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try again later or contact the manufacturer.

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https://ec.europa.eu/info/energy-climate-change-environment/standards-tools-and-labels/products-labelling-rules-and-requirements/energy-label-and-ecodesign/product-database_en

and contact the manufacturer immediately to request the
data.

if the problem persists contact

ENER-EPREL-HELPDESK@ec.europa.eu