800-572-7662
- In case of any abnormal occurrence (smell of burning), please stop the operation at once, cut off the power supply and contact the authorized Croma representative.

**Strict compliance by the user of the above instructions shall help in preventing accident, injury and/or death, loss, damage to the user and unit.*



SOME SUGGESTIONS

- a) This Unit is normally installed through a wall. During installation you will be removing the unit's chassis from the cabinet casing, installing the cabinet first and then re-inserting the chassis.

CAUTION: COIL FINS ON CHASSIS ARE SHARP AND CHASSIS IS HEAVY.

- b) Make sure that wall mounting area is structurally sound enough to support the unit.

ELECTRICAL CHECKS

- a) All wiring must comply with local and national electrical codes. All wiring must be installed by qualified and skilled electricians.
- b) Check the available power supply and resolve household wiring problems before installing and operating this unit.
- c) An individual branch circuit and single wall receptacle used only for this appliance, is required. This circuit must have a short-circuit protection.
- d) For your safety and protection, this unit is grounded through the service cord plug when plugged into a matching wall outlet. If you have any question whether your wall outlet is grounded or not, please consult a qualified electrician. DO NOT use adaptors or extension cords.
- e) The unit model and serial numbers can be found on the nameplate. Record your unit's serial number on the front of this manual for reference.

CAUTION:

The manufacturer strongly recommends using at least two people during installation of unit.

Note: *In summer, condensation (water) from the rear of the unit is normal during cooling operation under high humidity weather conditions, therefore the unit should be installed where condensation run-off will not drip on pedestrians or neighbouring properties.*

WINDOW ROOM AIR CONDITIONER MODELS

ECONOMIC TIPS:

Select thermostat setting that suits your comfort needs and leave thermostat at that chosen setting.

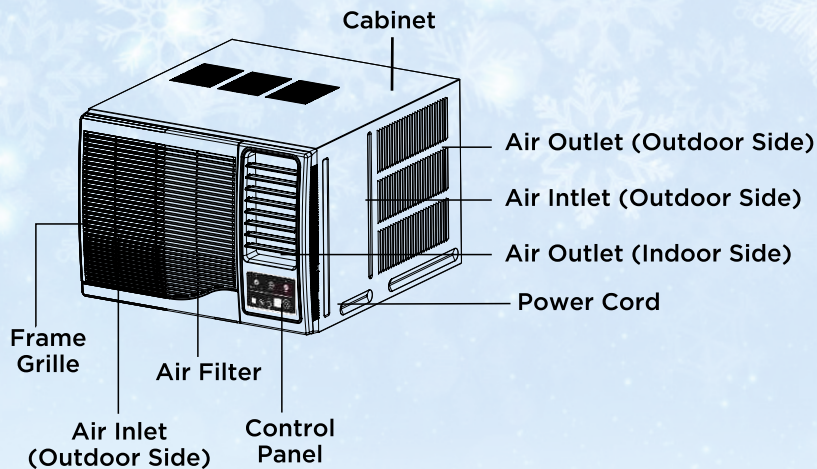
Clean the Pre-Filter regularly. Normally Air Filter should be cleaned every three to four weeks or as required. Filter is very efficient in removing airborne particles. More frequent cleaning may be necessary depending on outside and inside air quality.

Comfort zone for humans is 24-27°C, hence to conserve electricity and for comfort conditioning, air conditioner should be used between 24-27°C.

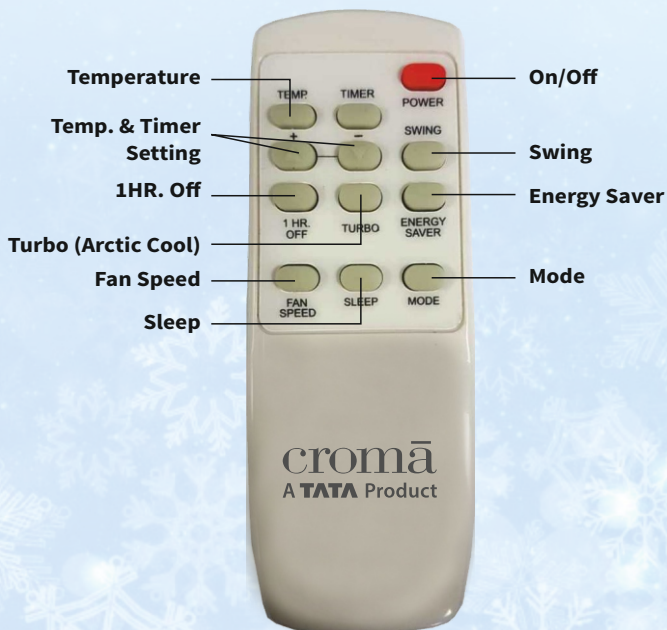
TECHNICAL SPECIFICATIONS

Model		CRLA012WAD193301	CRLA012WAF193302	CRLA018WAD193303	CRLA018WAF193304
Capacity	Ton	1	1	1.5	1.5
Star Rating	Stars	3 Star	5 Star	3 Star	5 Star
Nominal Cooling Capacity	Watt	3250W	3300W	4900W	4850W
Nominal Current Cooling	Amps	5.0A	4.2A	6.7A	6.7A
Nominal Power Input-Cooling	Watt	1035W	920W	1510W	1350W
Rated ISEER	W/W	3.14	3.59	3.24	3.59
Power Supply	VAC/Hz/Ph	207-253/50/1	207-253/50/1	207-253/50/1	207-253/50/1
Noise level	DB (A)	56	58	60	60
Operation	Remote	Yes	Yes	Yes	Yes
Compressor type	Rotary	Rotary	Rotary	Rotary	Rotary
Refrigerant	Type	R-32	R-32	R-32	R-32
Refrigerant qty	Gm	590	780	540	800
Dimensions (W x D x H)	mm	578x560x375	660x660x430	660x660x430	660x733x430

IDENTIFICATION OF PARTS



REMOTE CONTROL



SETTING DESIRED TEMPERATURE

TEMP

After pressing this button, it will show ambient temperature.

TEMPERATURE RANGE FOR CELSIUS DEGREE SETTING:

16°C-30°C. Recommended setting is 24°C.

OPERATING MODES

• Cool Mode:

- In this mode of operation, compressor will be switched on after a delay time of three minute depending on the differential of Room temperature & Set Temperature.
- Preset temperature and fan speed can be changed by the user. Swing can be on/off.
- Fan Speed can be selected by the user i.e., Low, Med*, High or Auto fan speed.

Dry Mode:

- Preset temperature can be changed by the user.
- Fan motor run at low speed only, and cannot be changed.
- Swing can be on/off.

Fan Mode:

- In this mode, Compressor will be remained off.
- Fan Speed can be selected by the user i.e., Low, Med*, High or Auto fan speed.
- Swing can be on/off.

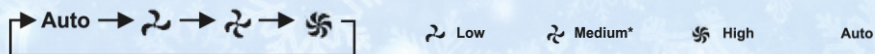
* Medium speed is optional and available in selected models.

Note :- In Cool/Dry mode, If user set the temperature below 24 degree in prior to switching off AC and then if AC is turned on by Remote/Display, AC will start operating at 24 degree temperature only.

If user set the temperature 24 degree or above 24 degree in Cool/Dry mode prior to switching off AC and then if AC is turned on by Remote/Display, AC will start operating at previous set temperature by user.

Selecting Fan Speed:

Using FAN speed button, Auto, Low and High fan speeds can be cyclically selected. When Auto fan speed is selected in the Cool mode, the fan speed will be selected automatically to Low or High Fan speed as per requirement.



Adjusting Airflow Direction:

Press the swing button to select Air Swing. The vertical louver starts to rotate for better airflow and distribution around the room.

Press the swing button again to stop Air Swing function.

Note: Using your hands to adjust the direction of the louvers may cause them to malfunction. If this happens, stop operation immediately and restart.

Energy Saving Operation:

Energy Saving function can be selected in Cool Mode only “ES” is displayed on the AC Control Panel when Energy Saving is set.
Set Temp becomes 24°C and Fan Speed becomes Low and are not changeable.

Note: *Energy Saving mode is only accessible via the Remote Control.
*Medium speed is optional and available in selected models.

Setting Timer

Timer ON : Press the timer button to activate the timer ON function. Use the “+” / “-” button to set the desired timer between 1-24 hours. Once the timer is set it will activate the timer LED on control panel display.

Timer OFF : Press the timer button to activate the timer OFF function. Use the “+” / “-” button to set the desired timer between 1-24 hours. Once the timer is set it will activate the timer LED on control panel display.

Note:

1. On timer can be set when window machine is OFF and OFF Timer can be set when window machine is running.
2. Least count for TIMER is 1 hour.
3. Press the Timer button for deactivate the Timer ON/Timer OFF function.

Turbo Cool (Arctic Cool) Mode :

Turbo function can be selected in Cool Mode only. “tu” is displayed on the AC Control Panel when Turbo is set.

Set Temp becomes 16°C and Fan Speed becomes High and are not changeable. Turbo gets deactivated automatically after 30min or on Main Power On/Off or Power fail and the Set Temperature and Fan Speed are restored to the earlier settings.

*in Some Models, Turbo Function Is Only Accessible Via Remote Control.

Sleep Mode:

Press this button to select “Sleep On” or “Sleep Off”. At power on, Sleep Off is the default. When Sleep function is set, the “SL” icon will be displayed on the unit. It is possible to set the timer in Sleep mode. Sleep mode is not available under Fan or Auto modes. When the unit is turned off, the Sleep function is cancelled. In this mode the set temperature increases automatically by 1°C every hour for next 2 hours.

*In some models, Sleep function is only accessible via Remote Control.

MANUAL OPERATION



1. Power ON/ OFF
2. Mode Cool/ Dry/ Fan
3. Fan: Low/Med*/ High/ Auto**
4. Turbo: Fast Cool
5. Temp/ Timer Adjust: Up and Down
6. Temp Display
7. Timer ON/ OFF
8. Sleep Mode
9. Louver Swing

*Medium speed is optional and available in selected models

** Energy Saver mode if operational with Remote only

DEVICE PROTECTION MEASURES

Room sensor failure/ missing:

'E1' blinks on Display and Compressor runs in cycle as 20min 'ON' and followed by 7min 'OFF'.

Coil sensor failure/missing:

'E2' blinks on Display and Compressor runs in cycle as 20min 'ON' and followed by 7min 'OFF'.

Protecting the Compressor

"Time Delay" is incorporated into the circuit. This ensures that once compressor is switched off, there is a delay time of 3 minutes before restart. If Turbo mode is active, the 3 minutes delay time is bypassed for the first time.

"DF" blinks on display when the indoor unit coil temperature reaches 1°C or below for 1 minute, the compressor stops immediately and the fan runs at low speed. As soon as the indoor unit coil temperature reaches 12°C or above, the compressor starts according to the room temperature (with a 3 minutes delay)

TIPS FOR COMFORT AND ECONOMY

Do not overcool the room:

This is not good for health and wastes electricity.

Keep blinds or curtains closed:

Do not let direct sunshine enter the room when the air conditioner is in operation.

Keep room temperature uniform:

Adjust vertical and horizontal airflow directions to ensure uniform temperature in the room.

Make sure that the doors and windows are closed:

Avoid opening doors and windows as much as possible to ensure effective air conditioning in the room.

Clean the air filter regularly:

Blockages in the air filter reduce dehumidifying effects. Clean the air filter at least once every two weeks.

Ventilate the room occasionally:

Since windows are kept closed, it is a good idea to open them and ventilate the room periodically. When starting the unit, curtains and windows should be closed to prevent loss of cooling.

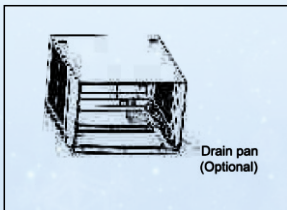
INSTALLATION INSTRUCTIONS

Note: If wall thickness obstructs unit's side vents, make wall opening wider as shown in Figure. If outside wall projects beyond back of unit, use baffles on casing's rear corner, See Figure for minimum dimension requirements and placement of baffles.

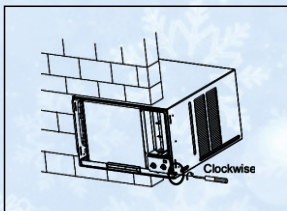
Cabinet should be installed with an outward slope equal to one half bubble on a carpenter's level or as per above. Otherwise water will drip even in normal humidity.

Note: Front of cabinet must project at least 1/2 inch into room to assure proper fit to grill's frame to unit.

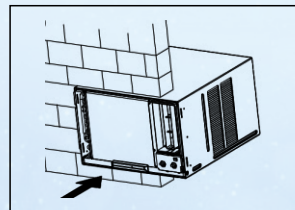
1. Remove the chassis locking screw
Unscrew the chassis lock from the side of the outer Wrapper.
2. Slide the chassis out from the outer wrapper.
3. Fix the outer wrapper at the frame.
Place the wrapper on the hole and fix with the appropriate screws.
4. Fixing of rear drain
Before slide the machine into the wrapper fix the drain back with rubber washer supplied with machine, at the back wall of Base pan
Press hard to ensure the drain is locked properly



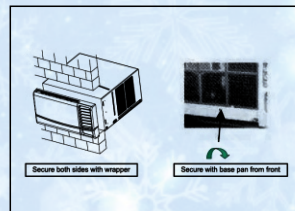
5. This optional drain pan is needed if condensate is to be discharged completely and is available through service.



7. Lock the chassis to the outer wrapper reusing the screw.



6. Slide the chassis back into the outer wrapper.



8. Attach the front grille to the outer wrapper

- Keep blinds or curtains closed.
- Do not let direct sunlight enter the room when the air conditioner is in cooling operation.
- Ventilate the room occasionally. Since windows are kept closed, it is a good idea to open them and ventilate the room now and then.
- Restriction of air intake and outlet vents. This causes lowered performance and irregular operation.
- Doors and windows must be shut tight. Avoid frequent opening of the doors and windows to keep cool air or the warm air in the room.
- Do not use the air conditioner for purposes other than cooling the room.
- Do not use the air conditioner for drying clothes and other such purposes.
- Do not pull out the power cord. Damaged cord may cause serious electrical shocks.
- Do not use heating instruments in the vicinity .
- Take care to adjust the temperature to suit the conditions.
- Select the most suitable temperature. The air conditioner's plastic parts may melt if exposed to excessive heat.

CARE AND MAINTENANCE

Cleaning the Unit:

1. Turn off power before cleaning.
2. Use soft cloth while cleaning the cabinet. If the cabinet is very dirty, dip cloth into warm water below 40°C. The air filter behind the intake grille should be washed at least once every two weeks, or as often as it needs cleaning.
3. Do not use gas, benzene, solvent, chemical solvent, etc. for cleaning.
4. Do not splash water directly on the indoor unit, as it may damage the microcomputer or circuit plate.

Air Filter:

As mentioned, the air filter behind the intake grille should be washed at least once every two weeks, or as often as it needs cleaning.

Cleaning the Air Filter:

1. To remove the air intake grille, grasp the tab on the filter and pull to take out.
2. Vacuum clean the filter on the dusty side to remove light dust.
3. Wash the filter, cleaner side up, under gently flowing water to wash out accumulated dust and lint.
4. If the filter is very dirty, use a mild household detergent in the wash water. Let the filter dry thoroughly before reinstalling it. If necessary, please ask professional personnel to clean it.
5. Check if air inlet and outlet of outdoor unit are blocked.

Don't's:

1. Do not use gasoline, benzene, thinner or other chemicals as they cause the paint to peel or cause harm to plastic parts.
2. Avoid pouring water directly to the Unit for cleaning. It may cause electrical hazard.

BEFORE CALLING THE SERVICE ENGINEER

CHECK THE FOLLOWING POINTS BEFORE REQUESTING FOR REPAIRS OR SERVICE

IF AIR CONDITIONER DOES NOT COOL EFFECTIVELY:

- Is the air intake and outlet vents on the rear side of the unit (outdoors) blocked?
- Doors and windows are open
- Water heater or cooking stove is used in the room
- Is the air intake and outlet vents on the front side of the Unit (Indoor) blocked?
- Too many people in the room
- Air filter is clogged with dust
- The thermostat control switch may not be adjusted properly
- Is the air conditioner set for ventilation

IF AIR CONDITIONING IS NOT FUNCTIONING:

- Check if power is cut off
- Check if fuse is blown

Sr. No.	Error Code	Cause	Troubleshooting	Error Detail
1	E1	Room Temperature sensor failure	<ol style="list-style-type: none"> 1. Verify whether Room Temperature sensor is properly connected to the main PCB, it should not be loose or disconnected. 2. Verify if Room Temperature sensor is short 3. Replace Room Temperature Sensor. 	<p>Compressor gets on for 20 minutes & off for 07 minutes & repeats this cycle irrespective of the set temperature.</p> <p>Display E1' with Set temperature (toggle after 4 sec) when Room Sensor Short or Open.</p>
2	E2	Coil Sensor Failure	<ol style="list-style-type: none"> 1. Verify whether Coil Temperature sensor is properly connected to the main PCB, it should not be loose or disconnected. 2. Verify Coil Temperature sensor is short 3. Replace Coil Temperature Sensor. 	<p>Compressor gets on for 20 minutes & off for 07 minutes & repeats this cycle irrespective of the set temperature.</p> <p>Display E2' with Set temperature (toggle after 4 sec) when Coil Sensor Short or Open.</p>
3	DF	Evaporator Coil Low temperature / frosting in cool / Dry Mode	<ol style="list-style-type: none"> 1. Verify Air Filter / Evaporator should not be dirty / block. 2. Verify There should not be low gas /leakage. 	<p>When ECT * Reached -2 deg. C or below for 1 min- Compressor cut off immediately and Fan runs with low Speed.</p> <p>When ECT* Reached on 12 deg. C or above-Compressor will turn on according to Room Temperature (With 3 minutes delay)</p>

TROUBLESHOOTING

Problem	Possible Causes	What To Do
Air conditioner does not start	<ol style="list-style-type: none"> 1. Blown Fuse 2. Circuit Breaker tripped 3. Unit cord unplugged 4. Supply voltage too low 	<ol style="list-style-type: none"> 1. Replace only once*. 2. Reset only once*. 3. Replug into wall receptacle. 4. Consult electrician.
Air conditioner does not cool as it should	<ol style="list-style-type: none"> 1. Air filter dirty 2. Improper thermostat setting 3. Unit on sleep mode 4. Unit on dry mode 5. Check if the unit is exposed to the sunlight 	<ol style="list-style-type: none"> 1. Clean the air filter. 2. Reset to desired temperature setting. 3. Press cool button. 4. Press sleep button. 5. Provide an awning.
Fan motor does not run	<ol style="list-style-type: none"> 1. Check whether fan hitting cowling or foreign material 2. Check fan motor bearing 	<ol style="list-style-type: none"> 1. Adjust fan position or remove the foreign material. 2. Replace fan motor.
Excessive noise	<ol style="list-style-type: none"> 1. Check unit installation 2. Check whether fan hitting the orifice or foreign material 3. Mounting screws are loose 	<ol style="list-style-type: none"> 1. Re-install if necessary. 2. Adjust fan position or remove the foreign material. 3. Tighten mounting screws.
Ice or frost forms on indoor coil	<ol style="list-style-type: none"> 1. Low outside temperature 2. Air filter dirty 3. Check system for leak 	<ol style="list-style-type: none"> 1. Operate the Fan without cooling until the frost disappears. 2. Clean the air filter. 3. Repair and recharge.
Water dripping into the room	<ol style="list-style-type: none"> 1. Outer wrapper not tilted properly on the outside. 2. Drain hole clogged. 	<ol style="list-style-type: none"> 1. Tilt the outer wrapper by 10mm wax. 2. Clean drain hole.
Control panel error code	<p>E1 Room Sensor problem</p> <p>***E2 Coil Sensor problem</p>	<p>Check room sensor**</p> <p>Check coil sensor**</p>

* If fuse blows or circuit breaker trips a second time, do not attempt to start unit again.

**Contact your carrier dealer for assistance, if the problem is not fixed.

*** Applicable for WINDOW AC models with R32 refrigerant.

Name of the Product : **CROMA WINDOW AIR CONDITIONER**

Model Nos.: **CRLA012WAD193301 / CRLA012WAF193302 / CRLA018WAD193303
CRLA018WAF193304**

WARRANTY ON YOUR CROMA WINDOW AIR CONDITIONER

- The Warranty applicable on this product is for a period of Twelve (12) months from the date of purchase of the product. However, the compressor carries a comprehensive warranty of 5 years.
- In case of commercial usage of this product, warranty period would be limited to 90 days only
- This warranty will be terminated automatically after the period of 06 months from the date of purchase, even if the product was not in use during the warranty period for any reason

Infiniti Retail Limited, ("IRL") guarantees the product purchased to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture, subject to terms of the limited warranty ("**Warranty**")

These warranty instructions are detailed on our website and can be accessible through the link <https://www.croma.com/lp-warranty-on-croma-exclusive>

If you experience any difficulty in operating this product or require any service assistance, please contact:

Croma Customer Care,
Infiniti Retail Limited, Unit No 701 and 702, 7th Floor, Kaledonia, Sahar Road,
Andheri (East), Mumbai - 400 069, India

Customer Care Number: 1800-572-7662

Email: customersupport@croma.com



ACW3PR10501

ACW3PR10501-R3

A TATA Product

Croma Customer Care,
Infiniti Retail Limited, Unit No.: 701 and 702, 7th Floor, Kaledonia,
Sahar Road, Andheri (East), Mumbai - 400 069, India
Customer Care Number: 1800-572-7662
Email: customersupport@croma.com