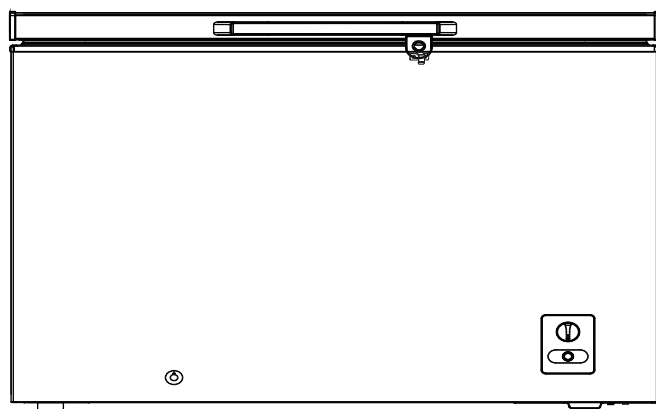


INSIGNIA™

## USER GUIDE

# 14 Cu. Ft. Chest Freezer

**NS-CZ14WH2/NS-CZ14WH2-C**



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

## Contents

Introduction .....	2
IMPORTANT SAFETY INSTRUCTIONS .....	3
Features .....	4
Package contents .....	4
Setting up your freezer .....	4
Before using your freezer .....	4
Installing the handle and lock latch .....	5
Making electrical connections .....	6
Finding a suitable location .....	6
Using your freezer .....	8
Locking your freezer .....	8
Defrosting your freezer .....	9
Maintaining your freezer .....	10
Storing your freezer .....	10
Moving your freezer .....	11
Tips on saving energy .....	11
Disposing of your freezer .....	11
Troubleshooting .....	12
Specifications .....	13
ONE-YEAR LIMITED WARRANTY .....	14
For Québec Customers Only .....	16

## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-CZ14WH2 or NS-CZ14WH2-C represents the state of the art in chest freezer design and is designed for reliable and trouble-free performance.

# IMPORTANT SAFETY INSTRUCTIONS

## **WARNING**

To reduce the risk of fire, electrical shock, or injury when using your freezer, follow these basic precautions.

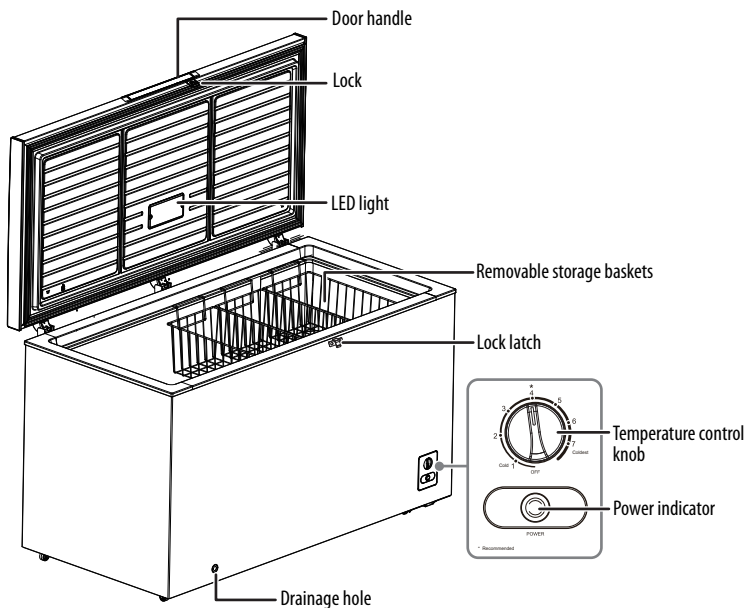
- Read all instructions before using the freezer.
- Risk of child entrapment. To avoid the possibility of child entrapment, take the following precautions:
  - Never allow children to operate, play with, or crawl inside the freezer.
  - Before disposing of the freezer, remove all doors from the unit. Leave the shelves in place so that children may not easily climb inside.
- Risk of fire or explosion. Flammable refrigerant used. Do not puncture refrigerant tubing. To be repaired only by trained service personnel. Any repair equipment must be designed for flammable refrigerants. Use only manufacturer-authorized service parts. Dispose of the freezer properly in accordance with applicable federal and local regulations and manufacturer instructions.
- Fire hazard. To avoid the possibility of fire, keep ventilation openings clear of obstructions. Allow six inches (15 cm) of space between the back and sides of your freezer and any surrounding walls to provide correct ventilation. The freezer should be free standing only and must not be recessed or built-in.
- Immersion hazard. Never use the freezer for human immersion. Risk of hypothermia, suffocation, drowning, infection or other serious injury or death. Never fill freezer with water.
- Never clean freezer parts with flammable fluids. The fumes can create a fire hazard or explosion.
- Do not store or use gasoline or any other flammable vapors and liquids in the vicinity of this or any other freezer. The fumes can create a fire hazard or an explosion.

## **SAVE THESE INSTRUCTIONS**

## Features

### Package contents

- 14 Cu. Ft. chest freezer
- Storage baskets (3)
- Door keys (2)
- Door handle (with screw cover and 4 screws)
- Lock latch (with 2 screws)
- *User Guide*



## Setting up your freezer

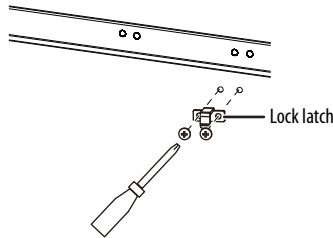
### Before using your freezer

- Remove the exterior and interior packing.
- Check to be sure you have all of the following parts:
  - Storage baskets (3)
  - Door handle (with 4 screws)
  - Door lock latch (with 2 screws)
  - Door keys (2)
  - *User Guide*
- Let your freezer stand upright for approximately 24 hours before connecting it to power. This reduces the possibility of a malfunction in the cooling system from incorrect handling of your freezer during transportation.
- Clean the interior surface with lukewarm water using a soft cloth.

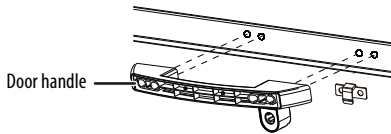
## Installing the handle and lock latch

**Note:** The screw cover arrives partially attached to the door handle. Remove the screw cover to install the handle. The screw cover is not intended to be removed after it is fully attached.

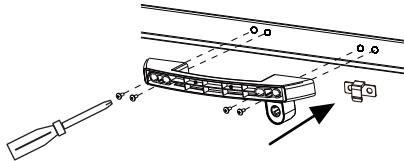
- 1 Align the lock latch with the two holes on the front of the freezer cabinet, then secure it with two screws using a Phillips screwdriver.



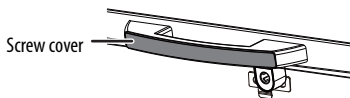
- 2 Align the door handle with the four holes on the front of the freezer door.



- 3 Secure the door handle with four screws using a Phillips screwdriver.



- 4 Press the screw cover onto the door handle.



**Note:** The screw cover is not intended to be removed after it is fully attached.

## Making electrical connections

**WARNING**

Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, have it replaced by an authorized service center.

- This freezer should be properly grounded for your safety. The power cord of this freezer is equipped with a three-prong plug which mates with standard three-prong wall outlets to minimize the possibility of electrical shock.
- Do not, under any circumstances, cut or remove the third ground prong from the power cord supplied.
- The refrigerator must be installed with all electrical connections in accordance with state and local codes. A standard electrical supply (115V AC only, 60Hz), properly grounded in accordance with the National Electrical Code and local codes and ordinances is required.
- This freezer is not designed to be used with an inverter.
- The cord should be secured behind the freezer and not left exposed or dangling to prevent accidental injury.
- Never unplug the freezer by pulling the power cord. Always grip the plug firmly and pull straight out from the receptacle.
- Do not use an extension cord with this appliance. If the power cord is too short, have a qualified electrician or service technician install an outlet near the appliance. Use of an extension cord can negatively affect the performance of the unit.

## Finding a suitable location

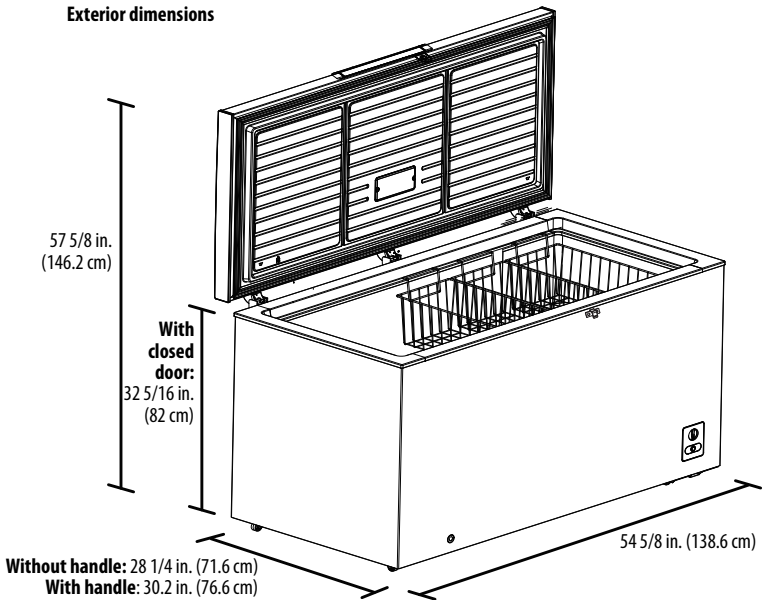
**WARNING**

Fire hazard. To avoid the possibility of fire, keep ventilation openings clear of obstructions. Allow 6 in. (15 cm) of space between the back and sides of your freezer and any surrounding walls to provide correct ventilation.

- Your freezer is designed to be free standing only, and should not be recessed or built-in.
- Place your freezer on a floor that is strong enough to support your freezer when it is fully loaded.
- Allow 6 inches (15 cm) of space between the back and sides of your freezer and any surrounding walls to provide correct air ventilation. Adjust the feet to keep your freezer leveled.
- Locate your 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 your freezer from performing correctly.
- Garage ready in ambient temperatures of 0° to 110° F (-17.8° to 43.3° C).

- Avoid locating your freezer in moist areas.

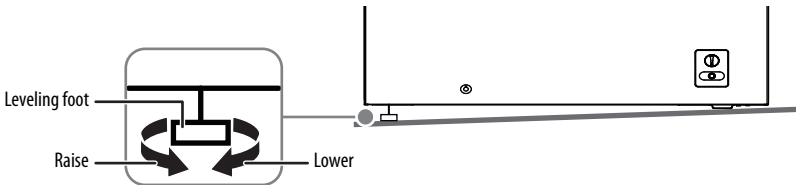
#### Exterior dimensions



#### Leveling your freezer

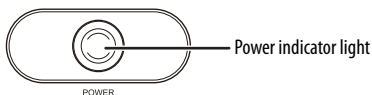
The freezer's front left and back left feet are adjustable. To level your freezer:

- Turn a foot counterclockwise to raise that side of the freezer
- Turn a foot clockwise to lower that side of the freezer.

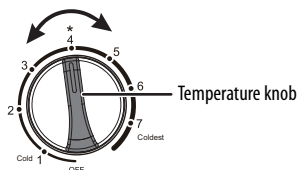


## Using your freezer

- 1 Plug your freezer into a power outlet. The power indicator lights green.



- 2 The first time you turn your freezer on, adjust the temperature control to **7 (Coldest)** and run for two to three hours before putting food in.
- 3 After it is fully cooled, adjust the temperature control to the setting that best suits your needs. Settings range from **1 (Cold)** to **7 (Coldest)** and **OFF**. **4** is the recommended setting.



- 4 To properly store your food:
  - Place frozen food into your freezer as quickly as possible after purchase. If there are instructions on the packaging, carefully follow these instructions regarding storage times.
  - Pre-packed, commercially-frozen food should be stored in accordance with the frozen foods manufacturer's instructions for a three star frozen food storage compartment or home freezer.
  - The storage life of frozen foods varies and the recommended storage time should not be exceeded.
  - Storage baskets are provided for the organization of odd-shaped items. To reach other packages in your freezer, slide a basket to one side or lift it out.

### Notes:

- If your freezer is unplugged, loses power, or is turned off, you must wait three to five minutes before restarting it. Your freezer will not start if you attempt to restart it sooner.
- Large amounts of food lower the cooling efficiency of your freezer.
- Do not place the foods on the air outlet. Leave space for airflow.
- 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.

## Locking your freezer

- Insert the key, and turn it to lock or unlock the door.

**WARNING:** To avoid the possibility of child entrapment, never allow children to operate, play with, or crawl inside the freezer.



## Defrosting your freezer

For your freezer to operate most efficiently and with minimum energy consumption, it should be defrosted when the frost on the freezer walls or door is in excess of .2 to .4 inches (5 to 10 mm) thick. To minimize food spoilage, choose a time when your stock of frozen food is low.

The instructions regarding the care of frozen foods should be followed when defrosting your freezer. Defrosting usually takes a few hours. Leaving the top open helps speed the process.

It's recommended to clean the freezer each time you defrost it. See "[Maintaining your freezer](#)" on page 10 for more information.

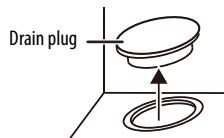
### CAUTIONS:

- Do not use boiling water to defrost your freezer because it may damage the plastic parts. You can use warm water to speed up the process.
- Never use a sharp or metallic instrument to remove frost as it may damage the cooling coils and void the warranty.

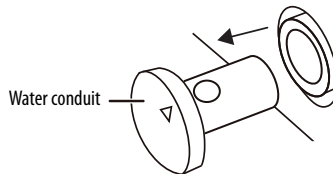
- 1 Remove the frozen food from your freezer and place it in a refrigerator or cooler to protect the food.
- 2 Turn the thermostat knob to **OFF**, then unplug your freezer.
- 3 Place a shallow pan under the drainage hole on the outside of your freezer to catch the water from melted ice.

**Note:** Check the pan occasionally to make sure that the water doesn't overflow.

- 4 Remove the drain plug inside your freezer.

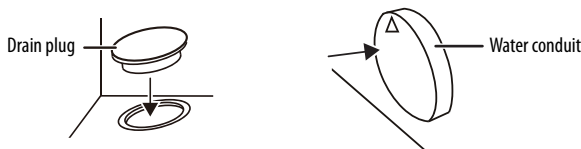


- 5 Pull the water conduit on the outside of the freezer completely out to let water drain from the freezer.



- 6 When your freezer has defrosted, clean the interior of your freezer.

- 7 Replace the drain plug and turn the water conduit so the arrow points up.



- 8 Plug your freezer back in.
- 9 Reset the thermostat to the setting you want, then let your freezer cool for one hour.
- 10 Return the food to your freezer.

## Maintaining your freezer

We recommend that you do the following every time you defrost 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 similar solvents.
- Abrasive cleaners.

- 1 Turn off your freezer and unplug it from the wall outlet.
- 2 Remove all food.
- 3 Wash the storage baskets 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.
- 5 Dry the interior and exterior with a soft cloth.
- 6 Clean the door gasket (seal) to keep your freezer running efficiently.

## Storing your freezer

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

### CAUTION:

Use extreme caution with children. Make sure that children do not play in or near your freezer.

## Moving your freezer

- 1 Turn off your freezer and unplug it from the wall outlet.
- 2 Remove all food.
- 3 Securely tape down all loose items inside your freezer.
- 4 Tape the door shut.
- 5 Make sure that your freezer stays in 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 your freezer. Overloading your freezer forces the compressor to run longer. Foods that freeze too slowly may lose quality or spoil.
- Wrap foods correctly and wipe containers dry before placing them in your freezer. This cuts down on frost build-up inside your freezer.
- Do not line the freezer storage baskets with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, making your freezer less efficient.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, then close the door as soon as possible.

## Disposing of your freezer

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

## Troubleshooting



### WARNING

Risk of fire or explosion. Flammable refrigerant used. Do not puncture refrigerant tubing. To be repaired only by trained service personnel. Any repair equipment must be designed for flammable refrigerants. Use only manufacturer-authorized service parts. Do not try to repair your freezer yourself. Doing so invalidates the warranty.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
My freezer does not operate.	Your freezer is unplugged.	Make sure that your freezer is plugged in and that the plug is pushed completely into the outlet.
	The thermostat is set to the <b>OFF</b> position.	Turn the thermostat knob to <b>7 (Coldest)</b> .
	The fuse on the circuit is blown or the circuit breaker is tripped.	Check the house fuse or circuit breaker box and replace the fuse or reset the circuit breaker.
	Power failure.	If a power failure occurs, your freezer turns off. Wait until the power is restored.
My freezer door does not close completely.	Food packages are interfering with the door.	Move the food packages or remove some food.
	A storage basket is out of position.	Adjust the storage basket correctly.
	The door gaskets are dirty.	Clean the door gaskets.
	Your freezer is not leveled.	Level your freezer with the leveling feet.
Food in my freezer is not cold.	The door is not closed completely or has been opened too often.	Check the door gasket and food distribution and make sure that the door closes completely.
	You have just added a large amount of food to your freezer.	Allow time for the new food to cool, then check again.
	Your freezer has recently been disconnected for a period of time.	Allow time for your freezer to cool before adding food. Your freezer needs four hours to cool down completely.
	The thermostat is set too warm.	Set the thermostat to a colder setting.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
My freezer makes unusual noises or vibrations.	Your freezer may not be level on the floor.	Level your freezer with the leveling feet.
	The body of your freezer is touching a wall.	Move your 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 my freezer.	The door has been opened too often or is not closed correctly.	Check the door gasket and food distribution and make sure that the door closes completely.
	Your freezer is in a location that is very humid.	Move your freezer to a dryer location.
	The weather is hot and humid.	This is normal.
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 your freezer.	Allow time for the new food to cool, then check again.
	The door is not closed completely or has been opened too often.	Check the door gasket and food distribution and make sure that the door closes completely.
	Your freezer has recently been disconnected for a period of time.	Allow time for your freezer to cool before adding food. Four hours are required for your freezer to cool down completely.
	The thermostat was not set correctly.	Set the thermostat to the correct setting.

## Specifications

Dimensions (H x W x D)	32 5/16 x 54 5/8 x 28 1/4 in. (82 x 138.6 x 71.6 cm)
Weight	112.4 lbs. (51 kg)
Power requirements	115V~60Hz
Current	2A
Power consumption (annual)	282kWh
Garage ready	Yes, in ambient temperatures of 0° to 110° F (-17.8° to 43.3° C)

## 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?***

- 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.

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.





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

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



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