



INSIGNIA™

**USER GUIDE**

# Programmable Stainless Steel Coffee Maker with Thermal Carafe

**NS-CM10SS9**



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



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## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-CM10SS9 represents the state of the art in coffee maker design and is designed for reliable and trouble-free performance.

## IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

- 1 Read all instructions before using.
- 2 Do not touch hot surfaces—use the handle.
- 3 Make sure that your outlet voltage corresponds to the voltage stated on the rating label of the coffee maker.
- 4 To avoid the risk of electric shock, do not immerse your coffee maker or cord in water or other liquids.
- 5 Keep your coffee maker away from children to avoid accidents. Close supervision is necessary when any appliance is used by or near children.

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- 6 Unplug from outlet when either the appliance or display clock is not in use, and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- 7 Do not operate your coffee maker with a damaged cord or if your coffee maker has been dropped or damaged. To avoid the risk of electric shock, do not disassemble your coffee maker. Take it to a qualified serviceman for examination and repair. Incorrect assembly might result in a risk of electric shock when your coffee maker is used after reassembly.
- 8 Use of accessories not recommended by the manufacturer can cause injuries.
- 9 Do not use outdoors or in a damp area.
- 10 Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
- 11 Do not place on or near a gas or electric burner or an oven. Never put your whole coffee maker in a dishwasher (only the thermal carafe is dishwasher safe).
- 12 Scalding can occur if the cover is removed during the brewing cycle. Make sure that you do not get burned by the steam.
- 13 Never leave the empty thermal carafe on the warming plate because it can crack.
- 14 Do not let your coffee maker operate without water.
- 15 Use extreme caution when moving your coffee maker if it contains hot coffee.
- 16 To disconnect, turn off, then remove the plug from the wall outlet. Always hold the plug. Never pull the cord.
- 17 Do not use your cooker for other than intended use.
- 18 The thermal carafe is designed for use with your coffee maker. Do not use it on a range top.
- 19 Your coffee maker is for household use only.
- 20 Do not place your coffee maker on an unstable surface.
- 21 If the thermal carafe is hot, do not set it on a wet or cold surface.
- 22 Do not use a cracked thermal carafe or a carafe that has a loose or weakened handle.
- 23 Do not clean the thermal carafe or water tank with cleansers, steel wool pads, or other abrasive material.
- 24 Do not use your coffee maker in a location near water or fire.
- 25 **WARNING:** Spilled coffee can cause serious burns. Keep your coffee maker and cord away from children. Never drape the cord over the edge of the counter.
- 26 Store your coffee maker in a place out of reach of children.
- 27 Do not fill your coffee maker above the Max line.
- 28 Your coffee maker 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 supervised by a person responsible for their safety.
- 29 Intended for countertop use only.

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- 30 **WARNING:** Risk of Fire or Electric Shock. Do not remove this cover. No user serviceable parts inside. Repair should be done by authorized service personnel only.
- 31 Children should be supervised to ensure that they do not play with the appliance.
- 32 If the POWER CORD is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- 33 **WARNING:** Misuse will cause injury to person.
- 34 The warming plate is subject to residual heat after use.

## SAVE THESE INSTRUCTIONS

### Plug and cord instructions

- Your coffee maker has a polarized plug. Do not defeat the safety purpose of a polarized plug. A polarized plug has two blades with one wider than the other. The wide blade is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- A short power cord is provided to reduce the possibility of the cord becoming entangled or causing someone to trip.
- Longer, detachable power cords (extension cords) may be used if care is exercised in their use. If such a cord is used:
  - The marked electrical rating of the extension cord must be at least as great as the electrical rating of the coffee maker.
  - The extension cord should be arranged so that it will not drape over a counter or table top where it can be pulled on by children or tripped over.

**WARNING:** Incorrect use of the plug can result in a risk of electric shock.

### Features

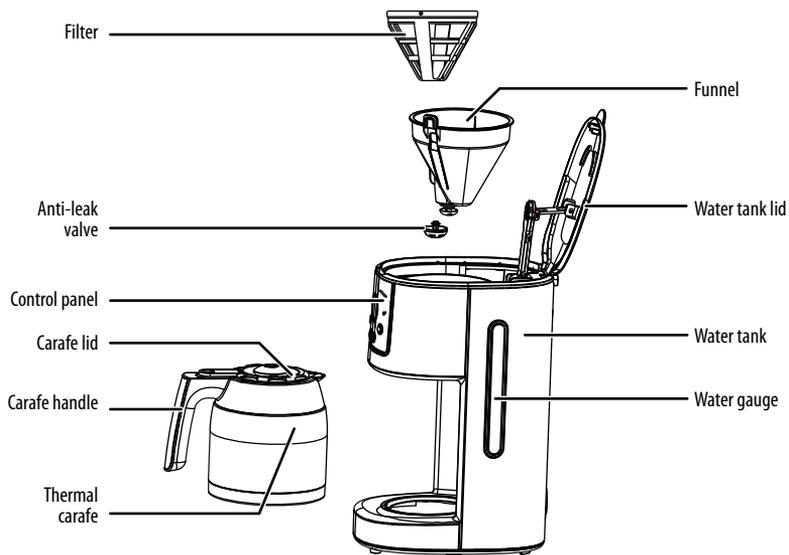
- 24-hour programmable delay timer can automatically brew your morning cup
- Thermal carafe with screw-top lid keeps your coffee fresh and hot
- Stainless steel design offers a durable and stylish addition to your home
- Washable nylon filter creates less waste while saving you money
- Brew pause lets you remove the thermal carafe without spilling
- Water gauge shows when to add water

### Package contents

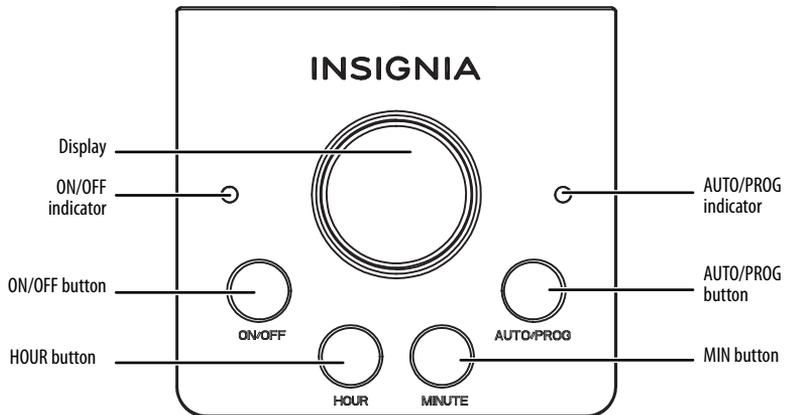
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### Components



### Control and display panel



## Before using your coffee maker

**DANGER OF SUFFOCATION:** Packaging materials are not toys. Keep packaging materials, like plastic bags, foil, and foam, away from babies and children. Packaging materials can block airways and prevent breathing.

- 1 Remove the exterior and interior packaging.
- 2 Make sure that the package contents are complete and in good condition. See [Package contents](#) on page 4.

### Tips and hints for using your coffee maker

- A clean coffee maker is essential for making great-tasting coffee. Clean your coffee maker regularly. See [Cleaning your coffee maker](#) on page 8.
- Always use fresh, cold water.
- Store unused coffee in a cool, dry place. After opening, reseal the coffee tightly and store it in a refrigerator to maintain freshness.
- For optimum coffee taste, buy whole coffee beans and finely grind them just before brewing.
- Do not reuse coffee grounds and do not reheat brewed coffee.
- Clean the coffee maker when over-extraction causes oiliness (small droplets of oil on the surface of brewed, black coffee). This may occur more frequently when you use dark, heavily roasted coffees.

## Using your coffee maker

### Preparing your coffee maker for use

- 1 Open the top lid and fill the water tank with drinking water. The water level should not exceed the MAX level as indicated on the water gauge.
- 2 Place the funnel into the funnel holder inside the water tank, if not already in place. Make sure that it is positioned correctly in the groove on the tank rim, otherwise the top lid will not close.
- 3 Place the nylon filter into the funnel, if it is not already in place. You can also use a tapered-type paper funnel.
- 4 Place the thermal carafe with the lid closed on the warming plate.
- 5 Plug the power cord into a power outlet, then press the **ON/OFF** button and brew the water without coffee. Discard the water. Repeat this step several times to make sure that your coffee maker is clean.
- 6 Press the **ON/OFF** button, let your coffee maker cool, then clean and dry the detachable parts. See [Cleaning your coffee maker](#) on page 8.

### Making a pot of coffee

- 1 Open the top lid and fill the water tank with drinking water. The water level should not exceed the MAX level as indicated on the water gauge.
- 2 Place the funnel into the funnel holder inside the water tank. Make sure that it is positioned correctly, otherwise the top lid will not close.
- 3 Place the nylon filter into the funnel, if it is not already in place. You can also use a tapered-type paper funnel.
- 4 Add dry, ground coffee to the filter according to the instructions on the coffee container or your personal taste, then close the water tank cover.

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- 5 Place the thermal carafe with the lid closed on the warming plate. Make sure that the center of the carafe aligns with the bottom of the funnel.
- 6 Plug the power cord into a power outlet.
- 7 Press the **ON/OFF** button. The ON/OFF indicator lights green and your coffee maker starts brewing.

**Note:** Some of the water you add to the water tank is absorbed by the dry coffee, so the amount of coffee that results from the brewing cycle is always somewhat less than the water you added.

- 8 To pause brewing, press the **ON/OFF** button. The ON/OFF indicator turns off. To start brewing again, press the **ON/OFF** button again.
- 9 When the brewing cycle is complete, wait about a minute until the dripping stops, then remove the thermal carafe and serve the coffee.  
When brewing is complete, your coffee maker automatically switches to standby mode.

**Notes:**

- You can remove the thermal carafe and pour a cup of coffee while your coffee maker is brewing. Your coffee maker automatically stops dripping for 30 seconds. Make sure that you put the carafe back on the warming plate before dripping starts again.
- During the brewing process, you cannot use the **AUTO/PROG**, **HOUR**, and **MINUTE** buttons.

**Setting the clock**

You can set the clock to the current time. If you plan to use the delayed brewing feature, you need to set the clock.

- 1 Plug the power cord into a power outlet. *AM 12:00* appears on the display.
- 2 Repeatedly press the **MINUTE** button to set the minutes and the **HOUR** button to set the hour. If the current time is after noon, make sure that you press the **HOUR** button repeatedly until PM appears on the display, then continue using the **HOUR** button to set the correct hour.

**Setting a delayed start time**

You can prepare your coffee maker for brewing, then set a delayed start time.

- 1 Make sure that you have set the clock. See [Setting the clock](#) on page 7.
- 2 Press the **AUTO/PROG** button. The AUTO/PROG indicator lights red and flashes.
- 3 Repeatedly press the **MINUTE** and **HOUR** buttons to set the delayed start time. Make sure that the correct *AM* or *PM* indicator appears in the display.
- 4 Press the **AUTO/PROG** button to save your setting. The AUTO/PROG indicator turns off.

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- 5 Press and hold the **AUTO/PROG** button for three seconds to start the delayed start time. The AUTO/PROG indicator lights red. After a few seconds, the current time appears in the display.  
When brewing starts, the AUTO/PROG indicator turns off and the ON/OFF indicator lights green.  
When brewing is complete, your coffee maker automatically switches to standby mode.

**Notes:**

- To cancel delayed brewing, press and hold the **AUTO/PROG** button for a few seconds.
- To change the delayed brewing start time, repeat steps 2 through 5.

## Cleaning your coffee maker

### Cleaning coffee maker parts

You should clean your coffee maker regularly.

**WARNING:** To avoid electric shocks or damage to your coffee maker, always unplug the power cord before cleaning. Make sure that all parts of your coffee maker have cooled down completely.

**CAUTIONS:**

- Do not immerse the power cord or your coffee maker in water or any other liquids.
- Do not use abrasive cleaners, steel wool, or scouring pads.
- Dry all parts thoroughly after cleaning, before using, or before storing your coffee maker.
- Make sure that all parts and surfaces are completely dry before connecting your coffee maker to a power outlet. Wet parts can cause an electric shock.

- 1 Clean the thermal carafe, funnel, and nylon filter after each use in hot sudsy water. You can also wash these parts in a dishwasher.
- 2 Wipe the exterior surface of your coffee maker with a soft, damp cloth to remove stains.
- 3 To prevent water from dripping into the base of your coffee maker, wipe off the inside of the water tank lid after each use.
- 4 Use a damp cloth to gently wipe the warming plate. Never use abrasive cleaner to clean it.
- 5 Reassemble all parts.

### Removing mineral deposits

To keep your coffee maker operating efficiently, you should periodically clean the mineral deposits left by water. The frequency for cleaning depends on the water quality in your area and how often you use your coffee maker.

- 1 Fill the tank with water and household descaler or vinegar (use a 4:1 solution) to the maximum level indicated on the water gauge. You can also use citric acid, with a dilution of 100 parts water to three parts citric acid.
- 2 Place the thermal carafe on the warming plate. Make sure that the center of the carafe aligns with the bottom of the funnel.

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- 3 Make sure that the funnel is in place and that there is no dry coffee in the filter.
- 4 Turn on your coffee maker and let it “brew” the descaling solution.
- 5 After brewing about one cup of the solution, turn off your coffee maker and let it sit for about 15 minutes, then repeat step 4.
- 6 Brew the descaling solution until the water tank is dry.
- 7 Repeat this process at least three times.

## Troubleshooting

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

PROBLEM	SOLUTION
Why is my coffee maker leaking?	<ul style="list-style-type: none"> <li>• Make sure that the filter is correctly positioned in the funnel holder and that the water tank lid is fully closed.</li> <li>• Avoid overfilling the water tank.</li> <li>• If you have checked all of these items and your coffee maker is still leaking, Take your coffee maker to a Best Buy authorized service center for repair.</li> </ul>
Why does my coffee maker brew slower than it used to?	<ul style="list-style-type: none"> <li>• Your coffee may have a buildup of mineral deposits. Clean your coffee maker. See <a href="#">Removing mineral deposits</a> on page 8.</li> </ul>
Why does my coffee maker overflow?	<ul style="list-style-type: none"> <li>• If you remove the thermal carafe for more than 30 seconds while your coffee maker is brewing it can overflow. Make sure that you replace the carafe promptly after removing it.</li> <li>• The thermal carafe may not have been properly positioned under the funnel. Make sure the carafe is centered directly under the funnel.</li> <li>• Using too much coffee may cause the coffee maker to overflow.</li> <li>• The filter may be folded over. Make sure that the filter is correctly centered in the funnel. Try wetting the edges of the filter to keep it from collapsing.</li> <li>• Using coffee that is too finely ground can sometimes result in overflow. Use only coffee that is ground for automatic drip coffeemakers.</li> </ul>
Why isn't my coffee maker brewing coffee?	<ul style="list-style-type: none"> <li>• Make sure that your coffee maker is plugged into a working 120V electrical outlet.</li> <li>• Press the <b>ON/OFF</b> button to make sure that your coffee maker is turned on. The ON/OFF indicator should be lit.</li> <li>• Make sure that the water tank has water in it.</li> <li>• You may need to clean your coffee maker to remove mineral deposits that build up over time. See <a href="#">Removing mineral deposits</a> on page 8.</li> </ul>

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PROBLEM	SOLUTION
Why does my coffee taste bad?	<ul style="list-style-type: none"> <li>• Make sure that you are using fresh coffee or coffee beans. Old coffee can taste stale.</li> <li>• Make sure that you are using good quality coffee or coffee beans and fresh, clean water.</li> <li>• You may need to clean your coffee maker. See <a href="#">Cleaning coffee maker parts</a> on page 8 and <a href="#">Removing mineral deposits</a> on page 8.</li> </ul>
Why does my coffee have a bad odor?	<ul style="list-style-type: none"> <li>• This is normal for new appliances. Brew only water several times to get rid of the odor.</li> </ul>
Why is there sediment in my brewed cup of coffee?	<ul style="list-style-type: none"> <li>• Make sure that the filter is correctly placed in the funnel, and the funnel is correctly placed the tank. If you are using a paper filter, may sure that it is not curled below the coffee.</li> </ul>

## Specifications

Capacity	10 cups (1.5 L)
Dimensions (H × W × D)	14.5 × 7 × 11.1 in. (36.8 × 17.7 × 28.2 cm)
Weight	5.7 lbs (2.6 kg)
Power	120V ~ 60 Hz
Power consumption	900W
Power cord length	24 to 29.5 in. (.6 to .8 m)

## 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](http://www.bestbuy.com) or [www.bestbuy.ca](http://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](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.

To obtain warranty service, in the United States call 1-888-BESTBUY or in Canada call 1-866-BESTBUY. 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 county where the original purchase was made.

### What does the warranty not cover?

This warranty does not cover:

- 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

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

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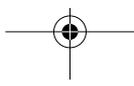
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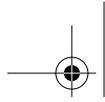
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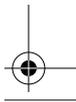
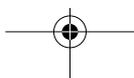
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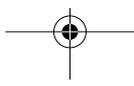
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