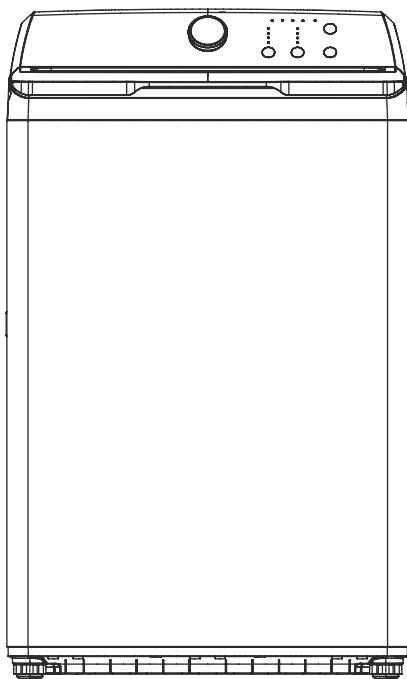


INSIGNIA™

## USER GUIDE

# Top Load Washer

**NS-TWM35W1**



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

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# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

This *User Guide* contains important information on the installation, use, and care of your appliance. Please read this guide carefully before installation and operation of this machine to prevent injury and property damage.

The Warnings and Important Safety Instructions in this guide do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining, and operating your washer.

### CAUTION



### RISK OF ELECTRIC SHOCK



### DO NOT OPEN



**WARNING:** This indicates that hazards or unsafe practices may cause **serious personal injury or death**.

To reduce the risk of fire, explosion, electric shock, or personal injury when using your washing machine, follow these basic safety precautions.



**CAUTION:** This indicates that hazards or unsafe practices may cause minor personal injury or property damage.



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



### WARNING:

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

## Basic precautions



### WARNING

- 1 Read all instructions before using the appliance.
- 2 Use this appliance only for its intended purpose as described in this *User Guide*.
- 3 Before use, the washer must be properly installed as described in this guide.
- 4 Always follow the fabric care instructions supplied by the garment manufacturer.
- 5 Do not wash or dry articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances as they give off vapors that could ignite or explode.
- 6 Do not allow children to play on or in the appliance. Close supervision of children is necessary when the appliance is used near children.
- 7 Before the appliance is removed from service or discarded, remove the lid of the washing compartment.
- 8 Do not reach into the appliance if the tub is moving.
- 9 Do not install or store this appliance where it will be exposed to the weather or freezing temperatures.
- 10 Do not tamper with the controls.
- 11 Do not repair or replace any part of the appliance or attempt any servicing unless it is specifically recommended in the user-maintenance instructions or in published user-repair instructions that you understand.
- 12 Under certain conditions, hydrogen gas may be produced in a hot-water system that has not been used for two weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot-water system has not been used for such a period, before using a washing machine, turn on all hot-water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- 13 Keep the area underneath and around your appliance free of combustible materials (lint, paper, rags, and so on), gasoline, chemicals, and other flammable vapors and liquids.
- 14 Do not place items exposed to cooking oil in your washer. Items contaminated with cooking oil may contribute to a chemical reaction that could cause a load to catch fire.
- 15 This washer is not designed for maritime use or for mobile installations such as in RVs, aircraft, and other mobile platforms.
- 16 Turn off the water faucets and unplug the washer if the machine is to be left for an extended period of time, such as during vacations.
- 17 Packaging material can be dangerous for children. There is a risk of suffocation! Keep all packaging away from children.
- 18 Always check the inside of the washer for foreign objects before loading laundry. Keep the lid closed when not in use.

# SAFETY & PRECAUTIONS

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- 19** Do not add gasoline, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.



## WARNING

### Installation warnings and precautions

- 1** Plug the power cord into an AC 120V/60Hz wall socket rated at 15 amps or higher. Use the socket for this washer only. Do not use an extension cord.
  - Sharing a wall socket with another appliance, using a power strip, or extending the power cord may result in electric shock or fire.
  - Do not use an electric transformer. It may result in electric shock or fire.
  - Make sure that the power voltage, frequency, and current match the product's specifications. Failing to do so may result in electric shock or fire.
- 2** Remove all foreign substances such as dust or water from the power plug terminals and contact points using a dry cloth on a regular basis.
  - Unplug the power plug and clean it with a dry cloth.
  - Failing to do so may result in electric shock or fire.
- 3** Plug the power plug into the wall socket in the right direction so that the cord runs towards the floor.
  - If you plug the power plug into the socket in the opposite direction, the electric wires within the cable may be damaged and this may result in electric shock or fire.
- 4** Plug the power plug into the wall socket firmly. Do not use a damaged power plug, or loose wall socket, because this may result in electric shock or fire.
- 5** Do not pull or excessively bend the power cord. Do not twist or tie the power cord.
- 6** Do not hook the power cord over a metal object, place a heavy object on the power cord, insert the power cord between objects, or push the power cord into the space behind the appliance, because this may result in electric shock or fire.
- 7** Do not pull the power cord when unplugging the power plug.
  - Unplug the power plug by holding the plug.
  - Failing to do so may result in electric shock or fire.
- 8** If the power plug or power cord are damaged, contact your nearest service center.
- 9** Do not install on carpet. Install the washer on a level and solid floor that can support its weight. Failure to do so may result in abnormal vibrations, noise, or problems with the product.
- 10** The washer is heavy. Two or more people may be needed to install and move the appliance. Failure to do so may result in bodily or other injuries.
- 11** Store and install the washer where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions. Failure to do so may result in serious leak damage.
- 12** Position the appliance so that the power plug is easily accessible. Failure to do so may result in electric shock or fire due to an electrical short circuit.

- 13** Failure to closely follow these instructions may result in an abnormal vibrating and out-of-balance condition that could result in physical injury, property damage, and/or appliance damage.



## **WARNING**

### **Use and maintenance warnings and precautions**

- 1** If the appliance is flooded, cut the power immediately and contact your nearest service center.
- 2** If the appliance emits a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest service center. Failure to do so may result in electric shock or fire.
- 3** In the event of a gas leak (such as propane or LP gas), ventilate the area immediately. Do not turn any appliance or light on or off.
  - Do not use a ventilating fan.
  - A spark may result in an explosion or fire.
- 4** Do not force the washer lid open while the washer is operating (high-temperature washing, drying, or spinning).
  - Water flowing out of the washer may cause burns or cause the floor to be slippery. This may result in injury.
  - Forcing the lid open can damage the product or cause injury.
- 5** Make sure to remove the packaging (sponge, Styrofoam) attached to the bottom of the washer before using it.
- 6** Do not insert your hand or a metal object under the washer. This may result in injury.
- 7** Do not attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug. This may result in electric shock, fire, or death.
- 8** Do not touch the power plug with wet hands. This may result in electric shock.
- 9** Do not turn the appliance off by unplugging the power plug while the washer is in operation. Plugging the power plug into the wall socket again may cause a spark and result in electric shock or fire.
- 10** Keep all packaging material well out of the reach of children, as packaging materials can be dangerous to children. If a child places a bag over his or her head, he or she may suffocate.
- 11** Do not let children or infirm persons use this washer unsupervised. Failure to do so may result in electric shock, burns, or injury.
- 12** Do not attempt to repair, disassemble, or modify the appliance yourself.
  - Do not use any fuse (such as copper, steel wire, etc.) other than the standard fuse.
  - If you need to repair or reinstall the appliance, contact your nearest service center.
  - Failure to do so may result in electric shock, fire, problems with the product, or injury.
- 13** If any foreign substance such as water enters the appliance in any area other than the tub, unplug the power plug and contact your nearest service center. Failure to do so may result in electric shock or fire.

## SAFETY & PRECAUTIONS

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- 14 If the water supply hose comes loose from the faucet and floods the appliance, unplug the power plug. Failure to do so may result in electric shock or fire.
- 15 Do not mix chlorine bleach with ammonia or acids such as vinegar. Incorrect usage can produce poisonous gas, resulting in serious injury.
- 16 Do not reach into the washer while parts are moving. Before loading, unloading, or adding items, press the ▷|| (start/pause) button and allow the tub to come to a complete stop before reaching inside. Failure to do so may result in electric shock, injury, or fire.
- 17 Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children. As children grow, teach them the proper, safe use of all appliances. Failure to do so may result in serious injury.
- 18 Keep laundry products out of reach of children. Observe all warnings on product labels and follow them. Failure to do so may result in serious injury.
- 19 Disconnect this appliance from the power supply before attempting any user maintenance. Pressing the ⏻ (power) button does not disconnect this appliance from the power supply. Failure to do so may result in electric shock, injury, or fire.
- 20 Do not clean the appliance by spraying water directly onto it.
- 21 Do not use benzene, thinner, or alcohol to clean the appliance. This may result in discoloration, deformation, damage, electric shock, or fire.
- 22 Unplug the power plug when the appliance is not being used for long periods of time or during a thunder/lightning storm. Failure to do so may result in electric shock or fire.
- 23 Keep hands and foreign objects clear of the lid and latch area when closing the lid. Failure to do so may result in personal injury.
- 24 If the washer is contaminated by a foreign substance such as detergent, dirt, or food waste, unplug the power plug and clean the washer with a damp, soft cloth. Failure to do so may result in discoloration, deformation, damage, or rust.
- 25 The clear portion of the lid can be broken by a strong impact. Take care when using the washer. If the clear portion is cracked or broken, it may result in injury.
- 26 After a water supply failure or when reconnecting the water supply hose, open the faucet slowly.
- 27 Open the faucet slowly after a long period of non-use. The air pressure in the water supply hose or the water pipe may result in damage to a part or in water leakage.
- 28 If a drain error occurs during an operation, check if there is a draining problem. If the washer is used when it is flooded because of a draining problem, it may result in electric shock or fire due to an electrical short circuit. Do not insert your hand or a metal object under the washer. This may result in injury.
- 29 Insert laundry into the washer completely so that the laundry does not get caught in the lid. If laundry gets caught in the lid, it may result in damage to the laundry or the washer, or result in water leakage.
- 30 Make sure that the faucet is turned off when the washer is not being used.

- 31** Make sure that the water supply hose connectors are properly tightened. Failure to do so may result in property damage or injury.
- 32** Open the faucet and check if the water supply hose connector is firmly tightened and that there is no water leaking before using the product. If the water supply hose connectors are loose, it may result in water leakage.
- 33** Do not stand on top of the appliance or place objects (such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc.) on the appliance. This may result in electric shock, fire, problems with the product, or injury.
- 34** Do not operate the appliance with wet hands. This may result in electric shock.
- 35** Do not spray volatile material such as insecticide onto the surface of the appliance. As well as being harmful to humans, it may also result in electric shock, fire, or problems with the product.
- 36** Do not place an object that generates an electromagnetic field near the washer. This may result in injury due to a malfunction.
- 37** Since the water drained during a high temperature wash or drying cycle is hot, do not touch the water. This may result in burns or injury.
- 38** Do not wash, spin, or dry water-proof seats, mats, or clothing.
- 39** Do not wash thick, hard mats even if the washer mark is on the care label. This may result in injury or damage to the washer, walls, floor, or clothing due to abnormal vibrations.
- 40** Do not operate the washer when the detergent dispenser is removed. This may result in electric shock or injury due to water leakage.
- 41** Do not insert your hand into the detergent dispenser after opening it. This may result in injury because your hand may be caught.
- 42** Do not place any non-laundry objects, such as shoes, food waste, or animals into the washer. This can cause abnormal vibrations that can damage the washer, and, in the case of pets, cause severe injury or death.
- 43** Do not press the buttons using sharp objects such as pins, knives, or fingernails. This may result in electric shock or injury.
- 44** Do not wash laundry contaminated by oils, creams, or lotions usually found in skin-care shops or massage clinics. This may result in the rubber seal becoming deformed and water leakage.
- 45** Make sure that the water inlet pipe is connected and the tap is opened before washing clothes.
- 46** Do not leave metal objects (safety pins, hair pins, and so on) or bleach in the tub for long periods of time. This may cause the tub to rust.
  - If rust appears on the surface of the tub, apply a neutral cleansing agent to the surface and use a sponge to clean it. Never use a metal brush.
- 47** Do not use hot water from water cooling/heating devices. This may result in problems with the washer.
- 48** Do not use natural hand-washing soap in the washer. If it hardens and accumulates inside the washer, it may cause problems with the product, discoloration, rust, or bad odors.



# SAFETY & PRECAUTIONS

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- 49 If using a washing net with this machine (not provided), do not wash laundry items such as bedding in the washing net. Doing so may result in injury due to abnormal vibrations. Place only smaller items, such as lace socks and lingerie, in the washing net.
- 50 Do not use hardened powdered detergent. If it accumulates inside the washer, it may result in water leakage.
- 51 Do not wash throw rugs or doormats. Doing so may cause sand to accumulate inside the washer, resulting in mechanical problems.
- 52 Do not wash water-resistant or water-repellent clothing. This may result in an abnormal vibrating and out-of-balance condition that could result in physical injury, property damage and/or appliance damage.

## Grounding/Earthing

- 1 This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current. This appliance is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- 2 **WARNING:** Do not ground the appliance to a gas pipe, plastic water pipe, or telephone.  
Improper connection of the equipment-grounding conductor can result in a risk of electric shock, fire, explosion, or problems with the product. Check with a qualified electrician or serviceman if you are in doubt as to whether the appliance is properly grounded.
- 3 Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

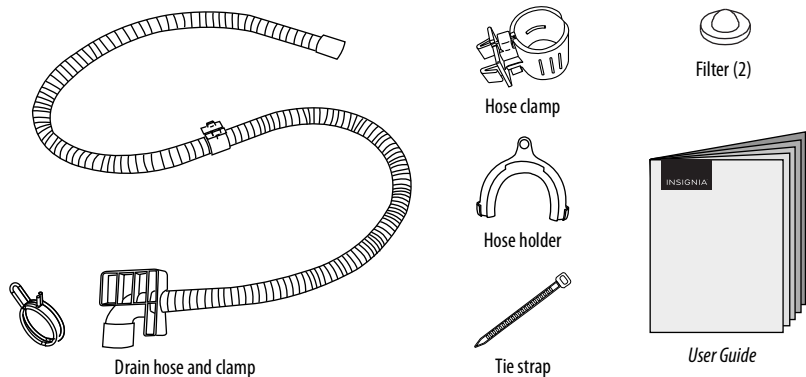
## Choosing a proper location

- 1 Do not install this appliance near a heater or inflammable material.
- 2 Do not install this appliance in a humid, oily, or dusty location, or in a location exposed to direct sunlight or water (rain drops).
- 3 Do not install this appliance in a location where gas may leak. Failure to do so may result in electric shock or fire.
- 4 If the washer is moved to a new location, have it checked and re-installed by a qualified service technician. Failure to follow this warning may result in electric shock or fire.

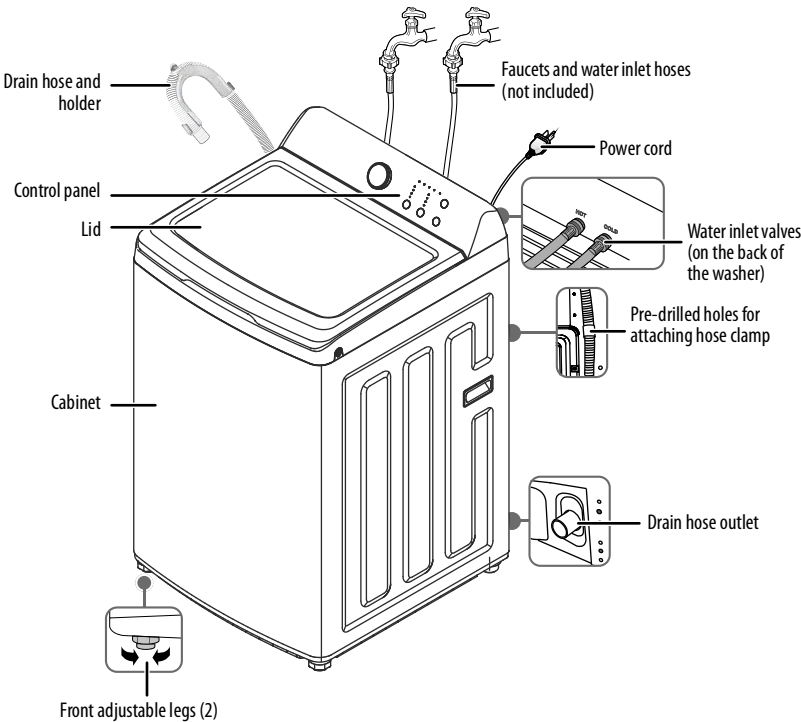
Features

Package contents

Make sure that the following items came with your washer:



Main components

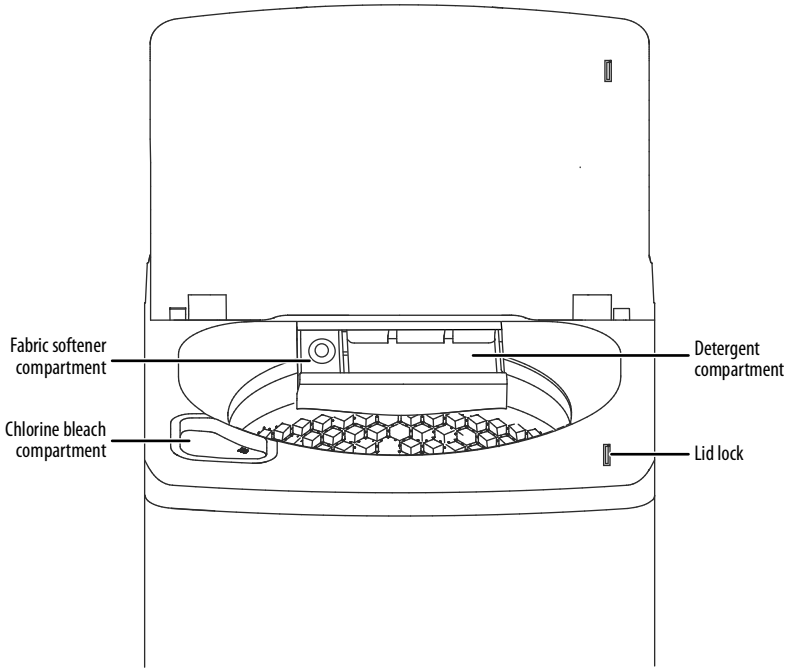


# FEATURES

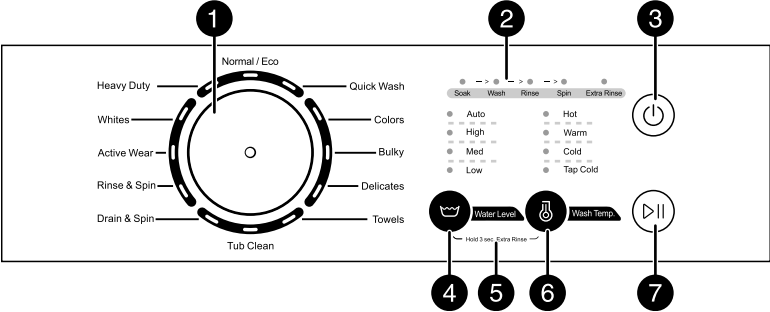
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## Inside components

**Note:** The images shown below are for illustration purposes only. The actual product may be different than the image shown.



Control panel



#	ITEM	DESCRIPTION
1	Cycle selector	Turn to select a wash cycle. The cycle you select determines the wash pattern for the cycle. For more information, see <a href="#">Washer options and settings</a> on page 33.
2	Cycle status lights	Light to indicate what part of the cycle your washer is in. For example, the <b>Soak</b> light flashes when your washer is in the soak process.
3	⏻ (power) button	Press to turn on your washer. Press again to turn off your washer. If you leave your washer on and don't press the ▷   (start/pause) button within 10 minutes, your washer automatically turns off.
4	🚰 <b>Water Level</b> button	Press to select a water level.
5	Extra Rinse	Press and hold the 🚰 <b>Water Level</b> and 🌡️ <b>Wash Temp</b> buttons at the same time for three seconds to add an extra rinse to the wash cycle. Press and hold the 🚰 <b>Water Level</b> and 🌡️ <b>Wash Temp</b> buttons at the same time for three seconds to cancel the extra rinse.
6	🌡️ <b>Wash Temp</b> button	Press to select the wash water temperature. The rinse water temperature is always cold.
7	▷   (start/pause) button	Press to start the wash cycle. Press again to pause the cycle.

## Unpacking your washer

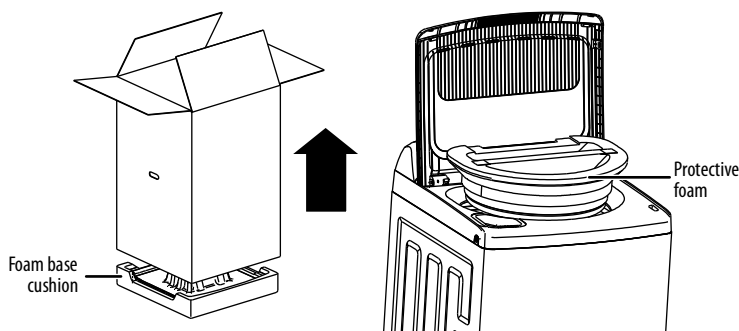
### WARNINGS:

- Packing materials can be dangerous to children. Keep all packing materials (plastic bags, polystyrene, and so on) well out of the reach of children.
- Don't operate your washer on the foam base cushion. Doing so results in serious vibration, which could cause equipment damage or result in physical injury.

- Remove the packing box, then lift your washer up and away from the foam base cushion. Open the lid of your washer to take out all accessories including the protective foam.

### CAUTION:

Your washer is heavy. You may need help to unpack and move it.

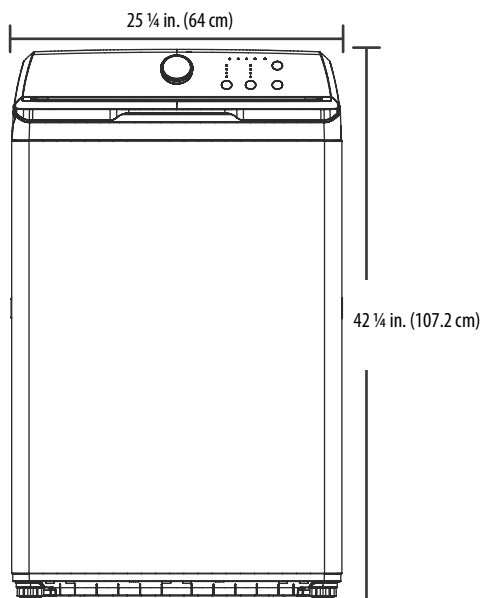


## Choosing a location

### WARNINGS:

- Don't install your washer in areas where water may freeze because your washer always retains some water in its water valve, pump, and hose areas. Frozen water can damage the belts, pump, hoses, and other components.
- Never install on a platform or weakly supported structure.

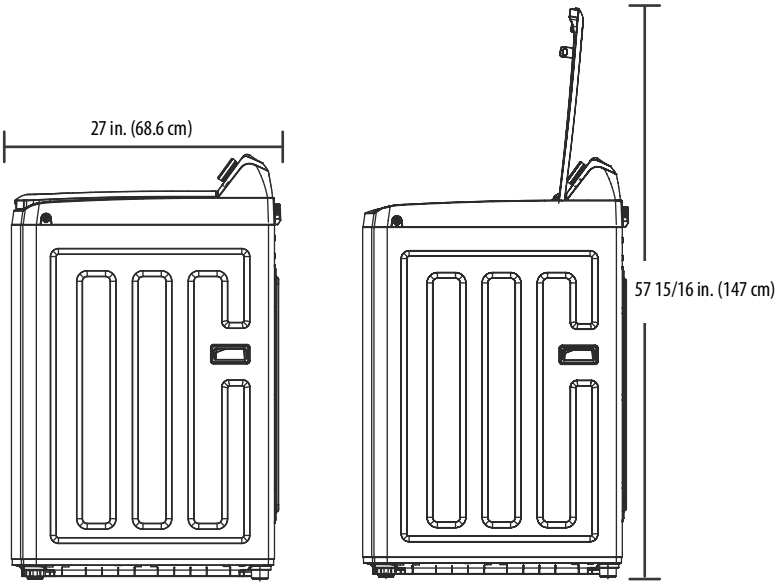
- For best performance, you must install your washer on a solid, level floor.
- Wooden floors may need to be reinforced to minimize vibration or unbalanced load situations.
- Carpeting and soft tile surfaces can contribute to excessive vibration, which can cause your washer to move slightly during the spin cycle.

**Washer dimensions and installation measurements****Front**

# INSTALLATION INSTRUCTIONS

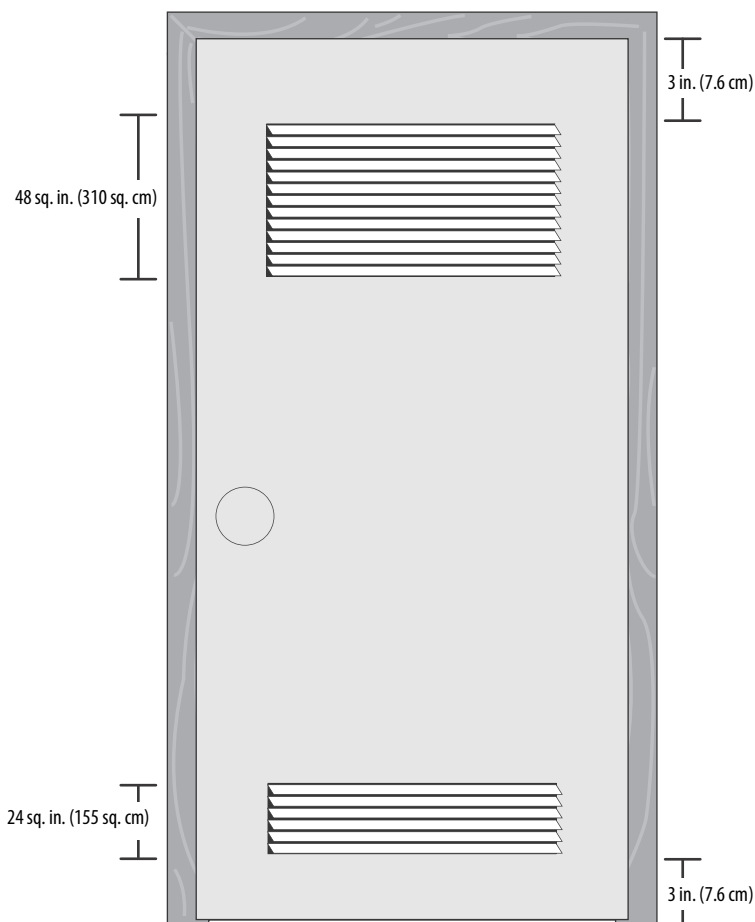
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## Side



### Installing in an alcove or closet

If you install your washer in an alcove or closet, the front of the closet must have two unobstructed air openings for a combined minimum total area of 72 sq. in. (465 sq. cm) with a minimum clearance of 3 in. (7.6 cm) at the top and bottom. A slatted door with equivalent space clearance is acceptable.



Minimum clearances between your washer and adjacent walls or other surfaces are:

- **Either side:** 1 in. (2.5 cm)
- **Rear:** 6 in. (15.2 cm)
- **Closet Front:** 2 in. (5.1 cm)
- **Top:** 24 in. (61 cm)

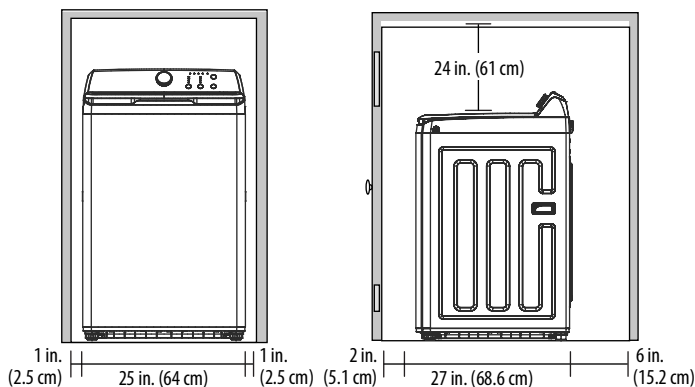


# INSTALLATION INSTRUCTIONS

- **Gap between the end of the water valve and the wall:**

- **Case 1:** If you connect the supply hose **after** you install your washer: Over 3 15/16 in. (10 cm)
- **Case 2:** If you connect the supply hose **before** you install your washer: Over 2 13/16 in. (7 cm)

If you install your washer and dryer side-by-side in a closet, the closet front must have an unobstructed air opening of at least 72 sq. in. (465 sq. cm).



## Electrical requirements

### **WARNING:**

To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS on page 3 before operating your washer.

Use a 120 Volt, 60Hz, 15 amp fuse or circuit breaker. We recommend an individual branch circuit that serves only your washer.

### **WARNING:**

Never use an extension cord.

### **WARNING:**

Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. Service Personnel: Do not contact the following parts while the appliance is energized:

- Electric
- Valve
- Retractor
- Motor pump

**Electrical grounding is required for your washer.**

- You must ground your washer. In the event of a malfunction or breakdown, grounding reduces the risk of electric shock by providing a path of least resistance for the electric current.
- Your washer has a power cord with a three-pronged grounding plug for use in a correctly installed and grounded outlet.

**WARNINGS:**

- You're responsible for providing adequate electrical services for your washer.
- To prevent unnecessary risk of fire, electrical shock, or personal injury, all wiring and grounding must be done in accordance with the National Electrical Code ANSI/FNPA, No.70 Latest Revision and local codes and ordinances.
- Never connect the ground wire to plastic plumbing lines, gas lines, or hot water pipes.

**Water requirements**

To fill your washer in the correct amount of time, the water pressure needs to be between 29 and 116 psi (200 to 800 kPa).

If the water pressure is less than 14 psi (100 kPa):

- The water valve may fail or may not shut off completely.
- The time it takes to fill your washer may be longer than the time your washer controls allow. Your washer turns off and reports an error. A time-limit is built into the controls to prevent flooding in your home if a hose becomes loose.
- Water inlet hoses must be purchased separately. You can buy inlet hoses in various lengths up to 8 ft. (240 cm).
- To avoid the possibility of water damage:
  - Make sure that the water faucets are easily accessible.
  - Turn off the faucets when you aren't using them.
  - Periodically check to make sure that water isn't leaking from the water hose fittings.

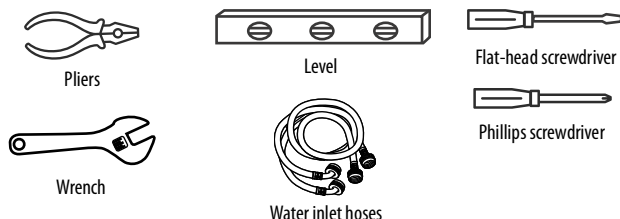
**Drainage requirements**

**Note:** The drain hose is inside your washer tub.

- The recommended height for the drain standpipe is 48 in. (122 cm).
- The drain hose must be routed through the hose holder to the standpipe.
- The standpipe must be large enough to accept the outside diameter of the drain hose.

## Installing your washer

### You will need:



### Step 1: Select a location

Before you install your washer, make sure that the location:

- Is a hard, level surface without carpeting or soft flooring that can obstruct ventilation.
- Is away from direct sunlight.
- Has adequate ventilation.
- Isn't exposed to freezing temperatures (32° F or 0° C).
- Is away from heat sources such as oil or gas.
- Has enough space so that your washer doesn't rest on its power cord.

See [Choosing a proper location](#) on page 9.

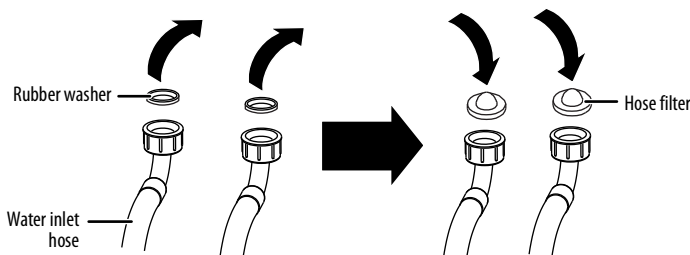
### Step 2: Connect the water hoses

**Note:** The water supply hoses aren't supplied with your washer and must be purchased separately.

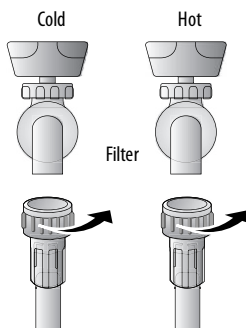
### CAUTIONS:

- Use new water supply hoses. Using old hoses can result in leakage or overflow that can damage your property.
- Don't connect multiple water supply hoses together to increase the length of the hose. Hoses connected this way can leak and cause electrical shock. If a hose is too short, replace the hose with a longer, high-pressure hose.

- 1 Before connecting the water-inlet hose to the tap, remove the rubber washer inside the water-inlet hose connector. Take the rubber washer with filter out of the accessory bag and install it into the water-inlet hose connector.

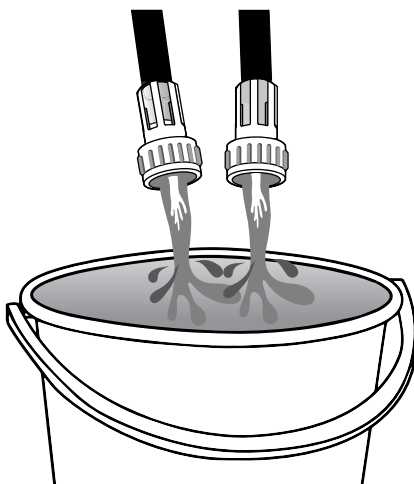


- 2 Tighten the hose and faucet fittings by hand until they are snug. Tighten them an additional two-thirds of a turn with pliers or a wrench. Pull the water inlet hoses downwards to make sure that they are connected securely.

**CAUTION:**

Don't overtighten the fittings or apply tape or sealant to the faucets or water supply intakes. This can damage the fittings.

- 3 Place the unconnected ends of the water inlet hoses into a bucket, then turn on the faucets connected to the water inlet hoses for 10 or 15 seconds to remove any foreign substances. Turn off the faucets.



# INSTALLATION INSTRUCTIONS

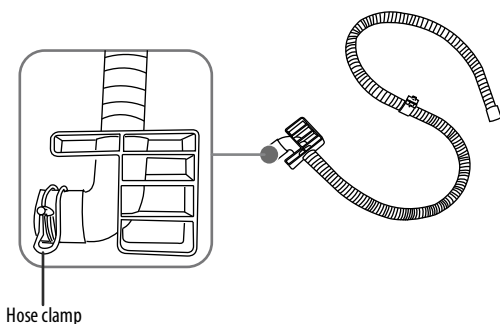
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## Step 3: Connect the drain hose

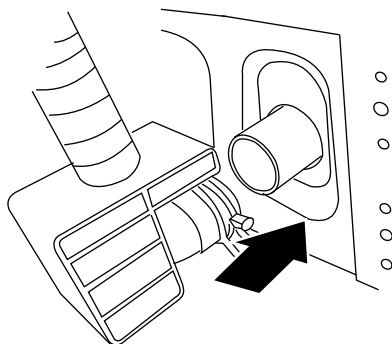
### CAUTIONS:

- Failure to slide the drain hose completely over your washer's drain pipe may result in water leakage.
- Failure to move the clamp or hoop onto your washer's drain pipe results in water leakage.

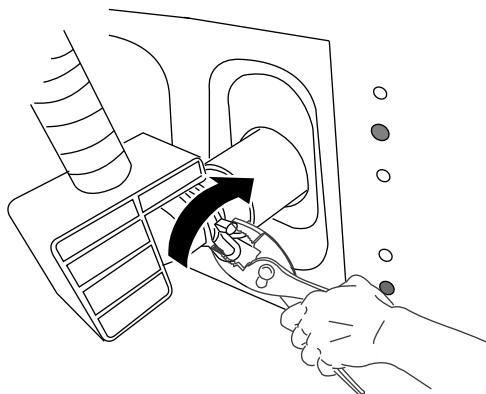
- 1 Find the end of the drain hose that has the clamp, then slide the clamp away from the end of the hose.



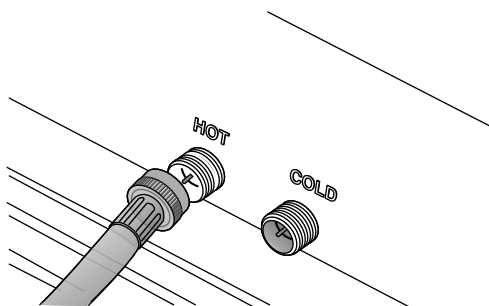
- 2 Insert the drain hose with the clamp onto your washer's drain pipe. Make sure that the drain hose completely covers the end of the drain pipe.



- 3 Move the clamp toward the drain pipe outlet. Tighten the clamp with pliers.



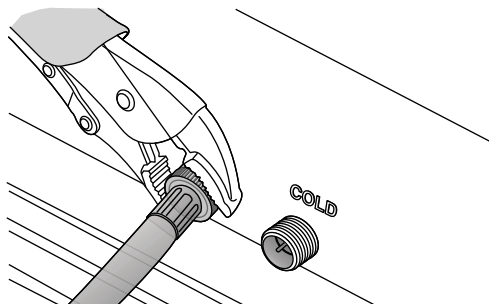
- 4 Connect the ends of the water supply hoses to the water supply intake connections at the top of your washer. Make sure that the rubber washers are in place. The water supply hose connected to the hot faucet must be connected to the hot water supply intake and the water hose connected to the cold faucet must be connected to the cold water supply intake.



**Note:** If you don't want to use the hot water supply hose, you must select the **Tap Cold** option for the water temperature.

# INSTALLATION INSTRUCTIONS

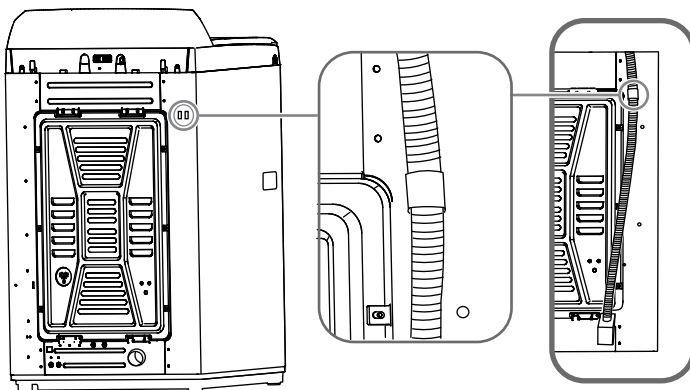
- 5 Tighten the fittings by hand until they are snug, then tighten them an additional two-thirds of a turn with pliers or a wrench.



## CAUTIONS:

- Don't overtighten the fittings or apply tape or sealant to the faucets or water supply intakes. This can damage the fittings.
- Make sure that the water supply hoses aren't twisted or bent. A bent or twisted hose can leak and cause an electric shock because of water leakage. To ensure the correct water usage, connect both hot and cold water faucets. If either or both aren't connected, an error code could occur.

- 6 Turn on the hot and cold water faucets, then check all the water supply intake connections and the faucets for water leaks.
- 7 Fasten the drain hose to the washer frame at the indicated pre-drilled holes with the provided hose clamp (1).

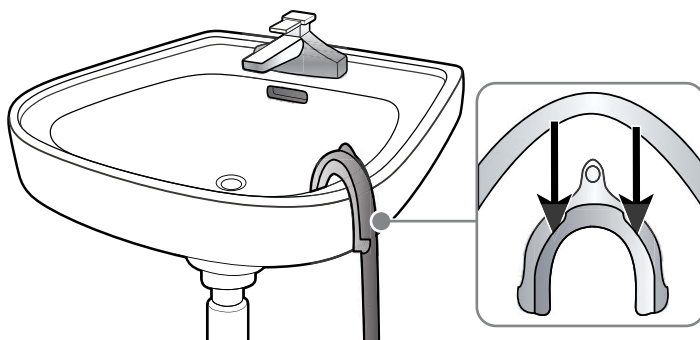


- 8 Position the other end of the drain hose (the loose end) in one of the following ways:

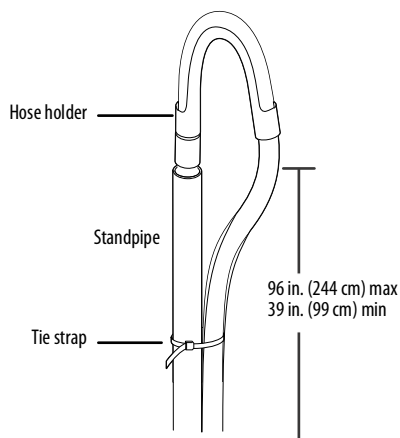
## CAUTION:

Make sure that the connection between the drain hose and the wash basin, standpipe, or laundry tub isn't airtight.

- **Over the edge of a wash basin** - Secure the guide to the side of the basin wall with the hose holder, then tape it or tie it with a piece of cord to prevent the drain hose from moving.



- **In a standpipe** - The standpipe must be no shorter than 39 in. (99 cm) and no longer than 96 in. (244 cm).
- **Tie strap** - The tie strap holds the drain hose in place to help prevent detachment.

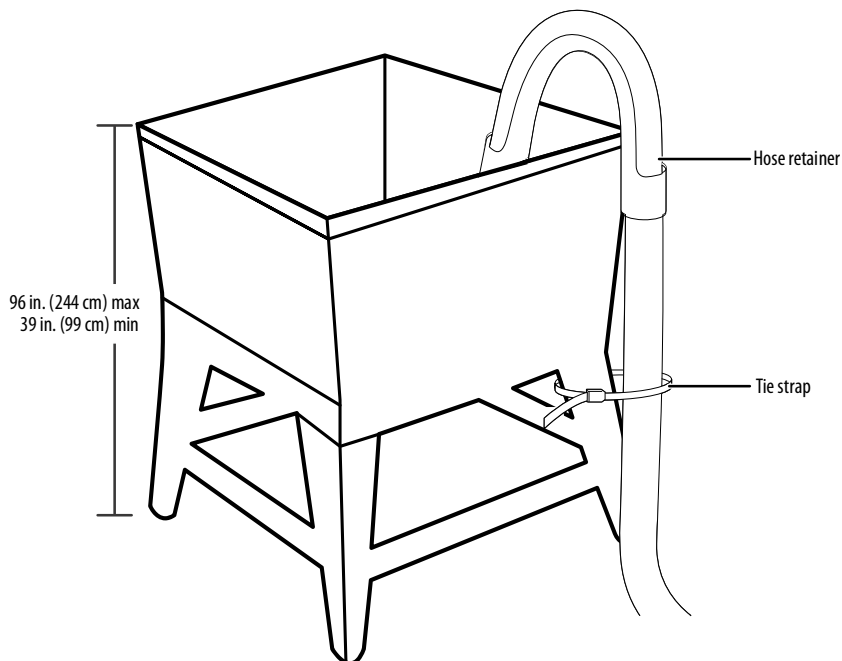




# INSTALLATION INSTRUCTIONS

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- **In a laundry tub** - The laundry tub must be no shorter than 39 in. (99 cm) and no higher than 96 in. (244 cm) maximum.



**Step 4: Level your washer****CAUTION:**

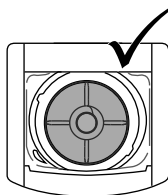
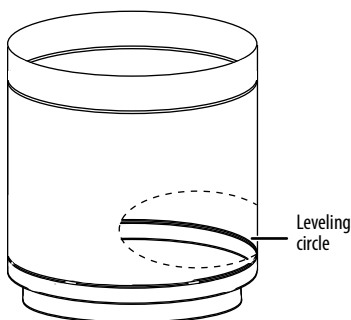
Don't use your washing machine without leveling it. If your washer isn't level, it may:

- Vibrate excessively which can cause your washer to malfunction
- Make excessive noise
- Indicate error codes when your washer is running

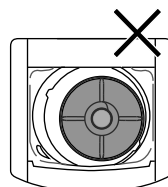
Extend the leveling feet only as much as is necessary. If the feet are extended too much, your washer may vibrate.

Determine if your washer is level by checking the position of the tub or by using a level.

- 1 Slide your washer into position.
- 2 Open your washer's lid, then pour water into the tub until the water level reaches the leveling circle. If your washer is level, the water touches the leveling circle all the way around. If your washer isn't level, the water only touches part of the leveling circle.



Washer is level - the water touches the leveling circle all the way around.



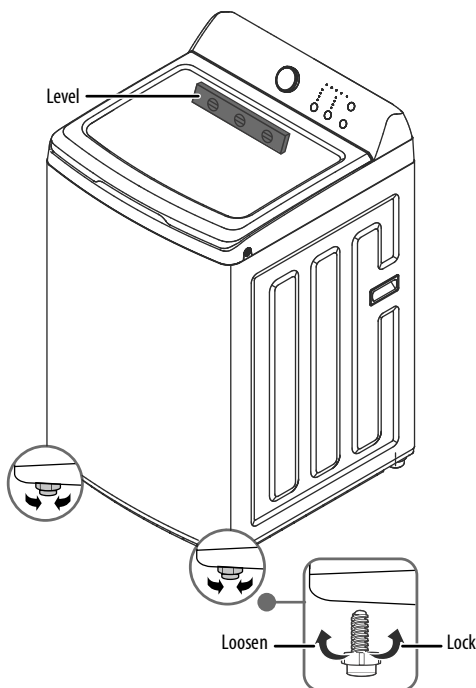
Washer not level - the water does not touch the leveling circle all the way around.

# INSTALLATION INSTRUCTIONS

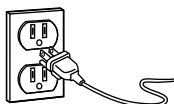
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- 3 If your washer isn't level, carefully tilt your washer just enough to adjust the two leveling feet on the bottom of the front of your washer. Extend the feet only as much as is necessary. If the feet are extended too much, your washer may vibrate.

**Note:** Having someone tilt your washer helps to take some weight off the leveling feet and makes them easier to adjust.



## Step 5: Power your washer



Plug the power cord into a well-grounded, 3-prong, 120 V 60Hz approved electrical outlet, protected by a 15-amp fuse or comparable circuit breaker. Your washer is grounded through the third prong of the power cord.

**Step 6: Run a test cycle**

Run a test cycle to make sure that your washer is correctly installed.

- 1 Load about 6 lbs. (2.7 kg) of laundry into the tub.
- 2 Press the ⏻ (power) button to turn on your washer.
- 3 Turn the cycle selector to select the **Rinse & Spin** cycle.
- 4 Press the ▶|| (start/pause) button to start the test cycle. Your washer shouldn't rock or vibrate excessively when water fills the tub, or when washing or spinning. Your washer should drain well during the spin cycle.

**CAUTIONS:**

- If you detect any water leaks while your washer is filling or draining, check the water connections. See [Step 2: Connect the water hoses](#) on page 19 or [Step 3: Connect the drain hose](#) on page 21.
- If your washer rocks or vibrates excessively, level it again. See [Step 4: Level your washer](#) on page 26.

## Washing a load of laundry

### **WARNING:**

To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS on page 3 before operating your washer.

### **Step 1: Select a detergent**

Your washer is designed to use high efficiency (HE) detergents.

- For the best cleaning results, use an HE detergent. We recommend that you don't use a regular detergent. HE detergents contain suppressors that reduce or eliminate suds. When fewer suds are produced, the load washes more efficiently and cleaning is maximized.
- Reducing the amount of detergent may reduce the quality of cleaning. Make sure that you:
  - Pre-treat stains
  - Sort carefully by color and soil level
  - Avoid overloading

### **Step 2: Turn on your washer**

- Press the  (power) button to turn on your washer.

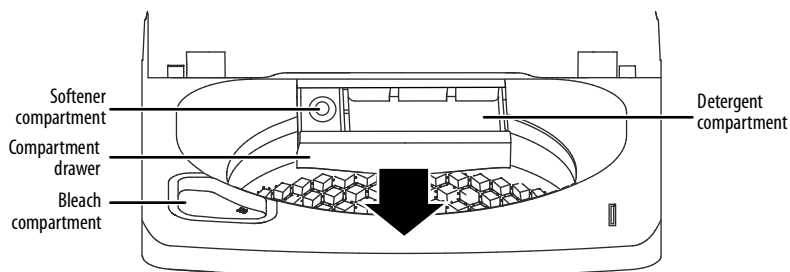
### **CAUTION:**

Before loading your laundry, make sure that you remove coins, keys, and other hard objects, and that you close zippers. These items may damage clothes.

- 1 Sort laundry by fabric type, soil level, color, and load size.
- 2 Fill the tub with dry, unfolded clothes. Load the tub no more than 3/4 full.

#### **Notes:**

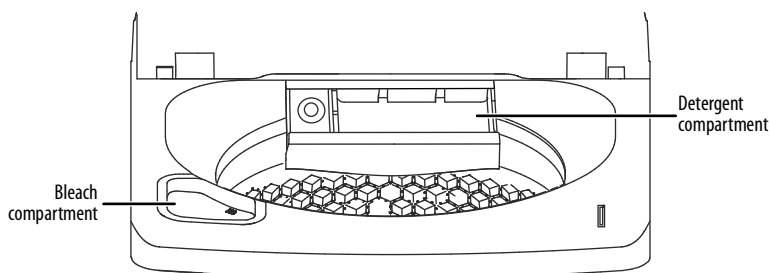
- Overloading may reduce washing efficiency, cause excess wear, and possibly cause creasing or wrinkling of the load.
- Wash delicate items such as bras, hosiery, and other lingerie on the **Delicates** cycle with similar lightweight items.
- When washing big, bulky items (such as rugs or pillows) or a few smaller items (such as stuffed toys or one or two sweaters) that don't fill the tub completely, add a few towels to improve spin performance.
- Always use the **Bulky** cycle for bulky items.
- When washing heavily soiled loads, don't overload your washer.

**Step 3: Add detergent and additives to the compartments**

**Note:** The images shown here are for illustration purposes only. The actual product may be different than the image shown.

**Detergents**

- 1 Pour the recommended amount of laundry detergent directly into the detergent compartment before starting your washer.



- 2 If you're using color-safe bleach or regular liquid bleach, add it to the bleach compartment.

**Notes:**

- When adding color-safe bleach with detergent, both laundry products must be in the same form (liquid).
- If you are using powder detergent, we recommend that you add it to the bottom of the tub before you add the load or add it to the detergent compartment.

# OPERATING INSTRUCTIONS

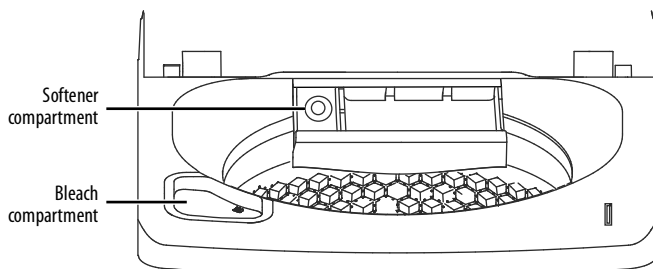
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## Fabric softener

- Pour the recommended amount of liquid fabric softener into the softener compartment. The dispenser automatically releases liquid fabric softener at the correct time during the rinse cycle.

### CAUTIONS:

- Use the softener compartment **ONLY** for liquid fabric softeners.
- Don't use the Downy Ball® in your washer.
- We recommend that you don't use liquid fabric softener that is too sticky because it may not mix with the water sufficiently.



## Chlorine bleach (liquid only)

- Pour the recommended amount of bleach into the bleach compartment.
- Don't over-fill the compartment.

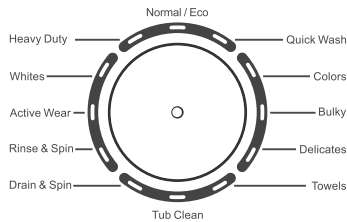
### CAUTIONS:


- Avoid splashing or over-filling the compartment.
- Never pour undiluted liquid chlorine bleach directly onto the load or into the tub. Doing so can damage fabrics, by weakening of the fibers or stripping the color.

**Notes:** The bleach dispenser doesn't have a water inlet to the bleach dispenser, so the bleach directly flows into the tub when you pour it in.

**Step 4: Select the appropriate cycle and options for the load**

- 1 Turn the cycle selector to select a washing cycle. For information on wash cycles, see [Washer options and settings](#) on page 33.

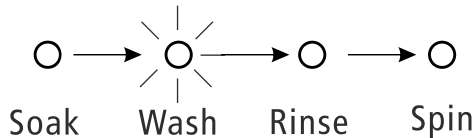


- 2 **Optional:** Use the control panel buttons (like  **Water Level**) to customize the washing cycle. For descriptions of selections, see [Control panel](#) on page 12. For information about which buttons are available for each cycle type, see [Washer options and settings](#) on page 33.

**Step 5: Start your washer**

- 1 Press the ▷|| (start/pause) button.

**Note:** As the wash cycle moves from stage to stage, the current stage light flashes and the finished progress (stage) light is off. The following stage lights are always on.



- 2 If you need to pause the cycle (for example to add or remove items or adjust the load), press the ▷|| (start/pause) button. When you hear a click, open the lid. Your washer stops. When you're ready to resume washing, close the lid, then press the button again.



## Washer options and settings

Bolded options are initial settings.

PROGRAM	WATER LEVEL	WASH TEMP.	EXTRA RINSE
<b>Normal/Eco</b>	<b>Auto</b> Low Med High	Hot <b>Warm</b> Cold Tap cold	Y/N
<b>Active Wear</b>	<b>Auto</b> Low Med High	Hot Warm <b>Cold</b> Tap cold	Y/N
<b>Whites</b>	<b>Auto</b> Low Med High	Hot <b>Warm</b> Cold Tap cold	Y/N
<b>Heavy Duty</b>	<b>Auto</b> Low Med High	Hot <b>Warm</b> Cold Tap cold	Y/N
<b>Rinse &amp; Spin</b>	<b>Auto</b> Low Med High	Tap Cold	—
<b>Drain &amp; Spin</b>	—	—	—
<b>Tub Clean</b>	<b>High</b>	<b>Hot</b>	—
<b>Quick Wash</b>	<b>Med</b>	Hot <b>Warm</b> Cold Tap cold	Y/N
<b>Colors</b>	<b>Auto</b> Low Med High	Warm Cold <b>Tap cold</b>	Y/N
<b>Bulky</b>	<b>Auto</b> Low Med High	Hot <b>Warm</b> Cold Tap cold	Y/N
<b>Delicates</b>	<b>Med</b>	Hot <b>Warm</b> Cold Tap cold	Y/N

PROGRAM	WATER LEVEL	WASH TEMP.	EXTRA RINSE
Towels	Low Med High	Hot Warm Cold Tap cold	Y/N

Maintaining your washer

CAUTION:

Turn off the water faucets after normal use. This shuts off the water supply to your washer and prevents the possibility of damage from escaping water. Leave the lid open to let the inside of your washer dry out.

Cleaning the exterior

- Use a soft cloth to wipe up all detergent, bleach, or other spills as they occur.

Cleaning the interior

- Clean the interior of your washer periodically to remove any dirt, soil, odor, mold, mildew, or bacterial residue that may remain in your washer as a result of washing clothes.
- Failure to follow these instructions may result in unpleasant conditions, including odors or permanent stains in your washer or on your laundry.
- To remove hard water deposits, use a cleaner labeled “Washer safe.”

Cleaning the control panel

- Clean with a soft, damp cloth. Don’t use abrasive powders or cleaning pads.
- Don’t spray cleaners directly on the panel. The control panel finish may be damaged by some laundry pre-treatment soil and stain remover products. Apply such products away from your washer and wipe up any spills or over-spray immediately.

Cleaning the detergent, bleach, or softener compartment

- To remove laundry product residue, wipe with a damp cloth and towel dry.
- You can remove the detergent and softener compartments to clean them. However, the bleach compartment isn’t removable, so you must flush the compartment while it is in your washer.

Cleaning the tub

The **Tub Clean** cycle is a self-cleaning cycle that removes the causes of odors that may occur inside your washer without using a cleaning agent. We suggest cleaning the tub about once a month.

CAUTION:

Never use the **Tub Clean** cycle when laundry is in your washer. This may damage the laundry or your washer.

- 1 With the tub empty, add one cup of chlorine bleach to the bleach dispenser.
- 2 Press the ⏻ (power) button.

# USER MAINTENANCE INSTRUCTIONS

- 3 Turn the cycle selector to **Tub Clean**.
- 4 Press the ▷|| (start/pause) button.

## WARNING:

Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. Service Personnel: Do not contact the following parts while the appliance is energized:

- Electric
- Valve
- Retractor
- Motor pump

## Storing your washer

You can damage your washer if you don't remove water from hoses and internal components before storage.

- 1 Select the **Quick Wash** cycle and add bleach to your washer. Run your washer through the cycle without a load.
- 2 Turn the water faucets off and disconnect the inlet hoses.
- 3 Unplug your washer from the electrical outlet and leave your washer's lid open to let air circulate inside the tub.
- 4 Raise the drain hose vertically to make sure that all the water has been drained.

## CAUTION:

If your washer has been stored in below-freezing temperatures, allow time for any leftover water in your washer to thaw out before use.

## Troubleshooting

### CAUTION:

Don't try to repair your washer yourself. Doing so invalidates the warranty.

PROBLEM	SOLUTION
Washer doesn't start	<ul style="list-style-type: none"><li>• Make sure that your washer is plugged in.</li><li>• Make sure that the lid is closed.</li><li>• Make sure that the water source faucets are open.</li><li>• Make sure that you press the ▷   (start/pause) button to start your washer.</li><li>• Before your washer starts to fill, it makes a series of clicking noises to make sure that the lid is locked and to do a quick drain.</li><li>• Check the fuse or reset the circuit breaker.</li></ul>

PROBLEM	SOLUTION
No water or not enough water OR Detergent or softener is still in its compartment after the wash cycle is completed	<ul style="list-style-type: none"> <li>• Make sure that both faucets are fully turned on.</li> <li>• Make sure that the water pressure is in the range listed in <a href="#">Water requirements</a> on page 18.</li> <li>• Make sure that the water inlet hoses aren't kinked. Straighten if necessary.</li> <li>• Disconnect the hoses and clean the hose filter screens. The screens may be clogged.</li> </ul>
Washer vibrates or is too noisy	<ul style="list-style-type: none"> <li>• Make sure that your washer is set on a level surface. If the surface isn't level, adjust your washer's feet to level your washer. See <a href="#">Step 4: Level your washer</a> on page 26.</li> <li>• Make sure that your washer isn't touching any other object.</li> <li>• Make sure that the laundry load is balanced.</li> <li>• During the spin process, if clothes are piled on one side of the tub, your washer may stop because of the imbalance. Your washer tries up to three times to solve the problem automatically. If your washer can't solve the problem, try to manually redistribute clothes inside the tub.</li> </ul>
Washer stops	<ul style="list-style-type: none"> <li>• Make sure that the power outlet is a working outlet.</li> <li>• Close the lid, then press the ▷   (start/pause) button to start your washer. For your safety, your washer doesn't spin unless the lid is closed.</li> <li>• Before your washer starts to fill, it makes a series of clicking noises to make sure that the lid is locked and to do a quick drain.</li> <li>• Sometimes your washer may pause between stages in the cycle. Wait to see if your washer starts again.</li> <li>• Disconnect the inlet hoses and clean the hose filter screens periodically. The screens may be clogged.</li> </ul>
Lid is locked or doesn't open	<ul style="list-style-type: none"> <li>• Press the ▷   (start/pause) button to pause your washer. You can't open the lid if your washer is running.</li> <li>• After you pause your washer, it may take a few seconds for the lid lock to release.</li> <li>• If the lid is locked when your washer isn't running, press the ⏻ (power) button to turn on your washer.</li> <li>• If power fails while your washer is running, the lid unlocks when power is restored. Your washer waits three minutes, then runs the rest of the cycle.</li> </ul>
Washer doesn't drain or spin	<ul style="list-style-type: none"> <li>• Close the lid, then press the ▷   (start/pause) button to start your washer. For your safety, your washer doesn't spin unless the lid is closed.</li> <li>• Make sure that the drain hose isn't kinked. Straighten as necessary.</li> <li>• Make sure that the height of the drain hose is within specified limits. See <a href="#">Drainage requirements</a> on page 18.</li> <li>• Check the fuse or reset the circuit breaker.</li> <li>• The pipes to your sewer system may be clogged. Contact a plumber or qualified repair professional.</li> </ul>

# USER MAINTENANCE INSTRUCTIONS

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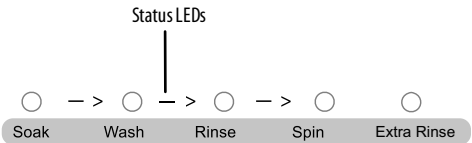
PROBLEM	SOLUTION
The water temperature isn't correct	<ul style="list-style-type: none"><li>• Make sure that you've selected the correct temperature.</li><li>• Make sure that the water source faucets are fully opened.</li><li>• Make sure that the hoses are connected to the correct faucet and water intake connections on your washer, then flush the lines. See <a href="#">Step 2: Connect the water hoses</a> on page 19.</li><li>• Disconnect the hoses and clean the hose filter screens. The hose may be clogged.</li></ul>
Load is too wet at the end of the cycle	<ul style="list-style-type: none"><li>• Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Step 1: Select a detergent</a> on page 29.</li><li>• The load may be too small. Very small loads (one or two items) may become unbalanced and not spin out completely.</li></ul>
Water leaks	<ul style="list-style-type: none"><li>• Make sure that all hose connections are tight. See <a href="#">Step 2: Connect the water hoses</a> on page 19 and <a href="#">Step 3: Connect the drain hose</a> on page 21.</li><li>• Make sure that the end of the drain hose is correctly inserted and secured to the drainage system. See <a href="#">Step 3: Connect the drain hose</a> on page 21.</li><li>• Avoid overloading.</li><li>• Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Step 1: Select a detergent</a> on page 29.</li><li>• Shut off the faucets and remove the hose connections. Make sure that rubber filters and seals are in correct place and not cut.</li></ul>
Load has too many suds	<ul style="list-style-type: none"><li>• Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Step 1: Select a detergent</a> on page 29.</li><li>• If you have "soft" water, reduce the amount of detergent.</li><li>• For small or lightly soiled loads, reduce the amount of detergent.</li></ul>
Washer has an odor	<ul style="list-style-type: none"><li>• Periodically run a <b>Tub Clean</b> cycle to clean the tub. See <a href="#">Cleaning the tub</a> on page 34.</li><li>• Use a high-efficiency detergent to reduce over-sudsing. Excessive suds collect in nooks and crannies and cause odor. See <a href="#">Step 1: Select a detergent</a> on page 29.</li><li>• Dry the interior of your washer after the total cycle has finished.</li></ul>

Understanding the error codes

Your washer has an automatic error-monitoring system to detect and diagnose problems at an early stage.

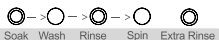
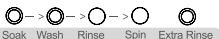


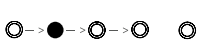
Notes:

- = Off, ◉ = Flashing, ● = On
- While an error is happening, the Extra Rinse LED flashes and the Status LEDs indicate the error code.
- When an error is happening, the buzzer beeps for 5 seconds and repeats once per 15 minutes. After 24 hours, your washer powers off automatically.



ERROR CODE	LED DISPLAY	POSSIBLE CAUSE	SOLUTIONS
E1		Your washer takes more than 30 minutes to fill with water. After water finishes entering your washer, the water level hasn't changed in five minutes.	<ul style="list-style-type: none"><li>Make sure that the lid isn't open.</li><li>Make sure that water isn't leaking. See <a href="#">No water or not enough water</a> on page 36.</li><li>Contact Insignia Customer Care.</li></ul>
E2		Your washer takes more than 10 minutes to drain.	<ul style="list-style-type: none"><li>See <a href="#">Washer doesn't drain or spin</a> on page 36.</li></ul>
E3		The lid is open.	<ul style="list-style-type: none"><li>Close the lid.</li><li>The lid lock or PCB has failed. Contact Insignia Customer Care.</li></ul>
		Your washer is not level	<ul style="list-style-type: none"><li>Level your washer. See <a href="#">Step 4: Level your washer</a> on page 26.</li></ul>
E4		Your washer is out of balance more than three times in spin operation.	<ul style="list-style-type: none"><li>Contact Insignia Customer Care.</li></ul>
F2		The EEPROM failed.	<ul style="list-style-type: none"><li>Contact Insignia Customer Care.</li></ul>

# USER MAINTENANCE INSTRUCTIONS

ERROR CODE	LED DISPLAY	POSSIBLE CAUSE	SOLUTIONS
F5		Load sensing failed.	• Contact Insignia Customer Care.
F8		Water level sensor failed.	• Contact Insignia Customer Care.
FD		Lid lock failed.	• Contact Insignia Customer Care.
C9		The PCB failed.	• Contact Insignia Customer Care.
E5		Impact switch failed. The switch is pressed against the outer tub cover.	• Level your washer. • Contact Insignia Customer Care.

**Note:** To clear the E1, E2, E3, or E4 error code, press the ▷|| (start/pause) button.

## Specifications

Dimensions (H × W × D)	42 ¼ × 25 ¼ × 27 in. (107.2 × 64 × 68.6 cm)
Net weight	109.1 lbs. (49.5 kg)
Power	120V~/60Hz
Current draw	8A
Pulsator type	Agitator
Drum grain	Cubic
Motor	Single phase induction
Rated capacity (safety)	13.9 lbs. (6.3 kg)

## 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.

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### 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.



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To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

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

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

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

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

This warranty does not cover:

- Food, beverage, and or medicine loss/spoilage.
- Damage to other products caused by a power surge or other similar issue while connected to the Product.
- Customer instruction/education.
- Installation.
- Set up adjustments.
- Cosmetic damage.
- Damage due to weather, lightning, and other acts of God, such as power surges.
- Accidental damage.
- Misuse.
- Abuse.
- Negligence.
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna.
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance.
- Connection to an incorrect voltage or power supply.
- Damage due to attempted repair by any person not authorized by Insignia to service the Product.
- Products sold "as is" or "with all faults".
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.).
- Products where the factory applied serial number has been altered or removed.
- Loss or Theft of this product or any part of the product.
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.).
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

Contact Insignia:

1-877-467-4289

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

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