

INSIGNIA™

.9 Cu. Ft. Countertop Microwave

NS-MW9SS5/NS-MW9SS5-C



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

Contents

SAFETY INFORMATION	3
GROUNDING INSTRUCTIONS	5
RADIO INTERFERENCE.....	5
Cookware and cooking materials	6
Materials you can use	6
Materials to be avoided	7
Package contents	7
Unpacking your microwave	7
Features	8
Microwave.....	8
Control panel	9
Setting up your microwave	10
Installing the turntable	11
Setting the clock and the timer	12
Setting the clock.....	12
Using the kitchen timer	12
Cooking with your microwave	12
Microwave cooking	12
Cooking quickly.....	13
Cooking with the auto menus	13
Using a memorized procedure.....	15
Multi-stage cooking.....	15
Muting the sound.....	16
Using ECO mode	16
Defrosting in your microwave.....	16
Defrosting by weight.....	16
Changing other microwave settings	17
Changing other microwave settings.....	17
Using the child-lock	17
Checking the time and power level while cooking.....	17
Cleaning and maintaining your microwave	17
Cleaning the outside of your microwave	17
Cleaning the inside of your microwave.....	17
Troubleshooting	18
Obtaining replacement parts	19
Specifications	20
Legal notices	20
ONE-YEAR LIMITED WARRANTY	21
For Québec Customers Only	23

SAFETY INFORMATION

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY:

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

IMPORTANT SAFETY INSTRUCTIONS

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

- 1 Read all instructions before using the oven.
- 2 Read and follow the specific: **PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY**, found on page 3.
- 3 As with any cooking appliances, close supervision is necessary to reduce the risk of a fire in the oven cavity or when used by children.
- 4 To reduce the risk of fire in the oven cavity:
 - Do not overcook food. Carefully attend the oven when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
 - Remove wire twist-ties and metal handles from paper or plastic containers/bags before placing them in the oven.
 - If materials inside the oven ignite, keep the oven door closed. Turn the oven off and unplug the oven or shut off power at the fuse or circuit breaker panel.
 - Do not use the oven cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- 5 This oven must be grounded. Connect only to a properly grounded outlet. See **GROUNDING INSTRUCTIONS** found on page 5.

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

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

SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

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



DANGER - Electric Shock Hazard

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



WARNING - Electric Shock Hazard

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

Consult a qualified electrician or serviceman if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.

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

RADIO INTERFERENCE

- 1 Operation of the microwave oven may cause interference to your radio, TV, or similar equipment.
- 2 When there is interference, it may be reduced or eliminated by taking the following measures:
 - Clean the door and the sealing surface of the oven.
 - Reorient the receiving antenna of the radio or television.
 - Relocate the microwave oven with respect to the receiver.
 - Move the oven away from the receiver.
 - Plug the oven into a different outlet so that the oven and receiver are on different branch circuits.
- This device complies with part 18 of the FCC Rules.

Cookware and cooking materials

WARNING:

Personal Injury Hazard

Tightly-closed containers could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

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

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

Utensils test

- 1 Fill a microwave-safe container with 1 cup (250 ml) of cold water, along with the utensil in question.
- 2 Cook on maximum power for one minute. **Do not exceed one minute cooking time.**
- 3 Carefully feel the utensil. If the empty utensil is warm, do not use it for microwave cooking.
- 4 To prevent the risk of fire, do not put hot pads, blankets, clothes, or other textiles in your microwave.

Materials you can use

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

MATERIAL	REMARKS
Plastic wrap	Use microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.
Thermometers	Use microwave-safe only (such as meat and candy thermometers).
Wax paper	Use as a cover to prevent splattering and retain moisture.

Materials to be avoided

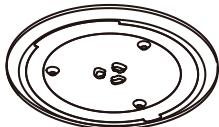
MATERIAL	REMARKS
Aluminum foil	May cause an electric spark. Use a microwave-safe dish instead.
Aluminum tray	May cause an electric spark. Use a microwave-safe dish instead.
Food carton with metal handle	May cause an electric spark. Use a microwave-safe dish instead.
Metal or metal trimmed utensils	Metal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

Package contents

- .9 Cu. Ft. Countertop Microwave
- Glass tray turntable
- Turntable ring
- *User Guide*

Unpacking your microwave

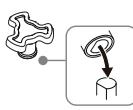
Remove your microwave and all materials from the box and oven cavity. Your microwave comes with the following accessories:



Glass tray



Turntable ring assembly



Turntable shaft

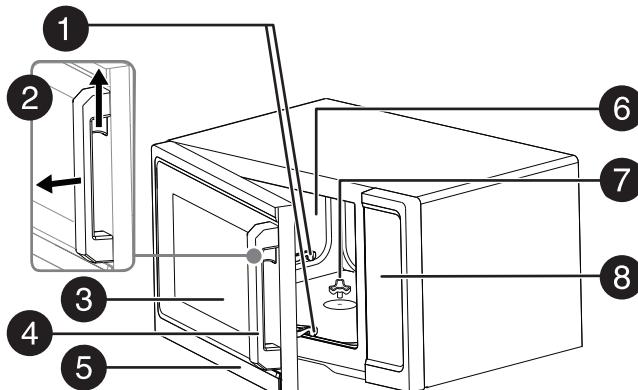


User Guide

Features

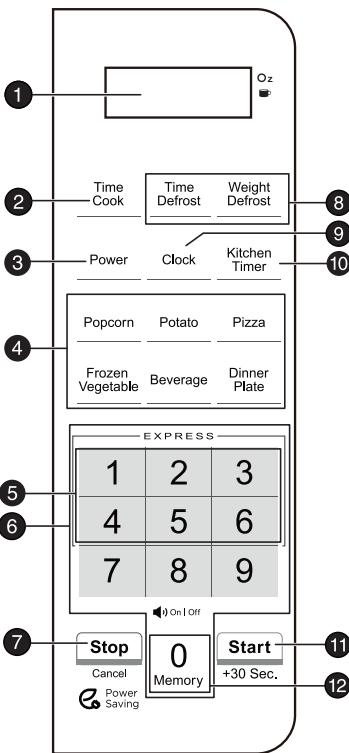
- .9 Cu. Ft. design preserves your counter space
- 900W with 11 power levels cook or reheat meat, vegetables, pasta and more
- 9 preset functions heat baked potatoes, pizza and more
- 10.6-inch (27 cm) glass turntable helps distribute heat evenly
- Internal light lets you keep an eye on your meal's progress
- Stainless steel finish matches your existing kitchen décor

Microwave



#	ITEM	DESCRIPTION
1	Safety interlock system	Prevents your microwave from operating when the door is open.
2	Door release button	Press upward to release the door, then pull the handle to open.
3	Oven window	Lets you see food while it is cooking.
4	Door handle	Pull to open the door after pressing the door release button.
5	Door assembly	Includes the door frame, oven window, and handle.
6	Oven cavity	Where the food is placed for cooking.
7	Turntable shaft	Rotates the turntable assembly.
8	Control panel	Provides controls to set cooking times and enter other information as needed.

Control panel



#	ITEM	DESCRIPTION
1	Display	In standby mode, shows the time. In cooking mode, shows cooking time, weight, and other information.
2	Time Cook	Press to set the amount of time you want to heat your food, then press the number buttons to enter the time you want (up to 99 minutes and 99 seconds).
3	Power	Press to set the power level of your microwave, then press the number buttons to set the level you want (0-10).
4	Auto menu	Press one of these buttons to automatically cook the item indicated. See <u>Cooking with the auto menus</u> on page 13.
5	Express cook	In standby mode, press to quickly start cooking for 1 to 6 minutes. See <u>Cooking quickly</u> on page 13.
6	Number pad	Press to enter cook time, defrost time, clock time, and other information.
7	Stop/Cancel	Press to stop the cooking process. Press again to cancel the cooking operation.

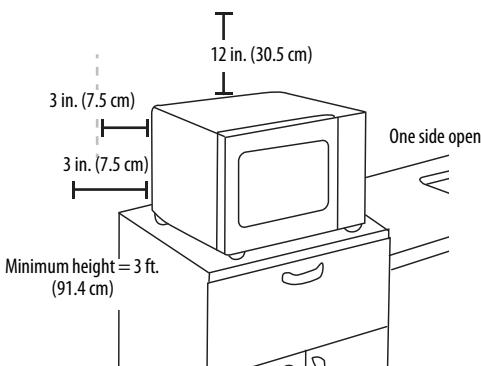
#	ITEM	DESCRIPTION
8	Time Defrost	Press, then enter the time you want for an item to defrost. See <u>Changing other microwave settings</u> on page 17.
	Weight Defrost	Press, then enter the weight of the item you want to defrost. The cooking time is set automatically. See <u>Defrosting by weight</u> on page 16.
9	Clock	Press to set or check the clock. See <u>Setting the clock</u> on page 12.
10	Kitchen Timer	Press this button, then enter the time you want to count down. See <u>Using the kitchen timer</u> on page 12.
11	Start/ +30 Sec.	In standby mode, press this button to begin cooking. While cooking, press this button to add 30 seconds to cooking time.
12	0/Memory	Press repeatedly to choose a memorized procedure.

Setting up your microwave

- 1 Remove all packing material, protective film, and accessories. Do not remove the cream-colored plastic cover that is attached to the interior wall to protect the magnetron.
- 2 Check for any damage such as dents or a broken door. Do not use your microwave if it is damaged.
- 3 Select a level surface that provides enough open space for the vents.

CAUTIONS:

- Do not install your microwave over a range cooktop or other heat-producing appliance. Installing over a heat source can damage your microwave and void your warranty.
- One side of your microwave must be unrestricted (open).
- Do not remove the feet from your microwave.
- Do not block intake or outlet openings.
- Place your microwave as far away from radios and TVs as possible, as it may cause interference.
- The accessible surface may be hot during operation.

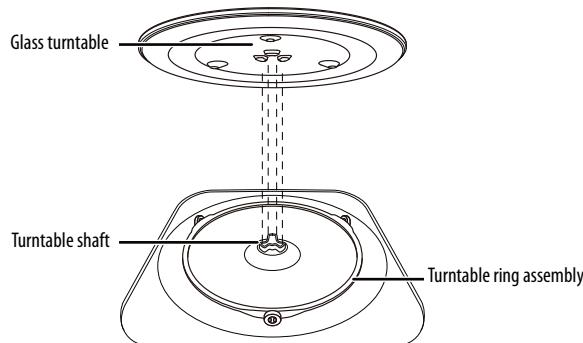


- 4 Plug your microwave into a power outlet.

Installing the turntable

Note: The turntable is shipped inside your microwave's oven cavity.

- 1 Remove all packing materials from your microwave, then remove the shipping tape from the turntable shaft.
- 2 Clean the cooking compartment and the accessories.
- 3 Place the turntable ring assembly into the round depression in the bottom of your microwave so that it turns freely.
- 4 Place the glass turntable (flat side up) on the turntable ring so that the hub engages the turntable shaft in the bottom of your microwave. The glass turntable should not turn freely when it is correctly installed.



Notes:

- Never use your microwave without the glass turntable and turntable ring.
- Never place the glass tray into your microwave upside down. The glass tray should never be restricted.
- Always place all food and containers of food on the glass tray for cooking.
- Do not restrict the movement of the turntable.
- If the glass tray or turntable ring cracks or breaks, contact your nearest authorized service center.

Setting the clock and the timer

Setting the clock

- 1 Press **Clock** once. "12:00" appears on the display.
- 2 Press the number keys to enter the current time. For example, if the current time is 12:10, press **1, 2, 1**, and **0** using the number keys.
- 3 Press **Clock** to confirm the setting. The clock is set.

Notes:

- While setting the clock, if you press **Stop/Cancel** or if you don't press a button within 30 seconds, your microwave goes back to its last setting.
- If the numbers entered are not within the range of 1:00 to 12:59, they are invalid and the clock will not be reset.

Using the kitchen timer

- 1 Press **Kitchen Timer** once. "00:00" appears on the display.
- 2 Press the number keys and enter the time you want (the maximum time is 99 minutes and 99 seconds).
- 3 Press **Start/+30 Sec.** to confirm the setting. The timer begins counting down. When the time reaches 0, the display shows the current time.

Cooking with your microwave

Microwave cooking

- 1 Press **Time Cook** once. "00:00" appears on the display.
- 2 Press the number keys to enter the cooking time you want (the maximum cooking time is 99 minutes and 99 seconds). For example, press **1, 5, 0, 0** to cook for 15 minutes.
- 3 Press **Power** once. The display shows "PL10" (the default power is 100%).

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

- 4 Press the number keys to adjust the power level. For example, press **5** to set the power level to 50%.

5 Press **Start/+30 Sec.** to start cooking. Your microwave beeps when it is finished.

Notes:

- When setting the microwave, if the **Stop/Cancel** button is pressed or if there is no operation within 30 seconds, the microwave goes back to the previous setting automatically.
- If "PL0" is selected, the fan turns on with 0% power. You can use this level to remove an odor in the microwave.
- When setting the microwave, press **Power** at any time to change the power setting. You can enter the number of the power setting you want. The microwave cooks at the new power setting for the remainder of the cook time.

Cooking quickly

- In standby mode, with the microwave door closed, you can instantly cook something at 100% power by pressing any number from **1** to **6** (to cook from one to six minutes). Cooking begins immediately.
OR
- In standby mode, with the microwave door closed, you can press **Start/+30 Sec.** to cook at 100% power for 30 seconds. You can increase the cooking time in 30 second increments by repeatedly pressing **Start/+30 Sec.**. The maximum cooking time is 99 minutes and 99 seconds.

Note: You cannot increase cook time when using Weight Defrost, or auto-menu items.

Cooking with the auto menus

Auto menus

BUTTON	AMOUNT	DISPLAY
Popcorn	3.0 oz.	3.0 ⁻
	3.5 oz.	3.5 ⁻
	1.75 oz.	1.75
Potato	1 (about 8 oz.)	1
	2 (about 16 oz.)	2
	3 (about 24 oz.)	3
Pizza	4 oz.	4.0 ⁻
	8 oz.	8.0 ⁻
	14 oz.	14.0 ⁻
Frozen Vegetable	4 oz.	4.0 ⁻
	8 oz.	8.0 ⁻
	16 oz.	16.0 ⁻
Beverage	1 cup (120 ml)	1-
	2 cups (240 ml)	2-
	3 cups (360 ml)	3-

BUTTON	AMOUNT	DISPLAY
Dinner Plate	9 oz.	9.0 ⁻
	12 oz.	12.0 ⁻
	18 oz.	18.0 ⁻

Cooking popcorn

- 1 Press **Popcorn** repeatedly until the weight of popcorn you want shows on the display. The display cycles through "3.0>3.5>1.75 (oz.)".

Press **Start/+30 Sec.** to begin cooking. The buzzer sounds once. When the popcorn is done popping, there will be a beep and "End" will appear on the display. If the door is not opened or the **Stop/Cancel** button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Cooking potatoes

- 1 Press **Potato** repeatedly until the number of potatoes you want to cook shows on the display. The display cycles through "1">"2">"3" potatoes.
- 2 Press **Start/+30 Sec.** to begin cooking. The buzzer sounds once. When the food is cooked, there will be a beep and "End" will appear on the display. If the door is not opened or the **Stop/Cancel** button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Heating pizza

- 1 Press **Pizza** repeatedly until the size of the pizza (in ounces) you want to heat shows on the display. The display cycles through "4.0">"8.0">"14.0" (oz.).
- 2 Press **Start/+30 Sec.** to begin cooking. The buzzer sounds once. When the food is cooked, there will be a beep and "End" will appear on the display. If the door is not opened or the **Stop/Cancel** button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Cooking frozen vegetables

- 1 Press **Frozen Vegetable** repeatedly until the weight of the frozen vegetables you want to cook shows on the display. The display cycles through "4.0">"8.0">"16.0" (oz.).
- 2 Press **Start/+30 Sec.** to begin cooking. The buzzer sounds once. When the food is cooked, there will be a beep and "End" will appear on the display. If the door is not opened or the **Stop/Cancel** button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Heating beverages

- 1 Press **Beverage** repeatedly until the number of cups you want to heat shows on the display. The display cycles through "1">"2">"3" cups (one cup is approximately 4 oz. [120 ml]).

- 2 Press **Start/+30 Sec.** to begin heating. The buzzer sounds once. When the food is cooked, there will be a beep and "End" will appear on the display. If the door is not opened or the Stop/Cancel button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Heating a dinner plate

- 1 Press **Dinner Plate** repeatedly until the size of the meal (in ounces) you want to heat shows on the display. The display cycles through "9.0">>"12.0">>"18.0" (oz.).
- 2 Press **Start/+30 Sec.** to begin heating. The buzzer sounds once. When the food is heated, there will be a beep and "End" will appear on the display. If the door is not opened or the Stop/Cancel button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Using a memorized procedure

You can set up to three memory settings for frequently used cook times and power levels. The settings remain in memory as long as your microwave has power.

To memorize a procedure:

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

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

To use a memorized procedure:

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

Multi-stage cooking

You can set up two stages of cooking (maximum). For example, you can set up one stage for defrosting and one stage for cooking.

In this example, using the following steps, we set up a defrost time of five minutes at 80% power and 10 minutes of cooking at 60% power;

- 1 Press **Time Defrost** once, then press "5", "0", "0" to set the cooking time.
- 2 Press **Power** once, then press **8** to select 80% power.
- 3 Press **Time Cook** again, then press **1, 0, 0, 0** to set the cooking time.
- 4 Press **Power** again, then press **6** to select 60% power.

- 5 Press **Start/+30sec.** to start cooking. When cooking is complete, there will be a beep and "End" will appear on the display. If the door is not opened or the **Stop/Cancel** button is not pressed within 9 minutes, your microwave will sound two beeps every 3 minutes. After 9 minutes, your microwave will return to standby mode.

Muting the sound

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

Using ECO mode

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

- In standby mode, press **Stop/Cancel** for less than three seconds. The display turns off and your microwave enters power saving mode.
- To exit the power saving mode, press any button, then open the door. The display turns on.

Defrosting in your microwave

Defrosting by time

- 1 Press **Time Defrost**. The display shows "dEF2."
- 2 Press the number buttons to input the defrosting time you want. The maximum defrost time is 99 minutes and 99 seconds.
- 3 The default microwave power for time defrost is power level 3. If you want to change the power level, press **Power** once. The display shows "PL 3."
- 4 Press the number button of the power level you want.
- 5 Press **Start/+30 Sec.** to start defrosting. The remaining cooking time is displayed.

Note: Your microwave beeps and displays "turn" during the defrost operation to remind you to turn the food over. If you do not open your microwave to turn the food, the defrost operation continues.

Defrosting by weight

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

Note: The buzzer will sound to remind you to turn the food over. Cooking will continue if you do nothing.

Changing other microwave settings

Using the child-lock

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

Checking the time and power level while cooking

- To check the time while cooking a meal, press **Clock**. The display shows the current time for three seconds, then returns to the cooking time remaining.
- To check the power level while cooking a meal, press **Power**. The display shows the power level being used for 3 seconds, then returns to the cooking time remaining.

Cleaning and maintaining your microwave

Cleaning the outside of your microwave

Exterior

Clean the outside with a damp cloth. If needed you can use mild soap and water, then rinse and dry with a soft cloth. Do not use any type of household or abrasive cleaner. To prevent damage to the operating parts inside your microwave, make sure that water does not get into the ventilation openings.

Door

Wipe the window and door on both sides, the door seals, and adjacent parts with a damp cloth to remove any spills or spatters. Metal parts are easier to maintain if wiped frequently with a damp cloth. Avoid the use of spray and other harsh cleaners as they may stain, streak, or dull the door surface.

Control panel

If the control panel is dirty, open the microwave door before cleaning to prevent your microwave from turning on. Wipe the panel with a cloth dampened slightly with water only. Dry with a soft cloth. Do not scrub or use any sort of chemical cleaners. Close the door and press **STOP/CANCEL** to clear any buttons you may have pressed.

Cleaning the inside of your microwave

Interior

Wipe with a soft cloth and warm water. Do not use abrasive or harsh cleaners or scouring pads. For baked-on food, use baking soda or a mild soap, then rinse thoroughly with hot water.

Waveguide cover

The waveguide cover is located on the side wall inside the microwave cavity. It is made from mica so it requires special care. Keep the waveguide cover clean to assure good microwave performance. Carefully wipe with a damp cloth any food spatters from the surface of the cover immediately after they occur. Built-up spatters may overheat and cause smoke or possibly catch fire. DO NOT REMOVE THE WAVEGUIDE COVER.

Removing odors

Occasionally, a cooking odor may remain in your microwave. To remove, combine one cup (.25 L) water, grated peel and juice of one lemon, and several whole cloves in a two-cup (.5 L) glass measuring cup. Boil for several minutes using 100% power, then let it cool in your microwave. Wipe the interior with a soft cloth.

Turtable

Remove the turntable and wash it in mild, sudsy water. For stubborn stains, use a mild cleanser and non-abrasive scouring sponge. You can also wash it in the top rack of a dishwasher.

The turntable motor shaft is not sealed, so excess water or spills should be wiped up immediately.

Clean the ring and the floor regularly to avoid excessive noise. Wipe the bottom surface of your microwave with mild detergent. Wash the ring in mild, soapy water or in a dishwasher. When removing the ring, make sure that you replace it in its original position.

Troubleshooting

If you have a problem with your microwave, review the following chart for a possible solution. If your microwave still doesn't work correctly, contact the nearest authorized service center.

PROBLEM	POSSIBLE SOLUTION
My microwave won't start	Plug the electrical cord into a power outlet. Close the door and try again.
Arcing or sparking in my microwave	Use only microwave-safe materials. See Materials you can use on page 6 . Don't operate your microwave when it's empty. Clean your microwave with a wet towel.
Unevenly cooked foods	Use only microwave-safe materials. See Materials you can use on page 6 . Defrost the food completely before cooking it. Use the correct cooking time and power level. Turn or stir the food intermittently to ensure even cooking.
Overcooked foods	Use the correct cooking time and power level.

PROBLEM	POSSIBLE SOLUTION
Undercooked foods	<p>Use only microwave-safe materials. See <u>Materials you can use</u> on page 6.</p> <p>Defrost the food completely before attempting to cook it.</p> <p>Use the correct cooking time and power level.</p> <p>Make sure that the air vents aren't blocked or restricted.</p>
Incorrect defrosting	<p>Use only microwave-safe materials. See <u>Materials you can use</u> on page 6.</p> <p>Use the correct cooking time and power level.</p> <p>Turn or stir the food intermittently to ensure even cooking.</p>

Obtaining replacement parts

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

Specifications

Model	NS-MW9SS5/NS-MW9SS5-C
Rated voltage	120VAC, 60Hz
Rated input power (microwave)	1,400W
Rated output power (microwave)	900W
Oven capacity	0.9 Cu. Ft.
Turntable diameter	10.6 in. (27 cm)
External dimensions (HxWxD)	10.69 x 18.61 x 14.4 in. (27.15 x 47.26 x 36.67 cm)
Internal dimensions (HxWxD)	9 x 13.15 x 12.6 in. (23 x 33.4 x 32.1 cm)
Certifications	NS-MW9SS5 is UL approved NS-MW9SS5-C is CUL approved
Power cord length	39.4 in. (1 m)
Net weight	NS-MW9SS5 Net weight is 24.5 lbs. (11.12 kg) NS-MW9SS5-C Net weight is 24.6 lbs. (11.18 kg)

Legal notices

Copyright

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

Registered in some countries. Distributed by Best Buy Purchasing, LLC
7601 Penn Ave South, Richfield, MN 55423 U.S.A.

©2025 Best Buy. All rights reserved.

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 or 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, 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 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. 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

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.

©2025 Best Buy. All rights reserved.

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 for additional information.



INSIGNIATM

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
Richfield, MN 55423

©2025 Best Buy. All rights reserved.

V4 ENGLISH
25-0982