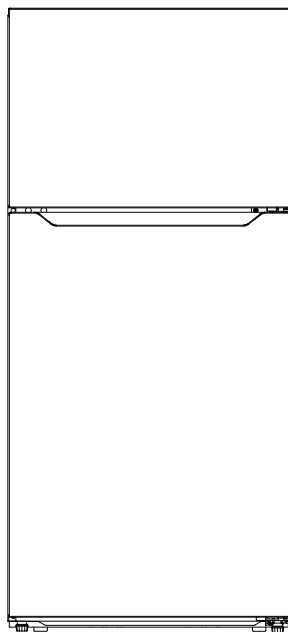


# 14.2 Cu. Ft. Top Mount Refrigerator

**NS-RTM14SS5/NS-RTM14SS5-C/NS-RTM14WH5/  
NS-RTM14WH5-C**



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## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-RTM14SS5, NS-RTM14SS5-C, NS-RTM14WH5, or NS-RTM14WH5-C represents the state of the art in refrigerator design and is designed for reliable and trouble-free performance.

# Important Safety Instructions

## WARNING



**WARNING:** Risk of fire/flamable materials.

- This appliance is intended to be used in household and similar applications such as staff kitchen areas in shops, offices, and other working environments; farm houses and by clients in hotels, motels, and other residential type environments; bed and breakfast type environments; catering and similar non retail applications.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- **WARNING:** Do not damage the refrigerant circuit.
- **WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- **WARNING:** Please dispose of the refrigerator according to local regulators because it uses flammable blowing gas and refrigerant.
- **WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.
- **WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Do not use extension cords or ungrounded (two prong) adapters.
- **WARNING:** Risk of child entrapment. Before you throw away your old refrigerator or freezer:
  - Take off the doors.
  - Leave the shelves in place so that children may not easily climb inside.
- The refrigerator must be disconnected from the source of the electrical supply before attempting the installation of an accessory.
- Children should be supervised to ensure that they do not play with the appliance.

- Refrigerant and cyclopentane foaming material used for the appliance are flammable. Therefore, when the appliance is scrapped, it must be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm.
- **WARNING:** To avoid a hazard due to instability of the appliance, it must be fixed in accordance with the instructions.
- **WARNING:** Connect to potable water supply only. (Suitable for ice making machine)
- To Prevent A Child From Being Entrapped, Keep Out Of Reach Of Children And Not In The Vicinity Of Freezer (Or Refrigerator). (Suitable for products with locks)
- For employed with optional ice maker kit:
  - Minimum/Maximum inlet water pressure, 138/827 kPa (20/120 PSIG).
  - **WARNING:** Connect to potable water supply only.

### Meaning of safety warning symbols



Prohibition symbol

This is a prohibition symbol.  
Any noncompliance with instructions marked with this symbol may result in damage to the product or endanger the personal safety of the user.



Warning symbol

This is a warning symbol.  
It is required to operate in strict observance of instructions marked with this symbol; or otherwise damage to the product or personal injury may be caused.



Note symbol

This is a cautioning symbol.  
Instructions marked with this symbol require special caution. Insufficient caution may result in slight or moderate injury, or damage to the product.

**Note:** This manual contains lots of important safety information which must be observed by the users.

### Electricity-related warnings

- Do not pull the power cord when removing the power plug of the refrigerator. Please firmly grasp the plug and pull out from the socket directly.
- To ensure safe use, do not damage the power cord or use the power cord when it is damaged or worn.
- ⚠ Please use a dedicated power socket: The power socket must not be shared with other electrical appliances. The power cord should be firmly contacted with the socket or else fires might be caused.
- ⚠ Please make sure that the power socket is equipped with a ground connection.
- ⚡ Do not use electrical appliances on the top of the refrigerator, unless they are recommended by the manufacturer.

### Warnings for using

- ⚠ Do not arbitrarily disassemble or reconstruct the refrigerator, nor damage the refrigerant circuit; maintenance of the appliance must be conducted by a specialist.
- ⚠ A damaged power cord must be replaced by the manufacturer, its maintenance department, or related professionals in order to avoid danger.
- ⚠ The gaps between refrigerator doors and between doors and refrigerator body are small, do not put your hand in these areas to prevent from squeezing fingers. Please be gentle when closing the refrigerator door to avoid falling articles.
- ⚠ Do not pick up foods or containers with wet hands in the freezing chamber when the refrigerator is running, especially metal containers, in order to avoid frostbite.
- ⚠ Do not allow any child to get into or climb the refrigerator; otherwise suffocation or falling injury of the child may be caused.
- ⚠ Do not place heavy objects on the top of the refrigerator considering that objects may fall when closing or opening the door, and accidental injuries might be caused.

### Warnings for placement

- ⚠ Do not put flammable, explosive, volatile, and highly corrosive items in the refrigerator to prevent damage to the product or fire accidents.
- ⚠ Do not place flammable items near the refrigerator to avoid fires.
- ⚠ The refrigerator is intended for household use, such as storage of foods; it must not be used for other purposes, such as storage of blood, drugs, or biological products, etc.
- ⚠ Do not store beer, beverage, or other fluid contained in bottles or enclosed containers in the freezing chamber of the refrigerator; or otherwise the bottles or enclosed containers may crack due to freezing and cause damages.

### Warnings for energy

- Refrigerating appliances might not operate consistently (possibility of defrosting of contents or temperature becoming too warm in the frozen food compartment) when located for an extended period of time below the cold end of the range of temperatures for which the refrigerating appliance is designed.
- Do not store carbonated drinks in food freezer compartments or cabinets or in low-temperature compartments or cabinets, and that some products such as water ices should not be consumed too cold.
- Do not exceed the storage time(s) recommended by the food manufacturers for any kind of food and particularly for commercially quick-frozen food in food-freezer and frozen-food storage compartments or cabinets.
- Take the precautions necessary to prevent an undue rise in the temperature of the frozen food while defrosting the refrigerating appliance, such as wrapping the frozen food in several layers of newspaper.
- A rise in temperature of the frozen food during manual defrosting, maintenance, or cleaning could shorten the storage life.

### Warnings for disposal

- ⚠ Refrigerant and cyclopentane foaming material used for the refrigerator are flammable. Therefore, when the refrigerator is scrapped, it must be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm.
- ⚠ **WARNING:** When the refrigerator is scrapped, disassemble the doors, and remove the door gasket; put the doors in a proper place, so as to prevent trapping of any child.
- **Correct Disposal of this product:** This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.



## SAVE THESE INSTRUCTIONS

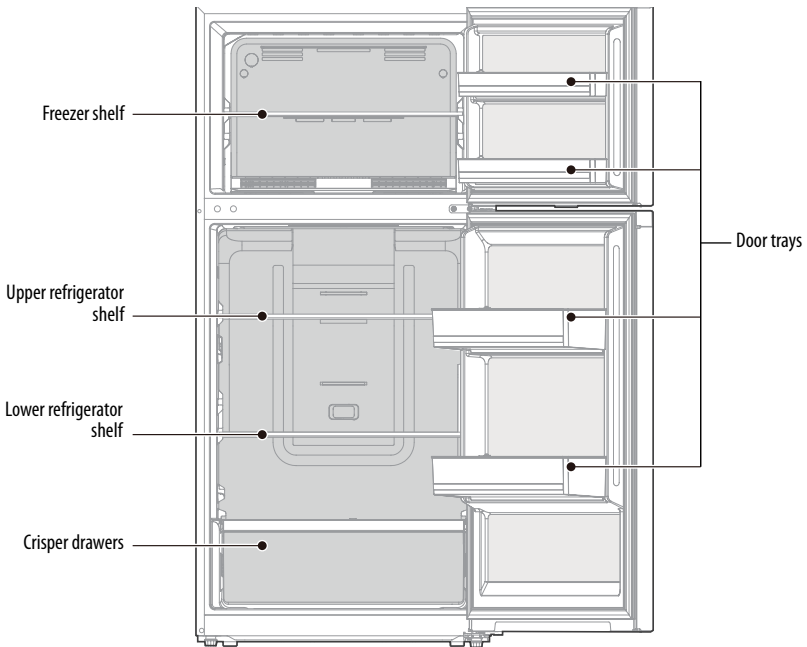
### Features

- 14.2 cu. ft. capacity
- Glass shelves
- Humidity-controlled crisper drawers
- LED lighting
- Frost free
- Reversible door with self-closing hinge
- Ice-maker ready (compatible with NS-ICEF2W2)

### Package contents

- 14.2 cu. ft. top mount refrigerator
- Hinge kit (for door reversal)
- *User Guide*

## Main components



**Note:** The image above is only for reference and may vary from the actual product.

## Setting up your refrigerator

### Before using your refrigerator

- 1 Remove all packing materials, including bottom cushions, foam pads, and tape inside of your refrigerator. Tear off the protective film on the doors and the refrigerator body.
- 2 Wipe the cabinet with a mild detergent and warm water, then wipe dry.
- 3 Let your refrigerator stand upright for more than two hours before connecting it to power. Plugging in your refrigerator before this could result in a decrease in cooling capacity or other damage.
- 4 Before putting food in your refrigerator, wait about two to three hours after the thermostat has been set to let your refrigerator cool. In the summer (when the ambient temperature is high), wait four hours.

### Finding a suitable location

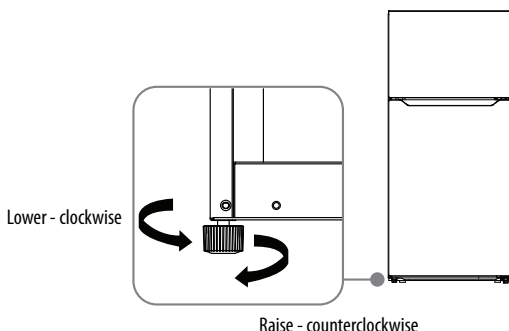
- Position your refrigerator away from heat and direct sunlight. For the best performance, install in an area with an ambient temperature between 50° F (10° C) and 110° F (43° C).
- To prevent rust and to protect the electrical insulation, do not place your refrigerator in moist areas.

- Place your refrigerator in a well-ventilated indoor location. Leave at least 11 13/16 in. (30 cm) of space above and at least 3 15/16 in. (10 cm) behind and beside your refrigerator for heat dissipation.
- Make sure that the floor is flat and strong enough to support your refrigerator when fully loaded.
- Leave enough space to open your refrigerator's doors and drawers.

## Leveling your refrigerator

- It is very important for your refrigerator to be level. If your refrigerator is not leveled during installation, the doors may not close or seal properly, causing cooling, frost, or moisture problems.
- To level your refrigerator, rotate the front leveling feet clockwise (to raise) your refrigerator or counter-clockwise (to lower).

**Note:** Having someone push against the top of your refrigerator helps to take some weight off the leveling foot, making it easier to adjust.

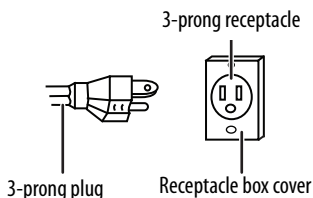


## Providing a proper power supply

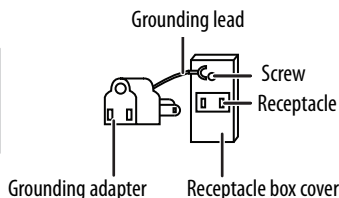
Check your local power source. This refrigerator requires a 110V–120V, 60Hz power supply.

Use a receptacle that accepts the grounding prong. The power cord is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this refrigerator.

### Using a 3-prong plug and outlet



### Using a grounding adapter



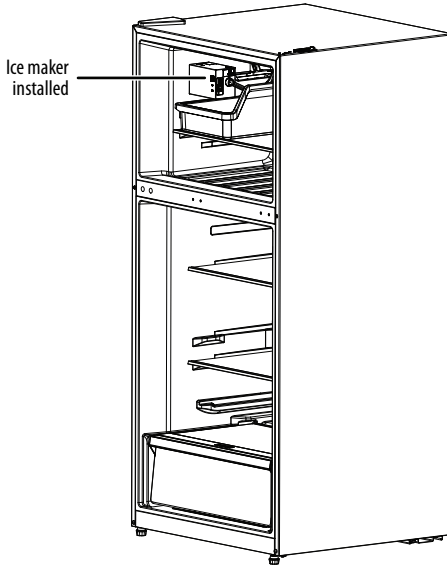
#### Notes:

- Your refrigerator should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.
- Never unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.



## Installing an optional ice maker

Your refrigerator comes set up for ice maker installation. This refrigerator is compatible with the Insignia NS-ICEF2W2 ice maker (not included). To install, follow the ice maker installation instructions in the ice maker kit manual.



## Reversing the door position

Depending on the location where you plan to use your refrigerator, you may find it more convenient to reverse the position of the door.

**CAUTION:** To avoid injury to yourself or your property, we recommend that someone assist you during the door reversal process.

## Preparing to reverse the door position

### You will need:

- To make sure that your refrigerator is unplugged and empty.
- To have someone available to assist you in the process.
- To keep all of the parts you remove to reuse them later.

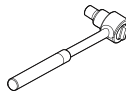
### You will need these tools:



Phillips-head  
screwdriver



Flathead screwdriver  
or putty knife



5/16 and 3/8 in.  
Socket wrench



Pliers



Masking tape

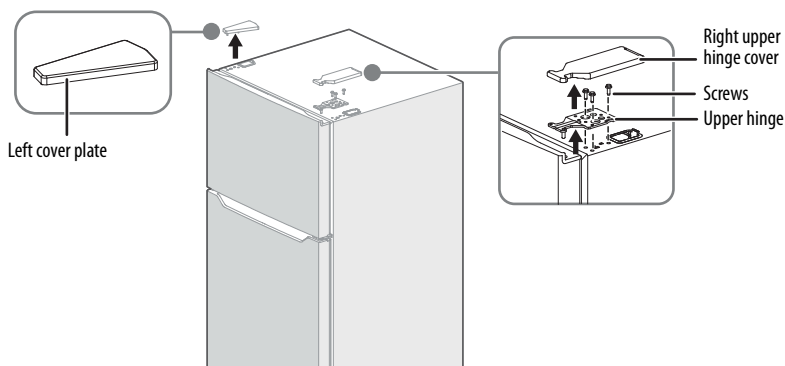
## Reversing the door position

Part included with the hinge kit:

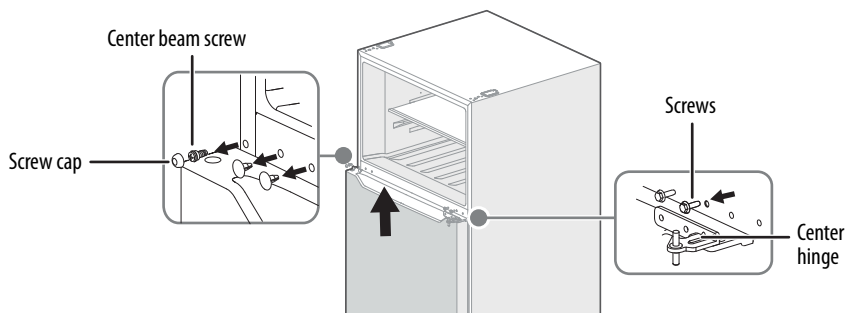
**Note:** This part comes in a separate package.



- 1 Unplug your refrigerator and remove all food from inside and in the door shelves.
- 2 Using a flathead screwdriver, remove the left cover plate and the right upper hinge cover, then unscrew and remove the upper hinge. Keep the screws to reuse.

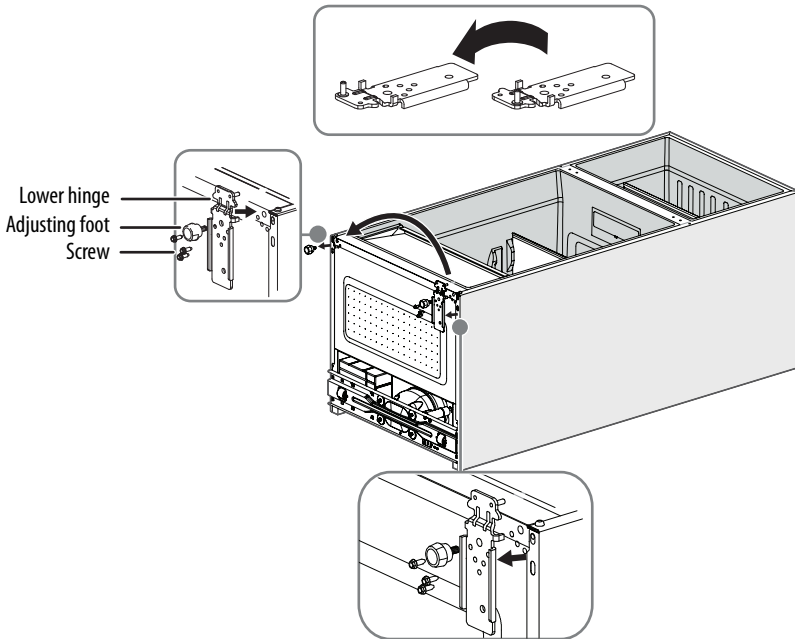


- 3 Lift the freezer door up and away from your refrigerator.
- 4 Unscrew the two screws holding the center hinge, remove the hinge, then lift the refrigerator door up and away from your refrigerator. Save the screws to reuse.



- 5 Remove the center beam screw and the screw caps on the left side of your refrigerator where the center hinge will be installed. Save them to be reused.

- 6 Lay your refrigerator down on its back, then unscrew the lower hinge screws and both adjusting feet.
- 7 Using pliers and a 3/8 in. socket wrench, remove the lower hinge pin from the hinge, then reinstall it into the hole on the other side of the hinge.

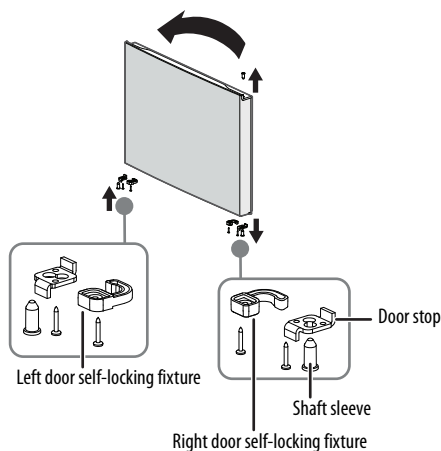


- 8 Install the lower hinge on the left side of your refrigerator with the screws you just removed, then reinstall the adjusting feet.

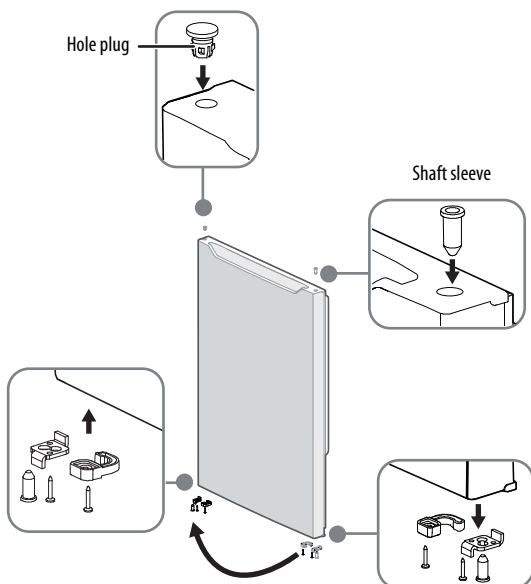
**Note:** The left adjusting foot is installed through the lower hinge.

- 9 Return your refrigerator to the upright position.

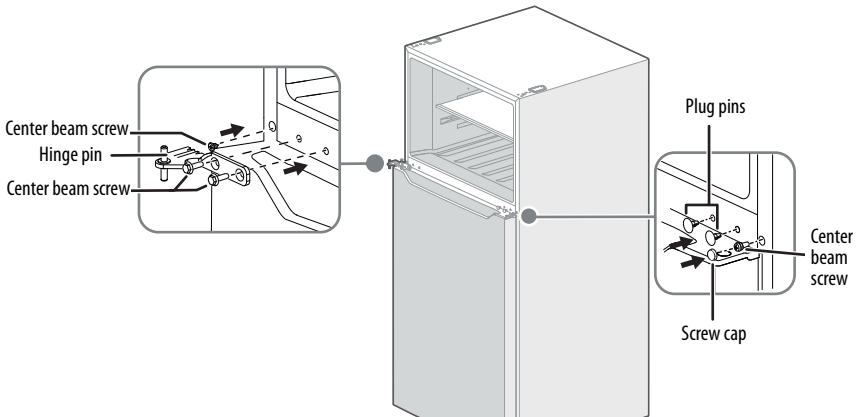
- 10** Unscrew and remove the shaft sleeves, door stops, and right door self-locking fixture from both doors, then remove the left door self-locking fixture from the accessory bag and install it onto the left corner of the freezer door body, together with the door stops and shaft sleeves.



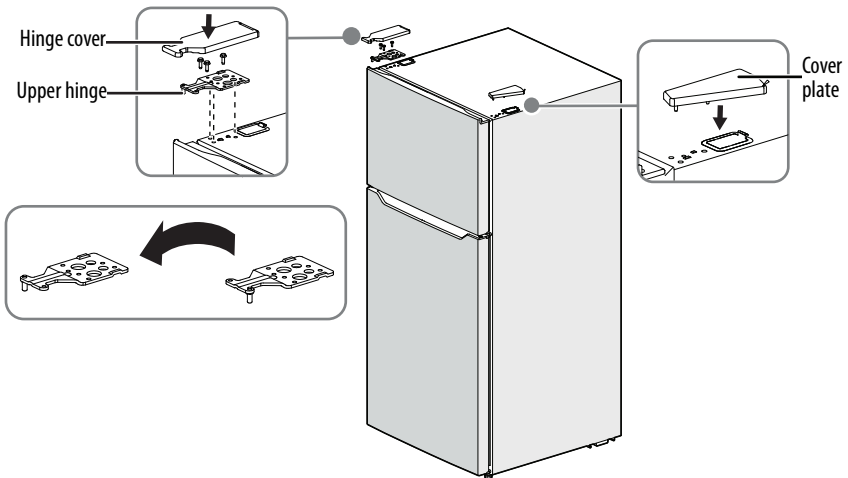
- 11** Remove the hole plug and shaft sleeve on the top of the refrigerator door and reverse their positions before reinstalling them, then install the left door self-locking fixture (from the accessory bag) and door stop on the bottom left of the refrigerator door.



- 12** Install the refrigerator door on the lower left hinge, install the center beam screws, center hinge and tighten the screws on the left side, and install the plug pins, center beam screws, and screw caps on the right side.



- 13** Use a 5/16 in. socket wrench and pliers to remove the upper hinge pin from the hinge, then reinstall it into the hole on the other side of the hinge.
- 14** Install the freezer door on the middle hinge pin, then install the upper hinge on the left side of your refrigerator. Install the hinge cover and the cover plate.



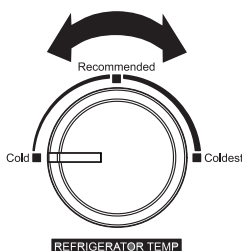
## Using your refrigerator

**Note:** If your refrigerator is unplugged or loses power, wait five minutes before restarting it to prevent damage to the compressor.

### Setting the refrigerator temperature

- Turn the refrigerator temperature knob to adjust the temperature to **Cold** (the highest temperature), **Recommended**, or **Coldest** (the lowest temperature).
- The refrigerator temperature can be set from 34° ~ 50° F (1 ~ 10° C).

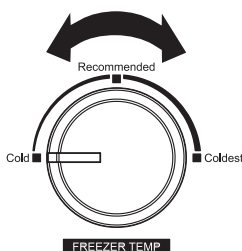
**Note:** The control knob represents the gear position and does not specifically refer to a certain temperature.



### Setting the freezer temperature

- Turn the freezer temperature knob to adjust the temperature to **Cold** (the highest temperature), **Recommended**, or **Coldest** (the lowest temperature).
- The freezer temperature can be set from -11° ~ 10° F (-24 ~ -12° C).

**Note:** The control knob represents the gear position and does not specifically refer to a certain temperature.



### Using your refrigerator compartment

- The refrigerator compartment is suitable for storage of a variety of fruits, vegetables, beverages, and other food consumed in the short term.
- Do not place cooked foods in your refrigerator until they have cooled to room temperature.
- Wrap or seal foods in containers before putting them into your refrigerator.
- Adjust the glass shelves' position up or down to accommodate your stored foods.

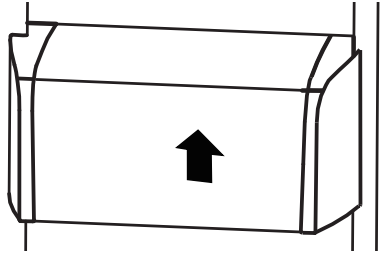
- Large amounts of food will lower the cooling efficiency of your refrigerator. Do not block the air outlet.

**CAUTION:** To prevent damage, never close the refrigerator door while the shelves or crisper drawers are extended.

### Using the door trays

The refrigerator and freezer compartments have door trays. You can adjust a tray to fit the items you want to store.

- 1 Remove all items from a tray.
- 2 Hold the door tray with one hand, then use the other hand to tap the bottom of the tray up several inches.



Align the door tray where you want to place it, then push it down into place.

### Adjusting the refrigerator shelves

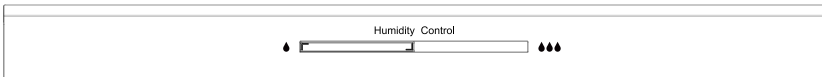
The two glass shelves in the refrigerator compartment can be adjusted to various heights, as needed.

- 1 To remove a shelf, lift the front of the shelf, then gently pull it forward until the shelf comes clear of the shelf guides.
- 2 When reinserting a shelf, make sure that there is nothing behind it, then gently push the shelf back into the position.

### Using the crisper drawers

Use the crisper drawers to store vegetables and fruits. In general, store fruits and vegetables that are not sensitive to moisture loss (apples, peaches, pears) in a drawer with a low humidity setting and store food that can wilt (lettuce, asparagus, carrots, strawberries) in a drawer with high humidity.

The crisper cover controls the temperature of the crisper and prevents moisture loss. Use the sliding vent to adjust the humidity level inside the drawer.



### Using your freezer compartment

- The freezer compartment keeps food fresh for a long time, and it is mainly used to store frozen foods and ice.
- The freezing chamber is suitable for storage of meat, fish, ice cream, and other foods that won't be consumed in the short term.

- Divide chunks of meat into small pieces for easy access.
- Place frozen food into the freezer as quickly as possible after purchase.
- Follow package instructions regarding storage times. The storage life of frozen foods varies and the recommended storage time should not be exceeded.
- Large amounts of food will lower the cooling efficiency of the freezer. Do not block the air outlet (located at the top of the freezer compartment).

## Cleaning and maintaining your refrigerator

Your refrigerator is designed for year-round use with only minimal cleaning and maintenance.

When you first receive it, wipe the cabinet with a mild detergent and warm water, then wipe dry. Do this periodically to keep your refrigerator looking new.

### **Caution:**

- Do not use hard brushes, steel or other metallic cleaning pads, wire brushes, abrasives (such as toothpastes), organic solvents (such as alcohol, acetone, banana oil, etc.), boiling water, acid or alkaline items, which may damage the fridge surface and interior. Boiling water and organic solvents such as benzene may deform or damage plastic parts.
- Do not rinse directly with water or other liquids during cleaning to avoid short circuits or affect electrical insulation after immersion.

## Cleaning the interior

Clean the inside of your refrigerator and freezer regularly to avoid odor.

- 1 Before cleaning, unplug your refrigerator and remove all food, drinks, shelves, and drawers.
- 2 Mix two tablespoons of baking soda with a quart of warm water, then use a soft cloth or sponge to wipe the interior. Rinse with warm water and wipe clean.

**Note:** Do not use soap, detergent, scrub powder, or spray cleaners as these may cause odors inside your refrigerator or contaminate food.

- 3 Wipe the door trays, shelves, and drawers with a soft cloth dampened with soapy water or diluted detergent. Dry with a soft cloth or let it dry naturally.
- 4 Open the refrigerator door to let it dry completely before plugging in your refrigerator.

## Cleaning the exterior

**Note:** The drain tray is located near the compressor. You do not need to empty or clean it.

- 1 Clean dust behind and underneath your refrigerator regularly to improve cooling and energy savings.
- 2 Make sure that there is no debris on the door gaskets. Clean with a soft cloth dampened with soapy water or diluted detergent.
- 3 Wipe the outer surface of your refrigerator with a soft cloth dampened with soapy water or detergent, and then wipe it dry.

## Defrosting the freezer

This refrigerator is frost free, so you don't need to defrost it. If frost forms because of a change in season or temperature, you can manually remove it by unplugging your refrigerator or wiping with a dry towel.



## Changing the interior LED light

The LED light is designed for a long life. It is not user serviceable and should be replaced by the manufacturer, its service agent, or a similarly qualified person.

## Shutting down your refrigerator for several months

- 1 Turn off your refrigerator and unplug it from the wall outlet.
- 2 Remove all food.
- 3 Clean your refrigerator.
- 4 Leave the door open to avoid formation of condensation, mold, or odor.

**WARNING:** Use extreme caution with children. Your refrigerator should not be accessible to child's play.

## Handling power outages

In case of a power outage, food inside your refrigerator can be kept for several hours (even during the summer). While the power is out, keep the doors closed as much as possible, and do not add additional food.

## Moving your refrigerator

- 1 Turn off your refrigerator and unplug it from the wall outlet.
- 2 Remove all food.
- 3 Securely tape down all loose items inside your refrigerator, such as the glass shelves and crisper drawers.
- 4 Tape the doors shut.
- 5 Tighten the front leveling feet (rotate counter-clockwise).
- 6 While moving, keep your refrigerator in an upright position and do not let it vibrate excessively. Do not tilt your refrigerator more than 45°.

## Tips on saving energy

- Locate your refrigerator in the coolest area of the room, away from heat producing appliances or heating ducts and out of the direct sunlight.
- Let hot foods cool before placing them in your refrigerator. Overloading your refrigerator forces the compressor to run longer. Foods that freeze too slowly may lose quality or spoil.
- Wrap foods properly and wipe containers dry before placing them in your refrigerator. This cuts down on frost buildup inside your refrigerator.
- Do not line storage bins with aluminum foil, wax paper, or paper towels. Liners interfere with cold air circulation, making your refrigerator less efficient.
- Organize and label food to reduce door openings and extended searches. Remove as many items as you can at one time, and close the door as soon as possible.

## Obtaining replacement parts

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

To obtain replacement parts outside the warranty period, visit <https://partstore.encompass.com> and search for the product model number.

## Troubleshooting

**CAUTION:** Do not try to repair your refrigerator yourself. Doing so invalidates the warranty.

PROBLEM	POSSIBLE SOLUTION
My refrigerator does not operate.	Make sure that your refrigerator is plugged in and that the plug is pushed completely into the outlet.
	Make sure that your refrigerator is plugged into a 110V–120V, 60Hz power outlet.
	If a power failure occurs, your refrigerator turns off. Wait until the power is restored.
The compressor turns on and off frequently.	Make sure that the door is closed properly. Clean the door seal if necessary.
	This is normal, under the circumstances.
	This is normal, under the circumstances. Let hot food cool before placing it inside your refrigerator.
	Set the thermostat to a warmer temperature.
	Leave at least 11 13/16 in. (30 cm) of space above and at least 3 15/16 in. (10 cm) behind and beside your refrigerator for heat dissipation.
Food in my refrigerator compartment is freezing.	Allow up to four hours for your refrigerator to cool down completely.
	Set the thermostat to a warmer setting.
Food in my refrigerator compartment is not cold.	Move your refrigerator to a warmer area where the ambient temperature is between 50° ~ 110° F (10° ~ 43° C).
	Set the thermostat to a warmer setting.
Food in my refrigerator compartment is not cold.	Make sure that the door is closed properly.
	Allow time for the new food to cool, then check again. Let hot foods cool before placing them inside your refrigerator.
	Adjust the thermostat to a colder setting.
	Clean the gasket.
	Allow up to four hours for your refrigerator to cool completely.
My refrigerator makes unusual noises or vibrations.	Level your refrigerator with the leveling feet.
	Move your refrigerator out from the wall.
	This is normal.
	This is a normal noise as the refrigerant passes through the cooling system.
	Make sure that your refrigerator accessories are placed properly.

<b>PROBLEM</b>	<b>POSSIBLE SOLUTION</b>
Moisture is building up in the interior of my refrigerator.	Make sure that the door is closed properly.
	Move your refrigerator to a dryer location.
	Repackage the food in your refrigerator to make sure that it is sealed.
Moisture is building up on the exterior of my refrigerator.	Make sure that the door closes completely.
	This is normal. Just wipe the condensation with a clean towel.
My refrigerator door does not close completely.	Move the food packages or remove some food.
	Adjust the shelves properly.
	Clean the door gaskets.
	Level your refrigerator with the leveling feet.
The exterior of my refrigerator is warm.	This is normal. The longer your refrigerator runs the warmer the sides and top will get.
	Move your refrigerator to a cooler location.
	Remove some food from your refrigerator.
	Leave at least 11 13/16 in. (30 cm) of space above and at least 3 15/16 in. (10 cm) behind and beside your refrigerator for heat dissipation.
The drip tray overflows.	Remove excess food from your refrigerator.
	Make sure that the door closes completely.
The door gasket (seal) is not tight.	Clean the door gaskets.
	Use the front leveling feet to level your refrigerator.
	Heat the door seal and then cool it to help restore the seal. (Use a hair dryer or hot towel for heating.)
The LED doesn't turn on.	Make sure that your refrigerator is connected to a working power outlet.
	Contact the manufacturer, its service agent, or a similarly qualified person to replace the LED.
My refrigerator has a bad odor.	Make sure that you seal your food properly.
	Remove rotten food from your refrigerator.
	Clean your refrigerator.

## Specifications

Dimensions without handle (H × W × D)	60 5/8 × 27 5/8 × 28 13/16 in. (154 × 70 × 73.1 cm)
Weight	137.8 lbs. (62.5 kg)
Capacity	14.2 cu. ft.
Power requirements	115V~60Hz
Current	1.2A
Wattage	130W
Power consumption (annual)	333 kWh
Operating temperature	Refrigerator: 34° ~ 50° F (1° ~ 10° C) Freezer: -11° ~ 10° F (-24° ~ -12° C)
Ambient temperature range	50° ~ 110° F (10° ~ 43° C)
Power cord length	5 1/4 ft. (1.65 m)
Noise	42 dB
Energy Star certified	Yes

## ONE-YEAR LIMITED WARRANTY

Best Buy, or its Authorized Partner 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 manufacture of the material or workmanship for a period of one (1) year from the date of your purchase of the Product or the date of delivery (if later than the date of purchase) ("Warranty Period").

For this warranty to apply, your Product must be (i) purchased in the United States or Canada from a Best Buy branded retail store, online at [www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca), or from Best Buy's Authorized Partner, and (ii) packaged or sold with this warranty statement.

The term "Best Buy", as used in this warranty, refers to Best Buy branded retail stores, [www.bestbuy.com](http://www.bestbuy.com), [www.bestbuy.ca](http://www.bestbuy.ca), and Best Buy's Authorized Partner.

Because Insignia cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Best Buy or an Insignia Authorized Partner, unless otherwise prohibited by law. Insignia reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized websites.

REPAIR OR REPLACEMENT, AS PROVIDED UNDER THIS WARRANTY, IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS, OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT. ALL EXPRESSED AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES, AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON (i) HOW LONG AN IMPLIED WARRANTY LASTS, (ii) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, or (iii) LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

### How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product or the date of delivery (if later than the date of purchase). Your purchase date is printed on the receipt you received with the Product. In the event that Authorized Partner ceases to sell the covered Insignia branded product, this warranty shall terminate for that product and there shall be no repair or replacement of 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](http://www.bestbuy.com) or [www.bestbuy.ca](http://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. If you purchased your Product from an Authorized Partner, call Insignia at 1-877-467-4289.

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.

If you purchased the Product from an Authorized Partner other than Best Buy, please call 1-888-BESTBUY in the United States or 1-866-BESTBUY in Canada. You will be asked to provide proof of purchase and to return your Product to Best Buy. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

## **Where is the warranty valid?**

This warranty is valid only in the United States and Canada to the original purchaser of the product from an Authorized Partner, in the country where the original purchase was made.

## **What does the warranty not cover?**

This warranty does not cover:

- Food, beverage, and or medicine loss/spoilage.
- Damage to other products caused by a power surge or other similar issue while connected to the Product.
- 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.
- Damage due to 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.

Contact Insignia:

1-877-467-4289

[www.insigniaproducts.com](http://www.insigniaproducts.com)

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## For Québec Customers Only

### Availability Guarantee

**Notice for Section 39 of the *Consumer Protection Act* Regarding the Availability Guarantee of Replacement Parts, Repair Services, and Maintenance Information**

Please be advised that Best Buy Canada Ltd. ("Best Buy"), including its affiliated entities, does not guarantee, within the meaning of Section 39 of the *Consumer Protection Act* and the applicable regulations, the availability of replacement parts, repair services, or maintenance or repair information relating to products sold, manufactured, imported, advertised, or sold by Best Buy or under its Insignia brand, Best Buy Essentials, Rocketfish, or other brands sold or manufactured by Best Buy.

**This Notice does not affect Best Buy's One-Year Limited Warranty for Insignia Products.**

**Please visit [www.bestbuy.ca/garantie-disponibilite](http://www.bestbuy.ca/garantie-disponibilite) for additional information.**



INSIGNIA™

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