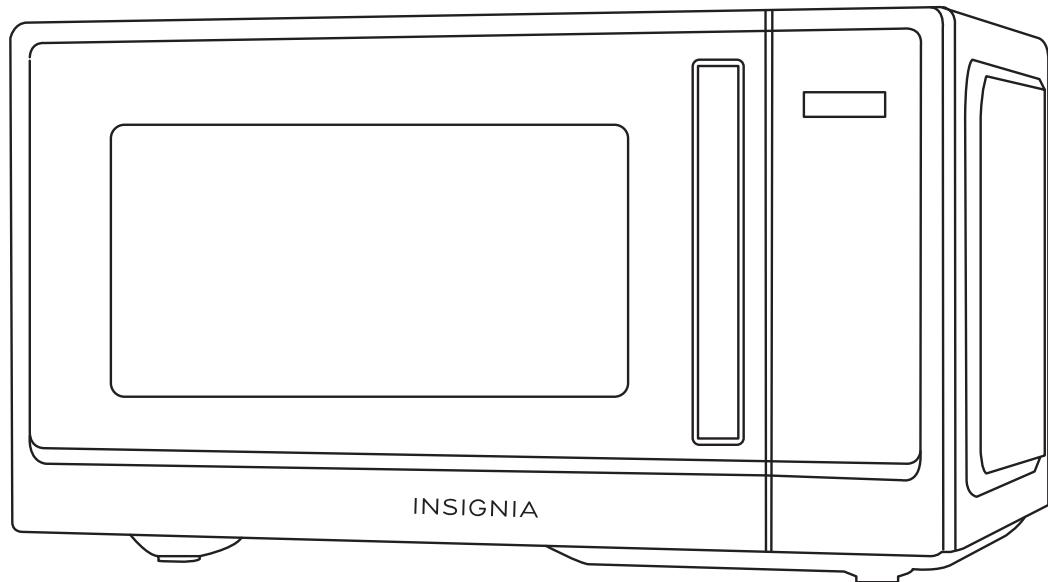


**INSIGNIA™**

# 1.1 Cu. Ft. Microwave

**NS-MW11BK5/NS-MW11SS5**



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

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# 1.1 Cu. Ft. Microwave

## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-MW11BK5/NS-MW11SS5 represents the state of the art in microwave design and is designed for reliable and trouble-free performance.

## PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY:

- 1 Do not attempt to operate this microwave 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 front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- 3 Do not operate the microwave if it is damaged. It is particularly important that the microwave 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 microwave should not be adjusted or repaired by anyone except properly qualified service personnel.

## Important Safety Instructions

**Read all instructions before use.**

**Keep these instructions.**

 **WARNING**

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



### CAUTION

- 1 Read all instructions before using the microwave.
- 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 microwave cavity or when used by children.
- 4 To reduce the risk of fire in the microwave cavity:
  - Do not overcook food. Carefully attend the microwave when paper, plastic, or other combustible materials are placed inside the microwave to facilitate cooking.
  - Remove wire twist-ties and metal handles from paper or plastic containers/bags before placing them in the microwave.
  - If materials inside the microwave ignite, keep the microwave door closed. Turn the microwave off and unplug the microwave or shut off power at the fuse or circuit breaker panel.
  - Do not use the microwave cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- 5 This microwave must be grounded. Connect only to a properly grounded outlet. See **GROUNDING INSTRUCTIONS** found on page 4.
- 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 microwave.
- 8 Use this microwave only for its intended purpose, as described in this manual. Do not use corrosive chemicals or vapors in this microwave. This microwave 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 microwave if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.



### CAUTION

- 1 This microwave should be serviced only by qualified service technicians. Contact the nearest authorized service facility for examination, repair, or adjustment.
- 2 Do not cover or block any openings on the microwave.

- 3 Do not store or use this microwave outdoors.
- 4 Do not use this microwave near water (for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations).
- 5 Do not immerse the cord or plug in water.
- 6 Keep the cord away from heated surfaces.
- 7 Do not let the cord hang over the edge of a table or counter.
- 8 When cleaning the surfaces of the door and the microwave that come together on closing the door, use only mild, nonabrasive soaps or detergents applied with a sponge or soft cloth.
- 9 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 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 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 microwave, or cords associated with accessories sold with this microwave, 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.**

## 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.
- 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 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 microwave.
  - Reorient the receiving antenna of the radio or television.
  - Relocate the microwave with respect to the receiver.
  - Move the microwave away from the receiver.
  - Plug the microwave into a different outlet so that the microwave and receiver are on different branch circuits.
  - This device complies with part 18 of the FCC Rules.

## Cookware and cooking materials

 **WARNING**

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.

See “Materials you can use” on page 5 and “Materials to be avoided” on page 5 as a guide, then test before using.

**Cookware and Materials Test:**

- 1 Fill a microwave-safe container with 1 cup (250 ml) of cold water, along with the cookware or materials in question.
- 2 Cook on maximum power for one minute. **Do not exceed one minute cooking time.**
- 3 Carefully feel the cookware or material. If the empty cookware or material is warm, do not use it for microwave cooking.

**Materials you can use**

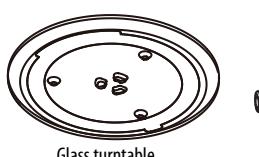
MATERIAL	REMARKS
Browning dish	Follow the manufacturer's instructions. The bottom of the browning dish must be at least 3/16 in. (5 mm) above the turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Use microwave-safe only. Follow the manufacturer's instructions. Do not use cracked 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.
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**

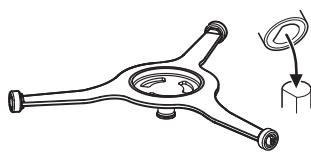
MATERIAL	REMARKS
Aluminum foil	May cause an electric spark. Use a microwave-safe dish instead.
Aluminum tray	May cause an electric spark. Use a microwave-safe dish instead.
Food carton with metal handle	May cause an electric spark. Use a microwave-safe dish instead.
Metal or metal trimmed utensils	Metal 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.

**Unpacking your microwave**

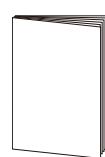
Remove your microwave and all materials from the box and microwave cavity. Your microwave comes with the following accessories:



Glass turntable



Turntable assembly



User Guide

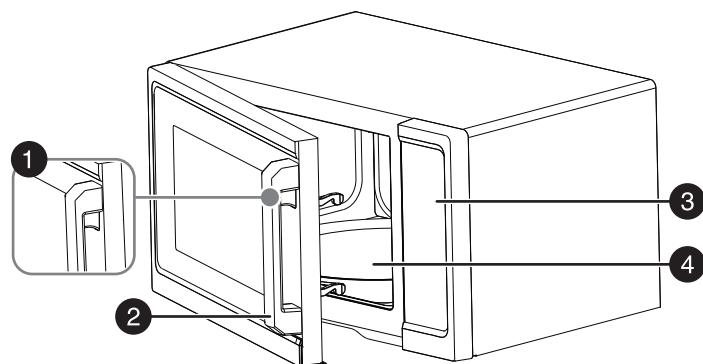
## Features

- Spacious 1.1 cu. ft. design reheats all your favorite meals
- 1,000W with 11 power levels cook or reheat meat, vegetables, pasta, and more
- 9 preset functions heat baked potatoes, pizza, and more
- 12.4 in. (31.5 cm) glass turntable helps distribute heat evenly
- Internal light lets you keep an eye on your meal's progress
- Black or stainless finishes to match your existing kitchen décor

## Package contents

- 1.1 Cu. Ft. Microwave
- Glass turntable
- Turntable assembly
- *User Guide*

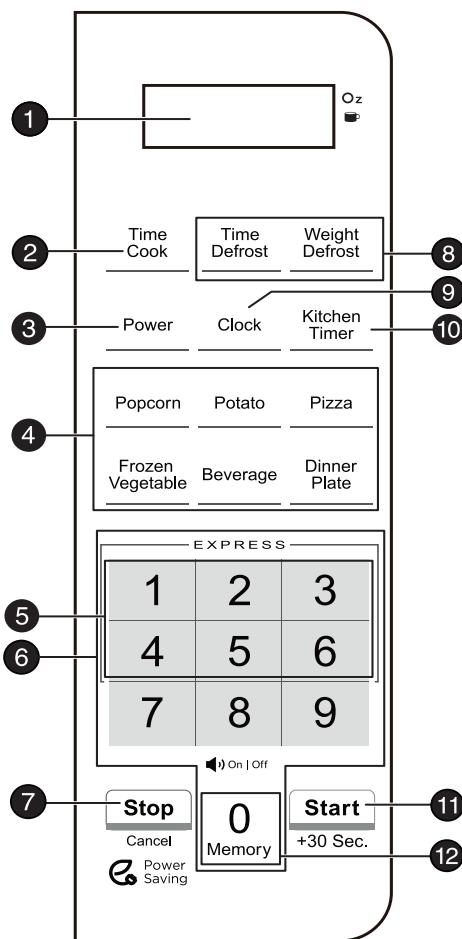
## Microwave



#	ITEM	DESCRIPTION
1	Door release button	Press to release the door, then pull the handle to open.
2	Door handle	Grip and pull to open the door, after pressing the door release button.
3	Control panel	Use to set cooking times and enter other information as needed.
4	Glass turntable	Allows food to cook evenly.

## Opening the door for the first time

- 1 Press upward on the button on the inside top of the door handle.
- 2 Pull the door outward to swing open from right to left.

**Control panel**

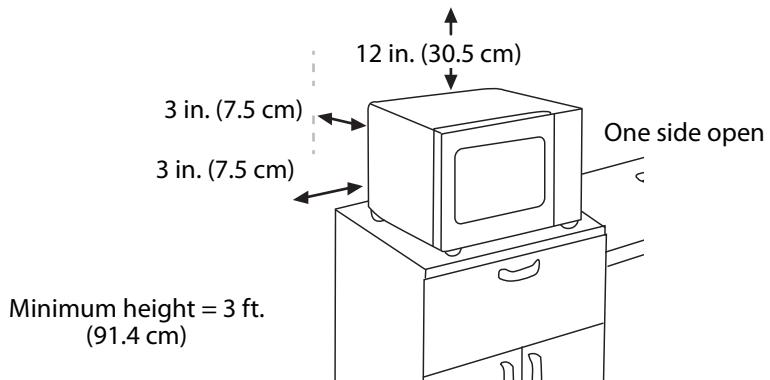
#	ITEM	DESCRIPTION
1	Display	In standby mode, shows the time. In cooking mode, shows cooking time, weight, and other information.
2	<b>Time Cook</b>	Press to set the amount of time you want to heat your food, then press the number buttons to enter the time you want (up to 99 minutes and 99 seconds).
3	<b>Power</b>	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 <a href="#">Cooking with the auto menu</a> on page 9.
5	Express cook	In standby mode, press to quickly start cooking for 1 to 6 minutes. See <a href="#">Cooking quickly</a> on page 9.
6	Number pad	Press to enter cook time, defrost time, clock time, and other information.
7	<b>Stop/Cancel</b>	Press to stop the cooking process. Press again to cancel the cooking operation.
8	<b>Time Defrost</b>	Press, then enter the time you want for an item to defrost. See <a href="#">Defrosting by time</a> on page 11.
	<b>Weight Defrost</b>	Press, then enter the weight of the item you want to defrost. The cooking time is set automatically. See <a href="#">Defrosting by weight</a> on page 11.
9	<b>Clock</b>	Press to set or check the clock. See <a href="#">Setting the clock</a> on page 9.
10	<b>Kitchen Timer</b>	Press this button, then enter the time you want to count down. See <a href="#">Using the kitchen timer</a> on page 9.
11	<b>Start/ +30 Sec.</b>	In standby mode, press this button to begin cooking. While cooking, press this button to add 30 seconds to cooking time.
12	<b>0/Memory</b>	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 microwave cavity to protect the magnetron.
- 2 Check for any damage such as dents or a broken door. Do not use the microwave if it is damaged.
- 3 Select a level surface that provide enough open space for the vents:

 **CAUTION**

Do not install the microwave over a range cooktop or other heat-producing appliance. Installing over a heat source can damage your microwave and will void your warranty.

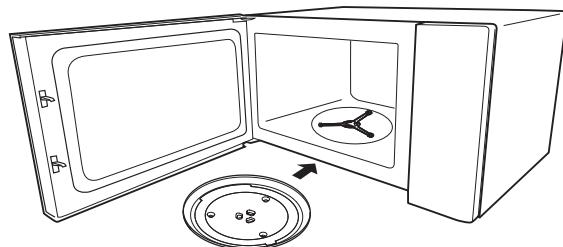
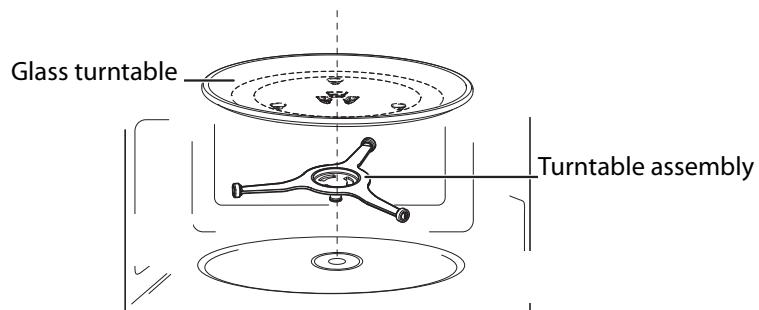


- 4 Plug your microwave into a power outlet.

## Installing the turntable

**Note:** The turntable assembly is shipped inside the microwave cavity.

- 1 Remove all packing materials from your microwave, then remove the shipping tape from the turntable assembly.
- 2 Clean the cooking compartment and the accessories.
- 3 Place the glass turntable (flat side up) on the turntable assembly. The glass turntable operates solely on friction. The glass turntable may rotate slightly.



**Notes:**

- Never use your microwave without the glass turntable and turntable assembly.
- Never place the glass turntable into your microwave upside down. The glass turntable 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 turntable or turntable assembly cracks or breaks, contact your nearest authorized service center.

# Setting the clock and the timer

## Setting the clock

- 1 Press **Clock** once. Your display shows "12:00".
- 2 Use the number keys to enter the current time, then press **Clock** to save the setting. The clock is set.

**Note:** While setting the clock, if you press Stop/Cancel, or if you don't press a button within 30 seconds, the microwave will go back to its last setting.

## Using the kitchen timer

- 1 Press **Kitchen Timer** once. The display shows "00:00" and the first digit flashes.
- 2 Use the number pad to enter the time (up to 99 minutes and 99 seconds), then press **Start/+30 Sec.** The timer begins counting down. When the time reaches 0, the buzzer sounds.

# Cooking with your microwave

## Microwave cooking

- 1 Press **Time Cook** once. The display shows "00:00".
- 2 Press the number keys to enter the cooking time that you want up to a maximum of 99:99.

**Note:** For example, to enter 3 minutes and 15 seconds, press **3**, **1**, and then **5**.

- 3 Press **Power** once. "PL10" appears on the display.
- 4 Press the number keys to enter the power level that you want (0-10). The default power level is 100% (PL10).

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

- 5 Press **Start/+30 Sec.** to begin heating. The buzzer rings when the microwave 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 microwave 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

- 1 Press **Start/+30 Sec.** to instantly cook something at 100% power for 30 seconds.  
OR  
Press **1-6** on the number pad to instantly cook something at 100% power for 1-6 minutes.
- 2 To increase the time in 30 second increments, press **Start/+30 Sec.** repeatedly. 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 menu

### Auto menus

BUTTON	AMOUNT	DISPLAY
Popcorn	3.0 oz. 3.5 oz. 1.75 oz.	3.0~ 3.5~ 1.75
Potato	1 (about 8 oz.) 2 3	1 2 3
Pizza	4 oz. 8 oz. 14 oz.	4.0~ 8.0~ 14.0~
Frozen Vegetable	4 oz. 8 oz. 16 oz.	4.0~ 8.0~ 16.0~

BUTTON	AMOUNT	DISPLAY
Beverage	1 cup (120 ml/cup)	1-
	2 cups	2-
	3 cups	3-
Dinner Plate	9 oz.	9.0-
	12 oz.	12.0-
	18 oz.	18.0-

**Popcorn**

- 1 Press **Popcorn** repeatedly until the weight of your popcorn bag (3.0, 3.5, or 1.75 oz.) is shown on the display.
- 2 Press **Start/+30 Sec.** to start. The buzzer sounds once, then cooks your popcorn. 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

**Potato**

- 1 Press **Potato** repeatedly until the number of potatoes you're cooking (1-3) is shown on the display.

**Note:** Each potato is assumed to be 8 oz. (227 g) If your potato is large, select the amount based on the potato's weight.

AMOUNT	WEIGHT (APPROX.)
1 potato	8 oz. (227 g)
2 potatoes	16 oz. (453 g)
3 potatoes	24 oz. (680 g)

- 2 Press **Start/+30 Sec.** to start. The buzzer sounds once, then cooks your potato. 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

**Pizza**

- 1 Press **Pizza** repeatedly until the weight of your food (4.0, 8.0, or 14.0 oz.) is shown on the display.
- 2 Press **Start/+30 Sec.** to start. The buzzer sounds once, then heats your pizza. 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

**Frozen vegetables**

- 1 Press **Frozen Vegetable** repeatedly until the number weight of your vegetables (4.0, 8.0, or 16.0 oz.) is shown on the display.
- 2 Press **Start/+30 Sec.** to start. The buzzer sounds once, then cooks your vegetables. 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

**Beverages**

- 1 Press **Beverage** repeatedly until the number of cups (1-3) is shown on the display.
- 2 Press **Start/+30 Sec.** to start. The buzzer sounds once, then heats your drink. 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

**Dinner plate**

- 1 Press **Dinner Plate** repeatedly until the weight of your food (9.0, 12.0, or 18.0 oz.) is shown on the display.
- 2 Press **Start/+30 Sec.** to start. The buzzer sounds once, then heats your food. 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

## Using a memorized procedure:

Memorized procedures let you save heating operations (cook time and power level) that you use often. You must save a memorized procedure before using this feature. You can save three procedures. One of these procedures can be a multi-stage procedure.

- 1 Press **0/Memory** repeatedly to choose a memorized number (1 through 3) that you want to assign to the procedure.
- 2 Press **Time Cook**, then use the number pad to enter the cook time you want.

**Note:** For example, to enter 3 minutes and 15 seconds, press **3, 1**, and then **5**.

- 3 Press **Power**, then enter the power level that you want (0 through 10). The default power level is 100% (PL10).

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 (Optional) If you want to add a second stage, repeat steps 2 and 3. You can only add two stages to a memorized procedure.
- 5 Press **Start/+30sec.**. Your microwave beeps and the display shows the memorized procedure number.
- 6 Press **Start/+30sec.** again to run the procedure.

**Notes:**

- If your microwave loses power, it forgets your memorized procedures.
- Auto menu and express cook functions cannot be set as memorized procedures.

## 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**, 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 nine minutes, your microwave will sound two beeps every three minutes. After nine minutes, your microwave will return to standby mode.

## Defrosting in your microwave

### Defrosting by weight

- 1 Press **Weight Defrost**. The display shows "dEF1".
- 2 Use the number pad to enter the weight of the item to be defrosted (in oz.). The input weight must be between 4 to 100 oz.
- 3 Press **Start/+30 Sec.** to start defrosting. The remaining cooking time is displayed.

### Defrosting by time

- 1 Press **Time Defrost**. The display shows "dEF2".
- 2 Press the number buttons to input the defrosting time you want. The time range maximum is 99:99.
- 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 remained 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.

## Changing other microwave settings

### Muting your microwave

To mute or unmute your microwave, press and hold the **8** button for three seconds while in standby mode. The microwave beeps and mutes or unmutes.

**Note:** No operations can make sound while the microwave is muted.

### Using power saving mode

While in standby mode, press **Stop/Cancel** briefly to turn off the display. Press any key or open the door to cancel ECO mode.

### Using the child lock

- To lock the microwave, press and hold **Stop/Cancel** for three seconds while in standby mode. The microwave beeps and a box  appears on the display.

**Note:** The display won't show the time while the microwave is locked.

- To unlock the microwave, press and hold **Stop/Cancel** for three seconds until the microwave beeps then the display goes back to standby mode.

### Checking the time or power level

- 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 five seconds, then returns to the cooking time remaining.

**Note:** Press **Power** at any time to change the power setting. Enter the number of the new power setting you want. Your microwave cooks at the new power setting for the remainder of the cook time. You cannot change the power setting for time defrost, weight defrost, or auto-menu items.

## Cleaning and maintaining your microwave

### Cleaning the outside of your microwave

#### Exterior

The outside surface is precoated plastic. Clean the outside with mild soap and water, then rinse and dry with a soft cloth. Do not use any type of household or abrasive cleaner.

#### Door

Wipe the window on both sides 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. 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 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 splashes may overheat and cause smoke or possibly catch fire. DO NOT REMOVE THE WAVEGUIDE COVER.

#### Removing odors

Occasionally, a cooking odor may remain in the 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 the 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 them in the top rack of a dishwasher.

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

## **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.

<b>PROBLEM</b>	<b>POSSIBLE SOLUTION</b>
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 <a href="#">Materials you can use on page 5</a> . 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 <a href="#">Materials you can use on page 5</a> . 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.
Undercooked foods	Use only microwave-safe materials. See <a href="#">Materials you can use on page 5</a> . Defrost the food completely before attempting to cook it. Use the correct cooking time and power level. Make sure that the air vents aren't blocked or restricted.
Incorrect defrosting	Use only microwave-safe materials. See <a href="#">Materials you can use on page 5</a> . Use the correct cooking time and power level. Turn or stir the food intermittently to ensure even cooking.

### **Obtaining replacement parts**

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

## **Specifications**

Model	NS-MW11BK5/NS-MW11SS5
Rated voltage	120VAC, 60Hz
Rated input power	1600W
Rated output power	1000W
Microwave capacity	1.1 cu. ft. (31 L)
Turntable diameter	12.4 in. (31.5 cm)
External dimensions (H x W x D)	11.83 x 20.57 x 16.32 in. (30.04 x 52.26 x 41.46 cm)
Internal dimensions (H x W x D)	9.9 x 13.9 x 14 in. (25.25 x 35.4 x 35.7 cm)
Power cord length	39.4 in. (1 m)
Net weight	30.8 lbs. (13.97 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.

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REPAIR OR REPLACEMENT, AS PROVIDED UNDER THIS WARRANTY, IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS, OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT. ALL EXPRESSED AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES, AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON (i) HOW LONG AN IMPLIED WARRANTY LASTS, (ii) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, or (iii) LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

### How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product or the date of delivery (if later than the date of purchase). Your purchase date is printed on the receipt you received with the Product. In the event that Authorized Partner ceases to sell the covered Insignia branded product, this warranty shall terminate for that product and there shall be no repair or replacement of the Product.

### What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

### How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website ([www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca)), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased your Product from an Authorized Partner, call Insignia at 1-877-467-4289.

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

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

### Where is the warranty valid?

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

### What does the warranty not cover?

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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## For Québec Customers Only

### Availability Guarantee

#### **Notice for Section 39 of the *Consumer Protection Act* Regarding the Availability Guarantee of Replacement Parts, Repair Services, and Maintenance Information**

Please be advised that Best Buy Canada Ltd. ("Best Buy"), including its affiliated entities, does not guarantee, within the meaning of Section 39 of the *Consumer Protection Act* and the applicable regulations, the availability of replacement parts, repair services, or maintenance or repair information relating to products sold, manufactured, imported, advertised, or sold by Best Buy or under its Insignia brand, Best Buy Essentials, Rocketfish, or other brands sold or manufactured by Best Buy.

**This Notice does not affect Best Buy's One-Year Limited Warranty for Insignia Products.**

**Please visit [www.bestbuy.ca/garantie-disponibilite](http://www.bestbuy.ca/garantie-disponibilite) for additional information.**



# INSIGNIA™

**For product inquiries, please contact us with the information below:**

**1-877-467-4289**

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

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