

INSIGNIA™

USER GUIDE

0.9 Cu. Ft. Microwave Oven

NS-MW09SS8



Before using your new product, please read these instructions to prevent any damage.

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SAFETY INFORMATION

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY:

- 1 Do not attempt to operate this oven with the door open because this can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- 2 Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- 3 Do not operate the oven if it is damaged. It is particularly important that the oven door closes properly and that there is no damage to the:
 - (a) DOOR (bent)
 - (b) HINGES and LATCHES (broken or loosened)
 - (c) DOOR SEALS and SEALING SURFACES
- 4 The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of burns, electric shock, fire, injury to persons, or exposure to excessive microwave oven energy when using your oven, follow these basic safety precautions.

- 1 Read all instructions before using the oven.
- 2 Read and follow the specific: **“PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY:”** found on page 3.
- 3 As with any cooking appliances, close supervision is necessary to reduce the risk of a fire in the oven cavity or when used by children.
- 4 To reduce the risk of fire in the oven cavity:
 - i) Do not overcook food. Carefully attend the oven when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
 - ii) Remove wire twist-ties and metal handles from paper or plastic containers/bags before placing them in the oven.
 - iii) If materials inside the oven ignite, keep the oven door closed. Turn the oven off and unplug the oven or shut off power at the fuse or circuit breaker panel.

- iv) Do not use the oven cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- 5 This oven must be grounded. Connect only to a properly grounded outlet. See **"GROUNDING INSTRUCTIONS"** found on page 5.
 - 6 Install or locate this appliance only in accordance with the provided installation instructions.
 - 7 Some products, such as whole eggs and sealed containers (for example closed glass jars), are able to explode and should not be heated in this oven.
 - 8 Use this oven only for its intended purpose, as described in this manual. Do not use corrosive chemicals or vapors in this oven. This oven is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
 - 9 Do not operate this oven if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
 - 10 This oven should be serviced only by qualified service technicians. Contact the nearest authorized service facility for examination, repair, or adjustment.
 - 11 Do not cover or block any openings on the oven.
 - 12 Do not store or use this oven outdoors.
 - 13 Do not use this oven near water (for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations).
 - 14 Do not immerse the cord or plug in water.
 - 15 Keep the cord away from heated surfaces.
 - 16 Do not let the cord hang over the edge of a table or counter.
 - 17 When cleaning the surfaces of the door and the oven that come together on closing the door, use only mild, nonabrasive soaps or detergents applied with a sponge or soft cloth.
 - 18 Liquids, such as water, coffee, or tea can be overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID.
 - i) Do not overheat the liquid.
 - ii) Stir the liquid both before and halfway through heating it.
 - iii) Do not use straight-sided containers with narrow necks.
 - iv) After heating, allow the container to stand in the microwave oven for a short time before removing the container.
 - v) Use extreme care when inserting a spoon or other utensil into the container.

WARNING: Handling the power cord on this oven, or cords associated with accessories sold with this oven, will expose you to lead, a chemical known to the state of California to cause cancer and birth defects or other reproductive harm.
Wash your hands after handling.

SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

WARNING:

Electric Shock Hazard

Touching some of the internal components can cause serious personal injury or death. Do not disassemble this oven.

Improper grounding can result in electric shock. Do not plug into an outlet until the oven is properly installed and grounded.

This oven must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This oven is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

Consult a qualified electrician or serviceman if the grounding instructions are not completely understood or if doubt exists as to whether the oven is properly grounded. If it is necessary to use an extension cord, use only a 3-wire extension cord that has a 3-pronged grounding plug, and a 3-slot receptacle that will accept the plug on the oven. The marked rating of the extension cord shall be equal to or greater than the electrical rating of the oven.

- A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
- Longer cord sets or extension cords are available and may be used if care is exercised in their use.
- If a long cord set or extension cord is used:
 - The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the oven.
 - The extension cord must be a grounding-type 3-wire cord.
 - The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

RADIO INTERFERENCE

- 1 Operation of the microwave oven may cause interference to your radio, TV, or similar equipment.
- 2 When there is interference, it may be reduced or eliminated by taking the following measures:
 - Clean the door and the sealing surface of the oven.
 - Reorient the receiving antenna of the radio or television.
 - Relocate the oven with respect to the receiver.
 - Move the oven away from the receiver.
 - Plug the oven into a different outlet so that the oven and receiver are on different branch circuits.

Cookware and cooking materials

WARNING:
Personal Injury Hazard
Tightly-closed containers could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

Cookware and other materials must fit on the turntable. Always use oven mitts or pot holders because cookware may become hot.

Refer to the **Materials you can use** and **Materials to be avoided** tables as a guide, then test before using.

Cookware and Materials Test:

- 1

Fill a microwave-safe container with 1 cup (250 ml) of cold water, along with the cookware or materials in question.
- 2

Cook on maximum power for one minute. **Do not exceed one minute cooking time.**
- 3

Carefully feel the cookware or material. If the empty cookware or material is warm, do not use it for microwave cooking.

Materials you can use

MATERIAL	REMARKS
Browning dish	Follow the manufacturer's instructions. The bottom of the browning dish must be at least 3/16-in. (5mm) above the turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Use microwave-safe only. Follow the manufacturer's instructions. Do not use cracked or chipped dishes.
Glass jars	Always remove the lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break.
Glassware	Use heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes.
Oven cooking bags	Follow the manufacturer's instructions. Do not close with a metal tie. Make slits to allow steam to escape.
Paper plates and cups	Use for short-term cooking/warming only. Do not leave the oven unattended while cooking.
Paper towels	Use to cover food for reheating and absorbing fat. Use with supervision for short-term cooking only.
Parchment paper	Use as a cover to prevent splattering or a wrap for steaming.
Plastic	Use only if labeled "Microwave Safe." Follow the manufacturer's instructions. Some plastic containers soften as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced, or vented, as indicated on the package.
Plastic wrap	Use microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.
Thermometers	Use microwave-safe only (such as meat and candy thermometers).

MATERIAL	REMARKS
Wax paper	Use as a cover to prevent splattering and retain moisture.

Materials to be avoided

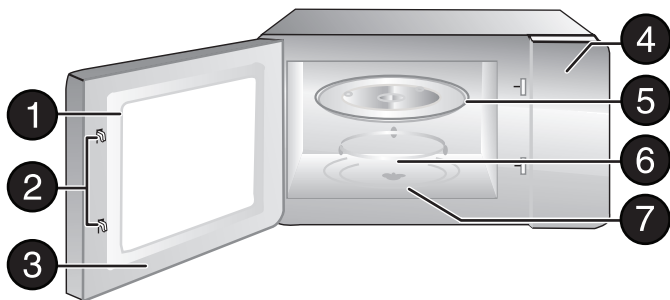
MATERIAL	REMARKS
Aluminum foil	May cause an electric spark. Use a microwave-safe dish instead.
Aluminum tray	May cause an electric spark. Use a microwave-safe dish instead.
Food carton with metal handle	May cause an electric spark. Use a microwave-safe dish instead.
Metal or metal trimmed utensils	Metal shields the food from microwave energy. The metal trim may cause arcing.
Metal twist ties	May cause an electric spark and could cause a fire in the oven.
Paper bags	May cause a fire in the oven.
Plastic foam	Plastic foam may melt or contaminate the liquid inside when exposed to high temperature.
Wood	Wood will dry out when used in the microwave oven and may split or crack.

Package contents

- 0.9 Cu. Ft. compact microwave oven
- Glass tray (10.6 in. [270 mm] turntable)
- Turntable ring
- *User Guide*

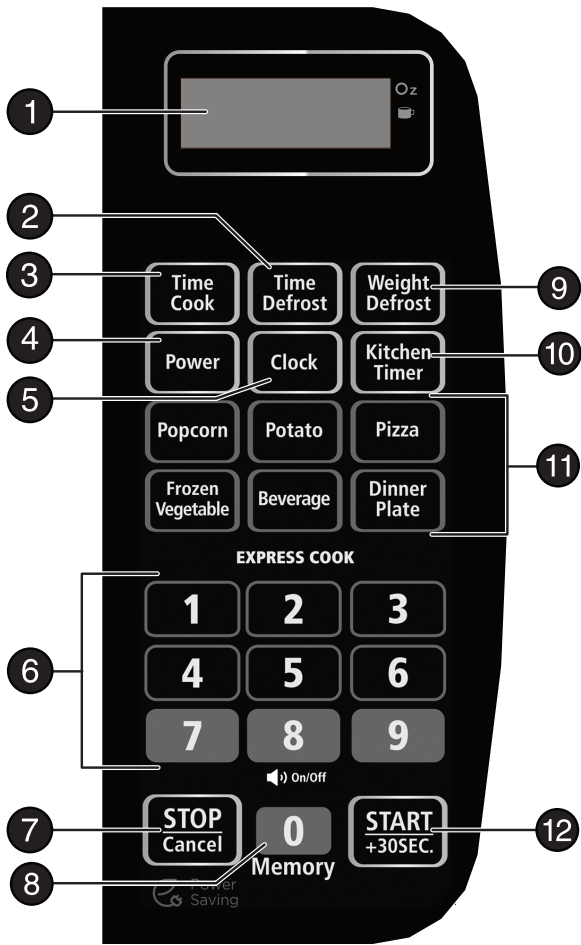
Features

Microwave oven



#	ITEM	DESCRIPTION
1	Observation window	Use to view the item being cooked.
2	Safety interlock system	Prevents the oven from operating when the door is open.
3	Door assembly	Protects you from exposure to excessive microwave energy.
4	Control panel	Use to set cooking times and enter other information as needed.
5	Glass turntable	Allows food to cook evenly.
6	Turntable ring assembly	Allows the turntable to rotate to cook food evenly.
7	Turntable shaft	Rotates the turntable assembly.

Control panel



#	ITEM	DESCRIPTION
1	Display	In standby mode, displays the time. In cooking mode, displays cooking time, weight, and other information.
2	Time Defrost	Press this button, then enter the time you want for an item to defrost.

#	ITEM	DESCRIPTION
3	Time Cook	Press this button, then enter the time you want for an item to cook.
4	Power	Press to set the power level of your microwave, then press the number buttons to set the level you want (0-10). See " Understanding and setting the power level " on page 13.
5	Clock	Press to set the clock, then press the number buttons to enter the current time.
6	Number buttons	Press to enter cook time, defrost time, clock time, and other information.
7	STOP/Cancel	Press to stop the cooking process. Press again to cancel the cooking operation. In standby mode, press for less than three seconds to cook in energy saving mode. See " Using the energy saving mode " on page 17. In standby mode, press and hold for three seconds or more to set the child lock. See " Using the child-lock " on page 17.
8	Memory	Press this button to set up to three memorized procedures.
9	Weight Defrost	Press this button, then enter the weight of the item you want to defrost. The cooking time is set automatically.
10	Kitchen Timer	Press this button, then enter the time you want to count down.
11	Auto menu	Press one of these buttons to automatically cook the item indicated.
12	Start/+30 SEC.	In standby mode, press this button to begin cooking. While cooking, press this button to add 30 seconds to cooking time.

Setting up your microwave oven

- 1 Remove the oven and all materials from the carton and oven cavity.
- 2 Examine the oven for any damage, such as dents or a broken door. Do not install or use the oven if any damage is found.
- 3 Remove any protective film from the microwave oven cabinet surface, the door, and the control panel.

Note: Do not remove the light brown mica cover in the oven cavity. This cover protects the magnetron.

- 4 Place the oven on a level surface that provides enough open space for the intake and outlet vents.

Notes:

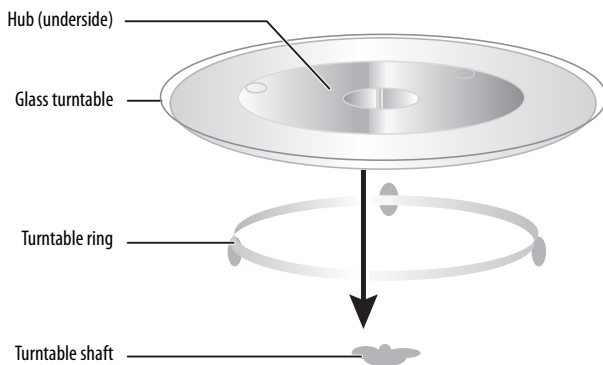
- A minimum clearance of 3 inches (7.6 cm) is required between the oven and any adjacent walls. One side must be open.
- Leave a minimum clearance of 3 in. (7.6 cm) above the oven.
- Do not remove the legs from the bottom of the oven.
- Blocking the intake and/or outlet openings can damage the oven.
- Place the oven as far away from radios and TVs as possible. Operation of the microwave oven may cause interference to your radio or TV reception.

- 5 Plug your oven into a standard household outlet. Be sure the voltage and the frequency is the same as the voltage and the frequency on the rating label.

CAUTION:

- Do not mount your oven under a cabinet.
- Do not install your oven over a range cooktop or other heat-producing appliance. If installed near or over a heat source, the oven could be damaged and the warranty would be voided.

Installing the turntable

**Notes:**

- Never place the glass tray upside down. The glass tray should never be restricted.
- Both the glass tray and turntable ring must always be used during cooking.
- Always place all food and containers of food on the glass tray for cooking.
- If the glass tray or turntable ring cracks or breaks, contact your nearest authorized service center.

- 1 Place the turntable ring in the round depression in the bottom of the microwave oven so that it turns freely.
- 2 Place the glass turntable (flat side up) on the turntable ring so that the hub engages the turntable shaft in the bottom of the oven. The glass turntable should not turn freely when it is correctly installed.

Using your microwave oven

Understanding and setting the power level

The following table shows the 11 power levels available.

LEVEL	10	9	8	7	6	5	4	3	2	1	0
Power	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%
Display	PL10	PL9	PL8	PL7	PL6	PL5	PL4	PL3	PL2	PL1	PL0

- 1 Press **Power** once. The display shows "PL10" (the default power is 100%).
- 2 Press the number keys to adjust the power level. For example, press **5** to set the power level to 50%.

Setting the clock

- 1 Press **Clock**.
- 2 Press the number keys to enter the current time.
- 3 Press **Clock** to confirm the setting.

Note: If the numbers input are not within the range of 1:00--12:59, the setting is invalid until valid numbers are input.

Using the kitchen timer

- 1 Press **Kitchen Timer**.
- 2 Press the number keys and enter the time you want (the maximum time is 99 minutes and 99 seconds).
- 3 Press **START/+30SEC.** to confirm the setting. When the time reaches 0, the buzzer rings five times and the display shows the current time.

Note: While the kitchen timer is running the oven cannot be programmed.

Cooking in your microwave oven

- 1 Press **Time Cook** once.
- 2 Press the number keys to enter the cooking time you want (the maximum cooking time is 99 minutes and 99 seconds). For example, press **1, 5, 0, 0** to cook for 15 minutes.
- 3 Press **Power** once. The display shows "PL10" (the default power is 100%).
- 4 Press the number keys to adjust the power level. For example, press **5** to set the power level to 50%.
- 5 Press **START/+30SEC.** to start cooking.

Notes:

- When setting the microwave, if the **STOP/CANCEL** button is pressed or if there is no operation within one minute, the oven goes back to the former setting automatically.
- If "PL0" is selected, the oven fan turns on with 0% power. You can use this level to remove an odor in the oven.
- When setting the microwave, press **POWER** at any time to change the power setting. The current power setting flashes for three seconds and you can enter the number of the power setting you want. The oven cooks at the new power setting for the remainder of the cook time.

Cooking quickly

From standby mode you can instantly cook something at 100% power by selecting a cooking time from one to six minutes.

- 1 Press any number from **1** to **6**. Cooking begins immediately.
- 2 Press **START/+30SEC.** again to increase cooking time in 30 second increments. The maximum cooking time is 99 minutes and 99 seconds.
-OR-
- 1 Press **START/+30SEC.** to cook the item at 100% power level for 30 seconds.
- 2 Press **START/+30SEC.** again to increase cooking time in 30 second increments. The maximum cooking time is 99 minutes and 99 seconds.

Defrosting in your microwave oven

Defrosting by weight

- 1 Press **Weight Defrost**. The display shows "dEF1."
- 2 Press the number buttons to input the weight of the item to be defrosted (in ounces). Input weight must be between four and 100 ounces.
- 3 Press **START/+30SEC.** to start defrosting and the remaining cooking time is displayed.

Defrosting by time

- 1 Press **Time Defrost**. The display shows "dEF2."
- 2 Press the number buttons to input the defrosting time you want. The time range must be between 00:01 and 99:99.
- 3 The default microwave power for Time Defrost is power level 3. If you want to change the power level, press **Power** once. The display shows "PL 3."
- 4 Press the number button of the power level you want.
- 5 Press **START/+30SEC.** to start defrosting. The remained cooking time is displayed.

Cooking popcorn

- 1 Press **Popcorn** repeatedly until the weight of popcorn you want shows on the display. The display cycles through "1.75">"3.0">"3.5" (oz.).
- 2 Press **START/+30 SEC.** When the popcorn is done popping, the buzzer sounds five times and the oven returns to standby mode.

Cooking potatoes

- 1 Press **Potato** repeatedly until the number of potatoes you want to cook shows on the display. The display cycles through "1">"2">"3" medium potatoes.
- 2 Press **START/+30 SEC.** When the food is cooked, the buzzer sounds five times and the oven returns to standby mode.

Cooking frozen vegetables

- 1 Press **Frozen Vegetable** repeatedly until the weight of the frozen vegetables you want to cook shows on the display. The display cycles through "4.0">"8.0">"16.0" (oz.).
- 2 Press **START/+30 SEC.** When the food is cooked, the buzzer sounds five times and the oven returns to standby mode.

Heating beverages

- 1 Press **Beverage** repeatedly until the number of cups you want to heat shows on the display. The display cycles through "1">"2">"3" cups (one cup is approximately 4 oz. [120 ml]).
- 2 Press **START/+30 SEC.** When the beverage is heated the buzzer sounds five times and the oven returns to standby mode.

Heating a dinner plate

- 1 Press **Dinner Plate** repeatedly until the size of the meal (in ounces) you want to heat shows on the display. The display cycles through "9.0">"12.0">"18.0" (oz.).
- 2 Press **START/+30 SEC.** When the meal is heated, the buzzer sounds five times and the oven returns to standby mode.

Heating pizza

- 1 Press **Pizza** repeatedly until the size of the pizza (in ounces) you want to heat shows on the display. The display cycles through "4.0">"8.0">"14.0" (oz.).
- 2 Press **START/+30 SEC.** When the pizza is cooked, the buzzer sounds five times and the oven returns to standby mode.

Using the memory function

You can set up to three memory settings for frequently used cook times and power levels.

To memorize a procedure:

The following procedure represents an EXAMPLE of how to set memory #2 to cook something for 3 minutes and 20 seconds at 80% power.

- 1 Press **0/MEMORY** twice, until the display shows "2" (for memory #2).
- 2 Press **Time Cook** once, then press **3, 2,** and **0** (for 3:20).
- 3 Press **Power** once. When "PL10" appears on the display, press **8**. The display shows "PL8" (for 80% power).
- 4 Press **START/+30 SEC.** to save the setting in memory. The buzzer sounds once, then the oven returns to standby mode. If you press **START/+30SEC.** again, the procedure will be saved as memory #2 and cooking begins.
The procedure remains in memory. The procedure needs to be reset if the oven loses power.

To use a memorized procedure:

- 1 Put the item to be cooked into the oven and close the door.
- 2 Press **0/MEMORY** repeatedly to cycle through memory 1, 2, or 3. The display shows "1," "2," or "3." Stop when you get to the memorized procedure you want to use.
- 3 Press **START/+30 SEC.** to use the procedure.

Using multi-stage cooking

Up to two stages can be used to cook your food. For example, you can defrost a meal, then cook it.

In this example, the food will be cooked with 80% power for five minutes, then 60% power for 10 minutes.

Note: Auto cooking cannot be used with multi-stage cooking.
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- 1 Put the item to be cooked into the oven and close the door.
- 2 Press **Time Cook**, then press **5, 0,** and **0** to set the cooking time to five minutes.
- 3 Press **Power**, then press **8** to set the power level for 80% power.
- 4 Press **Time Cook**, then press **1, 0, 0,** and **0** to set the second cooking time to 10 minutes.
- 5 Press **Power**, then press **6** to set the second power level to 60% power.
- 6 Press **START/ +30 SEC.** to begin cooking.

Using the energy saving mode

Energy saving mode turns off the LED display to save power.

- In standby mode, press the **"STOP/Cancel"** once (for less than 3 seconds to avoid starting the child lock function), then release.

OR

- In child-lock mode, press the **"STOP/Cancel"** once (for less than 3 seconds), then release.

Note: Energy saving mode only works if the door is closed.

Checking the time and power level while cooking

- To check the time while cooking a meal, press **Clock**. The display shows the current time for three seconds, then returns to the cooking time remaining.
- To check the power level while cooking a meal, press **Power**. The display shows the power level being used for three seconds, then returns to the cooking time remaining.

Using the child-lock

- To lock the oven — Press and hold **STOP/Cancel** for three seconds. The oven sounds a long beep and the display shows **88:88**, indicating that the lock is active.
- To unlock the oven — When the oven is locked, press and hold **STOP/CANCEL** for three seconds. The oven sounds a long beep, indicating that lock is released.

Turning off the buzzer

- 1 In standby mode, press and hold number **8** on the control panel for three seconds. A long beep sounds and the buzzer is turned off.
- 2 To turn the buzzer back on, press and hold the number **8** button on the control panel for three seconds. A long beep sounds and the buzzer is turned back on.

Troubleshooting

If you have a problem with your oven, review the following chart for a possible solution. If the oven still does not work properly, contact the nearest authorized service center.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Oven will not start	The electrical cord is not plugged in.	Plug in the electrical cord.
	The door is open.	Close the door and try again.
	The wrong operation is set.	Check the instructions and try again.
Arching or sparking in the oven	You are attempting to use incorrect materials in the oven.	Use only microwave-safe materials.
	You are attempting to use the oven when it's empty.	Do not operate the oven when it's empty.
	Spilled food remains in the oven.	Clean the oven with a wet towel.
Unevenly cooked foods	You are attempting to use incorrect materials in the oven.	Use only microwave-safe materials.
	The food is not defrosted completely.	Defrost the food completely before attempting to cook it.
	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
	The food is not turned or stirred.	Turn or stir the food.
Overcooked foods	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
Undercooked foods	You are attempting to use incorrect materials in the oven.	Use only microwave-safe materials.
	The food is not defrosted completely.	Defrost the food completely before attempting to cook it.
	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
	The oven ventilation ports are blocked or restricted.	Make sure that the ventilation ports are not blocked or restricted.
Improper defrosting	You are attempting to use incorrect materials in the oven.	Use only microwave-safe materials.
	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
	The food is not turned or stirred.	Turn or stir the food.

Maintaining your microwave oven

Keep your microwave oven clean, especially the interior of the oven.

- Clean the exterior with a damp cloth or sponge. Do not allow water or cleaning solution to drip into the ventilation ports.
- Clean the interior with a damp cloth or sponge.

Obtaining replacement parts

Call Insignia Customer Service at 1-877-467-4289.

Specifications

Model	NS-MW09SS8
Rated voltage	120 V~60 Hz
Rated input power (microwave)	1350 W
Rated output power (microwave)	900 W
Oven capacity	0.9 Cu. ft.
Turntable diameter	10.6 in. (27.0 cm)
External dimensions (HxWxD)	11.5 x 19.1 x 14.8 in. (29.3 x 48.5 x 37.5 cm)
Internal dimensions (HxWxD)	8.7 x 12.4 x 13.7 in. (22.1 x 31.4 x 34.7 cm)
Certifications	UL approved
Power cord length	39.4 in. (1m)
Net weight	27.3 lbs. (12.4 kg)

Legal notices

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ONE-YEAR LIMITED WARRANTY - INSIGNIA

Definitions:

The Distributor* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at www.bestbuy.com or www.bestbuy.ca and is packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website (www.bestbuy.com or www.bestbuy.ca), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Food loss/spoilage due to failure of refrigerator or freezer
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.

- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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