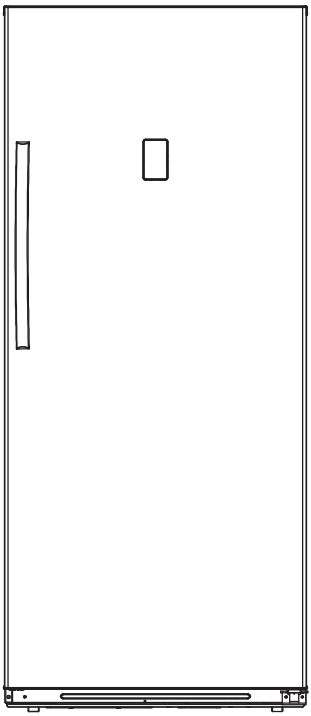
INSIGNIA™

USER GUIDE

13.8 Cu. Ft. Upright Convertible Freezer/Refrigerator

NS-UZ14WH0 / NS-UZ14WH0-C/
NS-UZ14SS0 / NS-UZ14SS0-C



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

INSIGNIA™

Contents

Introduction 2
Important Safety Instructions 3
- Grounding requirement 5

Features 5
- Package contents 5
- Interior 6
- Touch pad controls 7

Setting up your freezer 7
- Before using your freezer 7
- Finding a suitable location 7
- Leveling your freezer 8
- Providing a proper power supply 8
- Installing the door handle 9

Using your freezer 11
- Using the Lock button 11
- Switching between Freezer and Refrigerator modes 11
- Quick Freezing foods 11
- Switching between Fahrenheit and Celsius 12

Maintaining your freezer 12
- Storing your freezer 12
- Storing your freezer 12
- Moving your freezer 12
- Tips on saving energy 13

Understanding Alerts 13
- High Temp Alert 13
- Door Open Alert 13

How do I reset my freezer to factory defaults? 13
- Fault indication 14

Troubleshooting 14
Specifications 16
ONE-YEAR LIMITED WARRANTY 17

Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-UZ14WH0, NS-UZ14WH0-C, NS-UZ14SS0, or NS-UZ14SS0-C represents the state of the art in upright freezer design and is designed for reliable and trouble-free performance.

Important Safety Instructions





This symbol indicates that dangerous voltage constituting a risk of electric shock is present within your freezer.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying your freezer.

WARNING

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this appliance near water.
6. Clean only with a damp cloth.
7. Do not block any ventilation openings.
8. Install in accordance with the manufacturer's instructions.
9. Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus that produce heat.
10. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
11. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the appliance.
12. Do not attempt to modify or extend the power cord of this appliance.
13. Unplug this appliance during lightning storms or when it will not be used for long periods of time.
14. Make sure that the available AC power matches the voltage requirements of this appliance.
15. Do not handle the plug with wet hands. This could result in an electric shock.
16. Unplug the power cord by holding the plug, never by pulling the cord.
17. Do not turn the appliance on or off by plugging or unplugging the power cord.

18 Refer all servicing to qualified service personnel. Servicing is required when the appliance has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the appliance, the appliance has been exposed to rain or moisture, does not operate normally, or has been dropped.

19 To reduce the risk of fire or electric shock, do not expose this appliance to rain, moisture, dripping, or splashing, and no objects filled with liquids should be placed on top of it.

20 Do not use extension cords or ungrounded (two prong) adapters.

21 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.

22 Children should be supervised to ensure that they do not play with the appliance.

23 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified person, in order to avoid a hazard.

24 Take off the doors and leave the shelves in place so that children may not easily climb inside.



WARNING

Electric Shock Hazard

Failure to follow these instructions can result in electric shock, fire, or death.

1 **WARNING**–Keep ventilation openings, in both the freezer and the built-in structure, clear of obstruction.

2 **WARNING**–Do not touch the interior of the freezer with wet hands. This could result in frost bite.

3 **WARNING**–Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

4 **WARNING**–Do not damage the refrigerant circuit.

5 **WARNING**–Do not damage the refrigerant tubing when handling, moving, or using the freezer.

6 **WARNING**–**DANGER**—Never allow children to play with, operate, or crawl inside the freezer.

Risk of child entrapment. Before you throw away your old freezer:

1) Take off the doors

2) Leave the shelves in place so that children may not easily climb inside

7 Unplug the freezer before carrying out user maintenance on it.

8 This freezer can be used by children age eight years and older and persons with reduced physical or mental capabilities or lack of experience and knowledge if they are given supervision or instruction concerning the use of the freezer in a safe way and understand the hazards involved. Children should not play with the freezer. Cleaning and maintenance should not be performed by children without supervision.

9 If a component part is damaged, it must be replaced by the manufacturer, its service agent, or similar qualified persons in order to avoid a hazard.

10 Please dispose of the freezer according to local regulations as the freezer contains flammable gas and refrigerant.

11 Follow local regulations regarding disposal of the freezer due to flammable refrigerant and gas. All refrigeration products contain refrigerants, which under the guidelines of federal law must be removed before disposal. It is the consumer's responsibility to comply with federal and local regulations when disposing of this product.

12 This freezer is intended to be used in household and similar environments.

13 Do not store or use gasoline or any flammable liquids inside or in the vicinity of this freezer.

14 Do not use extension cords or ungrounded (two-prong) adapters with this freezer. If the power cord is too short, have a qualified electrician install an outlet near the freezer. Use of an extension cord can negatively affect the freezer's performance.

Grounding requirement

This freezer must be grounded. This freezer is equipped with a cord having a grounding wire with a grounding plug. The plug must be inserted into an outlet that is properly installed and grounded.

Improper use of the grounding plug can result in a risk of electric shock. Consult a qualified electrician or service person if the grounding instructions are not completely understood, or if doubt exists as to whether the freezer is properly grounded.

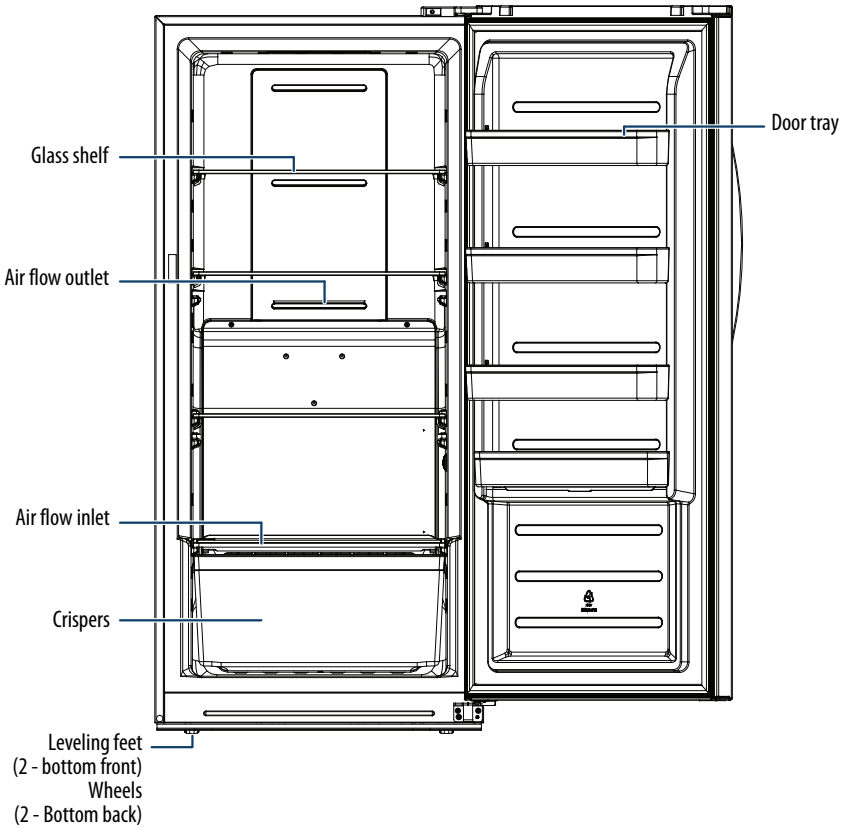
Features

Package contents

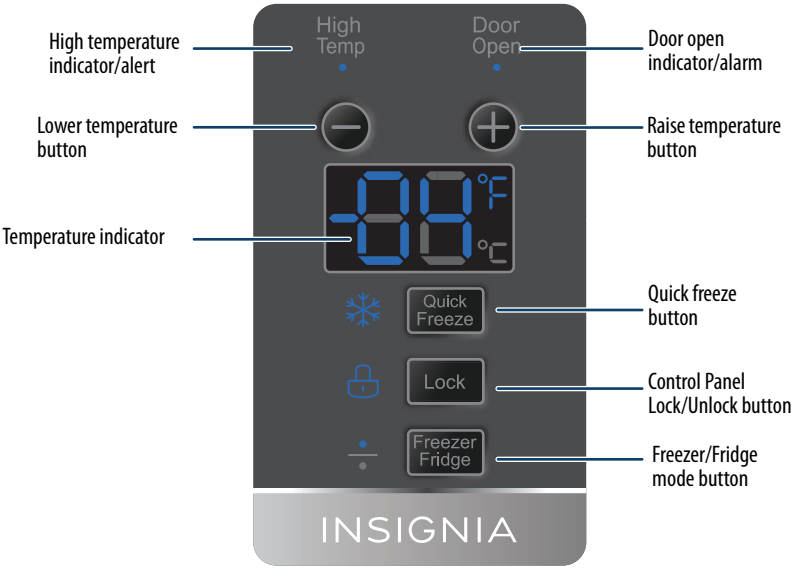
- 13.8 cubic foot upright freezer
- Door handle, screws, and hex wrench
- *Quick Setup Guide*

Interior

Note: The illustrations shown in this user guide are only for reference. The actual product may differ slightly.



Touch pad controls



Setting up your freezer

Before using your freezer

- Remove the exterior and interior packing, especially the foam packing between the outside condenser and the cabinet.
- Let the freezer stand upright for approximately two hours before connecting it to power. This reduces the possibility of a malfunction in the cooling system from improper handling during transportation.
- Wash the inside with a damp, warm cloth and a baking soda solution (two tablespoons in a quart of water), then wipe dry with a dry cloth. Do this periodically to keep your freezer looking new.
- For proper operation, it's very important that you level the freezer using the leveling feet. If this is not done, the door may not close or seal properly, causing cooling, frost, and moisture problems. Turn the leveling feet clockwise to raise that side of the freezer or counterclockwise to lower that side. The leveling feet are easier to adjust if you have someone push against the top of the freezer to take some weight off.
- When moving your freezer, do not tilt it beyond 45° from upright.

Finding a suitable location

- Place your freezer on a floor that is strong enough to support the freezer when it is fully loaded.
- This freezer is designed to be free standing only, and should not be recessed or built-in.

- Allow 7.9 inches (20 cm) of space between the sides of the freezer and the walls, 3.9 inches (10 cm) between the back of the freezer and the wall, and 11.8 inches (30 cm) between the top of the freezer and the ceiling. This allows for proper air ventilation. Adjust the feet to keep the freezer level.
- If you locate the freezer next to a fixed wall, allow sufficient space on the hinge side for the door to swing open.
- Locate the freezer away from direct sunlight and sources of heat, such as a stove, heater, or radiator. Direct sunlight may affect the acrylic coating and heat sources may increase electrical consumption. Extremely cold temperatures may also prevent the freezer from performing properly.
- Avoid locating the freezer in moist areas, or in extremely hot or cold areas.

Leveling your freezer

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

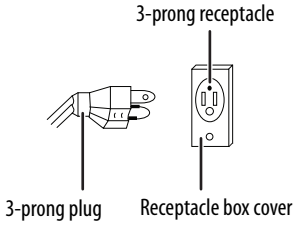
Note: Have someone push against the top of the freezer to help take some weight off the leveling foot, making it easier to adjust.

Providing a proper power supply

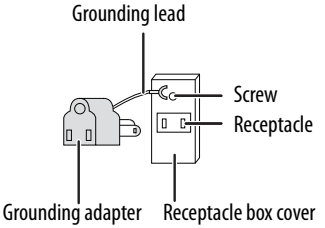
Check your local power source. This freezer requires a 115 V, 60 Hz power supply.

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 freezer. We recommend that the freezer be plugged into an electrical circuit serving only this appliance and that the circuit cannot be turned off with a switch or pull-chain.

Using a 3-prong plug and outlet



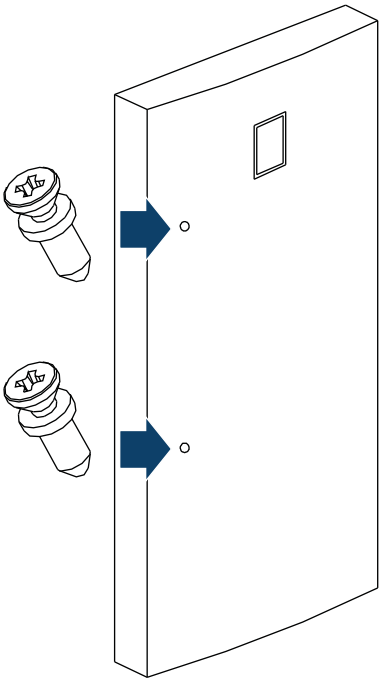
Using a grounding adapter



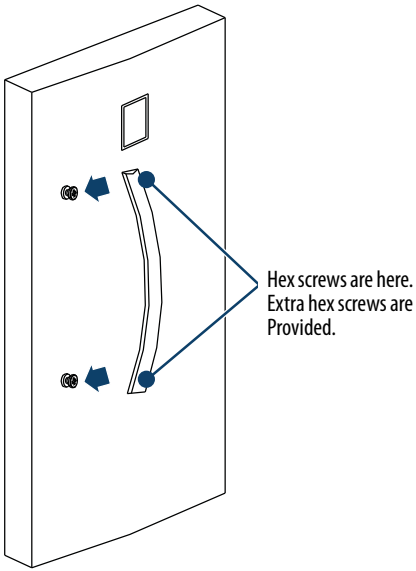
Installing the door handle

Notes:
- The illustrations shown in this user guide are only for reference. The actual product may differ slightly.
- The screws and wrench are in the plastic bag.

1. Unplug the freezer.
2. Screw the extended-head screws into the door holes with a Phillips screwdriver. Do not overtighten. The screw heads should extend above the surface of the door.



3 Loosen the hex screws on top and bottom of the handle with the hex wrench (provided) so that you can fit the handle over the extended head screws in the door.



4 Place the door handle over the heads of the screws, then tighten the hex screws.

Using your freezer

The storage life of frozen foods varies and the recommended storage time should not be exceeded.

Place frozen food into the freezer as quickly as possible after purchase. If there are instructions on the packet, carefully follow these instructions regarding storage times.

Pre-packed, commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions for a three star frozen food storage compartment or home freezer.

Shelves are provided for the organization of odd-shaped items.

1. Plug in your freezer. Wait for 30 minutes, then open the freezer door to determine if the freezer is working properly.
2. Press and hold **Lock** for three seconds, then **+** or **-** on the control panel to set the temperature inside the freezer. A beep sounds when the MAX or MIN temperatures are reached.

   The default temperature is 0° F (-18° C). The temperature range of Freezer mode is 10° F ~-11° F (-12° C~-24° C. The temperature range for Fridge mode is 35 ~ 46° F (2° C ~ 8° C).

Notes:

- If the freezer is unplugged or loses power, you must wait three to five minutes before restarting it. The freezer will not start if you attempt to restart it sooner.
- Large amounts of food lower the cooling efficiency of the freezer.
- If you choose to change the thermostat setting, adjust the thermostat control by one increment at a time. Allow several hours for the temperature to stabilize between adjustments.
- Do not put bottled food or drinks in the freezer.

Using the Lock button

To prevent accidental activation, the control panel automatically locks after 30 seconds of inactivity. To use the control panel, you must unlock it first.

Press and hold the **Lock** button on the control panel for three seconds to lock the control panel. The lock icon turns on and the control panel beeps. Press again for another three seconds to unlock it. The lock icon turns off and the panel beeps.

Switching between Freezer and Refrigerator modes

This freezer has an advanced design feature that lets you change it from a freezer to a refrigerator.

The Freezer/Fridge light on the control panel indicates the current mode.

1. Press and hold **Lock** for three seconds to unlock the control panel.
2. Press and hold the **Freezer/Fridge** button for three seconds to change modes. The panel beeps and the indicator changes to the new mode.

Quick Freezing foods

The quick freeze mode lowers the temperature below the normal operating temperature to quickly freeze foods.

1. Press and hold **Lock** for three seconds to unlock the control panel.
2. Press the **Quick Freeze** button to enter quick freeze mode. The blue snowflake turns on.

The quick freeze mode turns off after three hours, if the temperature falls below -13° F (-25° C). If the temperature does not fall below -13° F (-25° C), the quick freeze mode turns off after 24 hours. You can press the button a second time to exit quick freeze mode.

Switching between Fahrenheit and Celsius

1. Press and hold **Lock** for three seconds to unlock the control panel.
2. Press and hold **+/-** for three seconds to switch settings.

Maintaining your freezer

Your freezer is designed for year-round use with only minimal cleaning and maintenance. We recommend that you do the following every time you clean it to keep your freezer running odor free and efficiently:

CAUTION: To prevent damage to the finish, do not use gasoline, benzine, thinner, or other solvents, and do not use abrasive cleaners.

1. Unplug your freezer from the wall outlet.
2. Remove all food.
3. Wash the shelves with a mild detergent solution.
4. Wash the inside with a damp warm cloth soaked in a solution of one quart of lukewarm water to two tablespoons of baking soda solution.
5. Dry the interior and exterior with a soft cloth.
6. Be sure to keep the door gasket (seal) clean to keep the unit running efficiently.

Storing your freezer

1. Unplug your freezer from the wall outlet.
2. Remove all food.
3. Clean the freezer.
4. Leave the door open slightly to avoid possible formation of condensation, mold, or odor.

CAUTION: Use extreme caution with children. The unit should not be accessible to child's play.

Moving your freezer

1. Unplug your freezer from the wall outlet.
2. Remove all food.
3. Securely tape down all loose items inside your freezer.
4. Tape the door shut.
   Be sure the freezer does not tilt more than 45° from the upright position during transportation.

Tips on saving energy

- Locate your freezer 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 to room temperature before placing them in the freezer. Overloading the freezer 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 the freezer. This cuts down on frost build-up inside the freezer.
- The freezer storage shelves should not be lined with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, making the freezer less efficient.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, and close the door as soon as possible.

Understanding Alerts

High Temp Alert

The freezer is having trouble maintaining a cold temperature. You will get this alert if:

- FREEZER MODE: the inside temperature is over 18° F (-8° C) for 36 hours.
- FRIDGE MODE: If the inside temperature is over 59° F (15° C) for 36 hours.

The LED on control panel turns on and a beep sounds. If the temperature returns to a normal range, the alert turns off. You can also press any button to turn it off. Here are some possible causes:

- The room is too warm. For example, the freezer is in a garage in the summer next to a car with a hot engine.
- The ventilation openings are blocked or dusty.
- There is too much frost build up.
- There are door seal gaps.

Door Open Alert

If the door is open for more than five minutes, the door open alert is activated a buzzer sounds intermittently. Close the door to turn off the alert and check to make sure that nothing is blocking the door, preventing it from closing. Also, check to make sure that the freezer is level. An unlevel freezer may prevent the door from closing properly.

How do I reset my freezer to factory defaults?

1. Press and hold **Lock** for three seconds to unlock the control panel.
2. Press the **Lock** and **+** buttons at the same time for three seconds to reset the freezer to factory defaults. The panel beeps and all of the indicators turn on for three seconds. If the compressor is running, it pauses for five minutes, then restarts.

Troubleshooting

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

Fault indication

If a fault is detected, the display shows one of the following codes. If a fault is indicated, call for service:

Fault code	E2	E5	E7
Description	Temperature sensor fault	Defrost sensor fault	Ambient Temperature sensor fault

General

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
E2 appears on the display	Temperature sensor failure.	Call for service.
E5 appears on the display	Defrost sensor failure.	Call for service.
E7 appears on the display	Ambient temperature sensor failure.	Call for service.
High Temp and Door Open alerts		See “Understanding Alerts” on page 13.
The freezer does not operate	The freezer is unplugged.	Make sure that the freezer is plugged in and that the plug is pushed completely into the outlet.
	The fuse on the circuit is blown or the circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the circuit breaker.
	Power failure.	If a power failure occurs, the freezer turns off. Wait until the power is restored.
The freezer door does not close completely	Food packages are interfering with the door.	Move the food packages or remove some food.
	The door gaskets are dirty.	Clean the door gaskets.
	The freezer may not be level.	Level the freezer.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Food in the freezer is not cold	The door has been opened too often or was not closed properly.	Make sure that the door is closed properly.
	You have just added a large amount of food to the freezer.	Allow time for the new food to cool, then check again.
	The door is not closed completely.	Check the door gasket and food distribution and make sure that the door closes completely.
	The freezer has recently been disconnected for a period of time.	Allow time for the freezer to cool before adding food. Four hours are required for the freezer to cool down completely.
	The thermostat is set too warm.	Set the thermostat to a colder setting.
The freezer makes unusual noises or vibrations	The freezer may not be level on the floor.	Level the freezer with the leveling feet.
	The body of the freezer is touching a wall.	Move the freezer out from the wall.
	Metal parts undergo expansion and contraction.	This is normal.
	Refrigerant is circulating throughout the system.	This is normal.
Moisture is building up in the interior of the freezer	The door has been opened too often or was not closed properly.	Make sure that the door is closed properly.
	The freezer is in a location that is very humid.	Move the freezer to a dryer location.
	The weather is hot and humid.	This is normal.
The freezer door does not close completely	Food packages are interfering with the door.	Move the food packages or remove some food.
	The door gaskets are dirty.	Clean the door gaskets.
	The freezer is not level.	Level the freezer with the leveling feet.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The compressor turns on and off frequently.	The room temperature is hotter than normal.	This is normal.
	You have just added a large amount of food to the freezer.	Allow time for the new food to cool, then check again.
	The door is not closed completely or was opened too often.	Check the door gasket and food distribution and make sure that the door closes completely.
	The freezer has recently been disconnected for a period of time.	Allow time for the freezer to cool before adding food. Four hours are required for the freezer to cool down completely.
	The thermostat was not set correctly.	Set the thermostat to the correct setting.

Control panel

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The control panel is unresponsive	The control panel is locked.	Press and hold the **Lock** button for three seconds to unlock the control panel.
I got an alert that the door is open	The door is open.	Close the door. Make sure that nothing is blocking the door. Make sure that the freezer is level.
I got an alert that the temperature is too high	Warm foods may have recently been added to the freezer.	Wait for the foods to cool.
	The temperature is set too high or too low.	Adjust the temperature.
	The room that the freezer is located in is too warm.	Wait for the room temperature to drop.

Specifications

Dimensions (H × W × D)	Outer (with handle): 61 x 28 x 29 1/2 in. (155 × 71.1 × 75 cm)
Net wGross weight	174.2 lbs. (79 kg)
Power requirements	115V ~ 60Hz
Current	1.8A
Power	Power consumption: 397 Kwh/year
Power cord length	65 in. (165 cm)

ONE-YEAR LIMITED WARRANTY

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, beverage, and/or medicine loss/spoilage.
- 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.

REPAIR 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 EXPRESS 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 EXPRESS 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 EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION 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.

Contact Insignia:

1-877-467-4289

www.insigniaproducts.com

INSIGNIA is a trademark of Best Buy and its affiliated companies.

*Distributed by Best Buy Purchasing, LLC

7601 Penn Ave South, Richfield, MN 55423 U.S.A

©2022 Best Buy. All rights reserved.

INSIGNIA™

www.insigniaproducts.com
1-877-467-4289 (U.S. and Canada)

INSIGNIA is a trademark of Best Buy and its affiliated companies.
Distributed by Best Buy Purchasing, LLC
7601 Penn Ave South, Richfield, MN 55423 U.S.A.
©2022 Best Buy. All rights reserved.

V4 ENGLISH
22-1024