

INSIGNIA™

# USER GUIDE

## 20 Cup Rice Cooker

NS-RC20CSS1



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

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## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-RC20CSS1 represents the state of the art in rice cooker and steamer design and is designed for reliable and trouble-free performance.

# IMPORTANT SAFEGUARDS

When using your cooker, always follow basic precautions, including the following:

## READ ALL INSTRUCTIONS BEFORE USING

- 1 Do not touch hot surfaces. Use the handles or knobs.
- 2 Use only on a level, dry, and heat-resistant surface.
- 3 To protect against fire, electric shock, and injury to persons, do not immerse the cord, plug, or your rice cooker in water or any other liquid. See instructions for cleaning.
- 4 Close supervision is necessary when you use your cooker by or near children.
- 5 Unplug your rice cooker from the outlet when not in use and before cleaning. Let your cooker cool before removing or replacing parts and before cleaning.
- 6 Do not operate your rice cooker with a damaged cord or plug or after your rice cooker malfunctions or has been damaged in any manner. Contact customer service for examination, repair, or adjustment.
- 7 The use of accessory attachments not recommended by the manufacturer may result in fire, electrical shock, or injury.
- 8 Do not use outdoors.
- 9 Household use only.
- 10 Do not let the cord touch hot surfaces or hang over the edge of a counter or table.
- 11 Do not place on or near a hot gas or electric burner or in a heated oven.
- 12 Do not use your cooker for anything other than its intended purpose.
- 13 Use extreme caution when moving your cooker containing rice, hot oil, or liquids.
- 14 Do not touch, cover, or obstruct the steam vent on the top of your rice cooker as it is extremely hot and may cause scalding.
- 15 Use only with a 120V AC power outlet. Never use an outlet below the counter.
- 16 Always unplug by gripping the electrical plug. Never pull on the cord.
- 17 Your rice cooker should be operated on a separate electrical circuit from other operating cookers. If the electrical circuit is overloaded with other appliances, your rice cooker may not operate properly.
- 18 Always make sure that the outside of the inner cooking pot is dry prior to use. If the inner pot is returned to your rice cooker when wet, it may damage or cause your rice cooker to malfunction.
- 19 Use extreme caution when opening the lid during or after cooking. Hot steam will escape and may cause scalding.
- 20 Rice should not be left in the inner cooking pot with the temperature preservation mode on for more than 12 hours.

- 21 To prevent damage or deformation, do not use the inner cooking pot on a stovetop or burner.
- 22 To disconnect, turn off any control, then remove the plug from the wall outlet.
- 23 **WARNING:** Spilled food can cause serious burns. Keep your rice cooker and cord away from children.
- 24 **CAUTION:** To reduce the risk of electrical shock, cook only in the removable cooking pot provided.
- 25 **CAUTION:** Your cooker is not intended for deep frying foods.
- 26 **WARNING:** Do not use the handle to move the rice cooker when any food is in it.
- 27 **WARNING:** Do NOT immerse in water.

### Short cord instructions

- A short power cord is provided to reduce the risks of entanglement or tripping.
- An extension cord may be used if the following care is exercised in their use:
  - The marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance (860 W).
  - A longer cord should be arranged so that it will not drape over the counter or table top where it could be pulled on by children or tripped over unintentionally.

### About the power cord

Your cooker has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way. If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a similar qualified person, in order to avoid hazard.

# SAVE THESE INSTRUCTIONS

## Features

- 9 preset functions including White Rice, Brown Rice, Quick Rice, Oatmeal, Quinoa, Mixed Grain, Steam, Delay Timer, and Keep Warm
- Delay Timer ensures that your food will be ready on time
- Keep Warm setting maintains your food at an ideal serving temperature
- 20 cup capacity
- Dishwasher-safe, nonstick pot makes cleanup easy
- Steamer basket lets you cook multiple foods at the same time

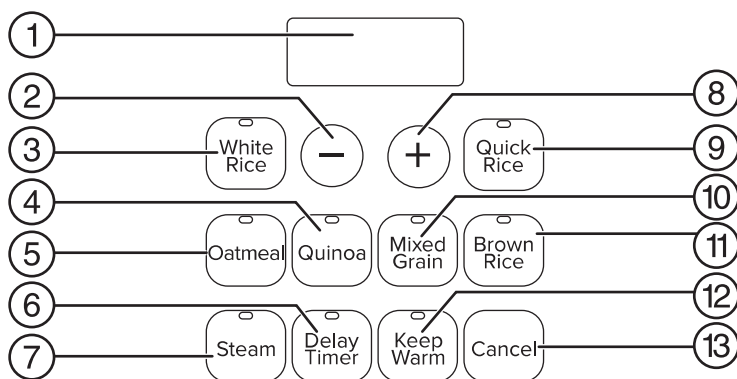
## Package contents

- 20 Cup Rice Cooker
- Inner cooking pot
- Serving spatula
- Soup ladle
- Measuring cup (3/4 cup capacity)
- Steam Tray
- *User Guide*

## Components



## Control panel

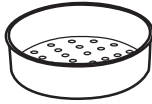


#	ITEM	FUNCTION
1	Display	Displays the cook time, delay time, temperature preservation time, and other messages.
2	- button	Decreases the cooking time of the steam mode or the pre-set timer.
3	<b>White Rice</b> button	Selects the white rice mode. See <a href="#">Cooking rice (white, brown, or quick)</a> on page 8.
4	<b>Quinoa</b> button	Selects the quinoa cooking mode. See <a href="#">Cooking quinoa</a> on page 9.
5	<b>Oatmeal</b> button	Selects the oatmeal cooking mode. See <a href="#">Cooking oatmeal</a> on page 9.
6	<b>Delay Timer</b> button	Delays the start of the cooking cycle. See <a href="#">Setting a delayed completion time</a> on page 11.
7	<b>Steam</b> button	Selects the steaming mode. See <a href="#">Steaming food</a> on page 10.
8	+ button	Increases the cooking time of the steam mode or the pre-set timer.
9	<b>Quick Rice</b> button	Selects the quick rice mode. See <a href="#">Cooking rice (white, brown, or quick)</a> on page 8.
10	<b>Mixed Grain</b> button	Selects the mixed grain cooking mode. See <a href="#">Cooking mixed grain</a> on page 9.
11	<b>Brown Rice</b> button	Selects the brown rice mode. See <a href="#">Cooking rice (white, brown, or quick)</a> on page 8.
12	<b>Keep Warm</b> button	Turns the temperature preservation mode on or off. See <a href="#">Using the temperature preservation (keep warm) mode</a> on page 11.
13	<b>Cancel</b> button	Cancels the cooking process.

## Accessories



Inner cooking pot



Steam tray



Measuring cup



Serving spatula and ladle

## Using your rice cooker

### Preparing to cook

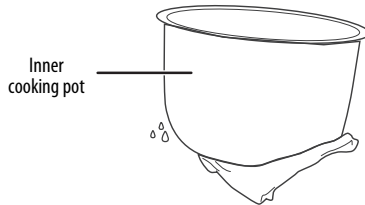
- Read all instructions and important safeguards.
- Remove all packaging materials and make sure that all items are in good condition.
- Tear up all plastic bags because they can pose a risk to children.
- Remove the inner cooking pot from your cooker, then wash it, the steam vent, and the accessories with warm, soapy water. Rinse and dry thoroughly.

**CAUTION:** Do not use abrasive cleaners or scouring pads. They can damage your cooker.

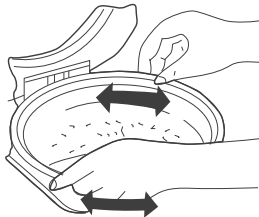
- Wipe the body clean with a damp cloth.
- Do not immerse the cooker base, cord, or plug in water at any time.

### Using the inner cooking pot

- 1 Make sure that the outside of the inner cooking pot is clean and dry. If the outside of the pot is wet, your cooker can be damaged or can malfunction.



- 2 Place the inner cooking pot into your cooker, then slightly rotate the pot two or three times to make sure that the pot bottom and the heating element in the bottom of your cooker make good contact.



#### Notes:

- Do not use the cooking pot on stoves. High temperatures can damage the pot.
- Use only the inner cooking pot provided with your rice cooker.

## Cooking rice (white, brown, or quick)

- 1 Rinse the rice to remove the excess starch, then drain.
- 2 Make sure that the outside of the cooking pot is dry and free of debris, then place it into your cooker.
- 3 Add the rice and water. Using the measuring cup that came with your cooker, you can add between 2 and 10 cups of uncooked rice.  
For information about the rice to water ratio, see [Rice and water measurement table](#) on page 8.
- 4 Press the lid down until it clicks into place.
- 5 Plug in the power cord.
- 6 Press the **White Rice**, **Brown Rice**, or **Quick Rice** (whichever is appropriate) button. After a six second delay, the White Rice, Brown Rice, or Quick Rice indicator light turns on and a *running circle* appears on the display.  
The cooking time will count down the final 8 minutes (quick rice), 10 minutes (brown rice), or 12 minutes (white rice) of cooking time.  
After cooking is complete, your rice cooker beeps and automatically enters the temperature preservation (keep warm) mode.
- 7 Press the lid release to open your rice cooker.
- 8 Stir the rice with the serving spatula to distribute any remaining moisture.
- 9 Unplug your cooker when it is not in use.

### Tips:

- If you misplace the measuring cup, use a 3/4 C measuring cup.
- To add more flavor to the rice, try substituting a favorite meat or vegetable broth or stock. The ratio of broth or stock to rice is the same as water to rice.
- For suggested rice to water ratios, see [Rice and water measurement table](#) below.

## Rice and water measurement table

The cooking pot has scale marks inside to help you measure the amount of water you need to add.

UNCOOKED RICE	WATER/SCALE MARK	COOKED RICE YIELD
2 measuring cups*	Mark 2	4 cooker cups
3 measuring cups*	Mark between 2 and 4	6 cooker cups
4 measuring cups*	Mark 4	8 cooker cups
5 measuring cups*	Mark between 4 and 6	10 cooker cups
6 measuring cups*	Mark 6	12 cooker cups
7 measuring cups*	Mark between 6 and 8	14 cooker cups
8 measuring cups*	Mark 8	16 cooker cups
9 measuring cups*	Mark between 8 and 10	18 cooker cups
10 measuring cups*	Mark 10	20 cooker cups

\*Use the provided measuring cup, which equals 3/4 the capacity of a standard 1-cup measuring cup.

### Cooking quinoa

- 1 Rinse the quinoa to remove excess starch, then drain.
- 2 Make sure that the outside of the cooking pot is dry and free of debris, then place it into your cooker.
- 3 Add quinoa and water to the cooking pot. (see package instructions for quinoa/water ratio).
- 4 Press the lid down until it clicks into place.
- 5 Plug in the power cord.
- 6 Press the **Quinoa** button. After a six second delay the Quinoa light turns on and a *running circle* appears on the display. The cooking time will count down the final 12 minutes of cooking time.  
After cooking is complete, your rice cooker beeps and automatically enters the temperature preservation (keep warm) mode.
- 7 Press the lid release to open your cooker.
- 8 Stir the quinoa with the serving spatula to distribute any remaining moisture.
- 9 Unplug your cooker when it is not in use.

### Cooking oatmeal

- 1 Make sure that the outside of the cooking pot is dry and free of debris, then place it into your cooker.
- 2 Add oatmeal and water to the cooking pot (see package instructions for oatmeal/water ratio).
- 3 Press the lid down until it clicks into place.
- 4 Plug in the power cord.
- 5 Press the **Oatmeal** button. After a six second delay the Oatmeal light turns on. After cooking is complete, your rice cooker beeps and automatically enters the temperature preservation (keep warm) mode.
- 6 Press the lid release to open your cooker.
- 7 Unplug your cooker when it is not in use.

### Cooking mixed grain

- 1 Rinse mixed grains to remove excess starch, then drain.
- 2 Make sure that the outside of the cooking pot is dry and free of debris, then place it into your cooker.
- 3 Add mixed grains and water to the cooking pot (see package instructions for grain/water ratio).
- 4 Press the lid down until it clicks into place.
- 5 Plug in the power cord.
- 6 Press the **Mixed Grain** button. After a six second delay the Mixed Grain light turns on and a *running circle* appears on the display. The cooking time will count down the final 10 minutes of cooking time.  
After cooking is complete, your rice cooker beeps and automatically enters the temperature preservation (keep warm) mode.
- 7 Press the lid release to open your cooker.
- 8 Stir the mixed grain with the serving spatula to distribute any remaining moisture.
- 9 Unplug your cooker when it is not in use.

## Steaming food

- 1 Make sure that the outside of the cooking pot is dry and free of debris, then place it into your cooker.
- 2 Add water up to the number 2 scale mark inside the pot.
- 3 Place the steam tray in the pot, then place the food you want to steam in the steam tray.
- 4 Plug in the power cord.
- 5 Press the lid down until it clicks into place.
- 6 Press the **Steam** button. The display shows a flashing "5" to indicate five minutes of cooking time.
- 7 If you want to change the cooking time, press the + or – button to increase or decrease cooking time in one minute increments. You can increase cooking time up to 30 minutes.
- 8 After a six second delay, the rice cooker begins to heat and the cooking time appears on the display.  
When the water begins to boil, the countdown timer appears on the display. After cooking is complete, your cooker enters the temperature preservation (keep warm) mode.
- 9 Press the lid release to open your cooker.
- 10 Check steamed food to make sure that it's done. If finished steaming, carefully remove food to prevent overcooking. Wear a protective, fire-resistant glove when removing food to prevent possible injury.
- 11 Unplug your cooker when it is not in use.

### Tips:

- Keep the lid closed during the entire steaming process. Opening the lid causes a loss of heat and steam, resulting in a slower cooking time. If you need to open the lid, add a small amount of water to help restore the cooking time.
- Altitude, humidity, and outside temperature affect cooking times.

## Vegetable steaming guide (fresh vegetables)

The cooking pot has scale marks inside to help you measure the amount of water you need to add.

VEGETABLE	WATER/SCALE MARK	COOKING TIME
Asparagus	Mark 2	7 minutes
Broccoli	Mark 2	5 minutes
Cabbage, Carrots, Cauliflower, or Corn	Mark 2	15 minutes
Eggplant	Mark 2	15 minutes
Green Beans	Mark 2	15 minutes
Peas, Spinach, Squash, or Zucchini	Mark 2	7 minutes

### Tips:

- Frozen vegetables take longer to cook than fresh.
- Since most vegetables only absorb a small amount of water, there is no need to increase the amount of water with a larger serving of vegetables.

## Meat steaming guide

The cooking pot has scale marks inside to help you measure the amount of water you need to add.

MEAT	WATER/SCALE MARK	COOKING TIME
Fish	Mark 2	15 minutes
Chicken	Mark 2	20 minutes
Pork	Mark 2	20 minutes
Beef	Mark 2	Medium - 15 minutes
		Medium-Well - 20 minutes
		Well - 23 minutes

## Setting a delayed completion time

**Note:** The delay timer is only available for cooking white or brown rice, or for cooking mixed grain.

You can prepare food for cooking, then set a delayed completion time of up to 15 hours.

- 1 Follow the instructions for the preparing food based on the cooking mode you selected.
- 2 Press the **Delay Timer** button, then press the + or – button to select a completion time. Each time you press a button, the time changes by 1 hour. The maximum time you can select is 15 hours.
- 3 Press the **White Rice**, **Brown Rice**, or **Mixed Grain** button (as appropriate). The delayed completion time appears in the display, then the countdown time of the chosen function appears.

**Note:** We recommend that the delayed completion timer be set for no more than 12 hours to avoid food deterioration.

When cooking begins, a *running circle* appears on the display. The cooking time will count down the final minutes of cooking time (12 minutes for white rice and 10 minutes for brown rice or mixed grain).

After cooking is complete, your rice cooker beeps and automatically enters the temperature preservation (keep warm) mode.

- 4 Press the lid release to open your cooker.
- 5 Stir the rice or grain with the serving spatula to distribute any remaining moisture.
- 6 Unplug your cooker when it is not in use.

## Using the temperature preservation (keep warm) mode

The temperature preservation mode keeps food warm for up to 12 hours after the cooking cycle is complete. In most cooking modes, the temperature preservation mode automatically starts when the cooking is complete.

**Note:** We recommend that you consume food within five hours after cooking so that flavor and taste do not deteriorate.

To manually start or stop the temperature preservation mode:

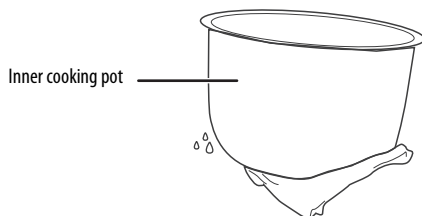
- Press the **Keep Warm** button. 0 to 12 hours appear on the display. After 12 hours, -- -- appears on the display and your cooker returns to Standby mode.
- Press the **Keep Warm** button again to turn off the temperature preservation mode.

## Maintaining your rice cooker

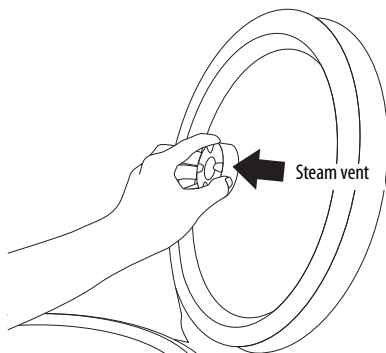
### Cleaning your rice cooker

Make sure that you unplug your cooker and that it has completely cooled before cleaning.

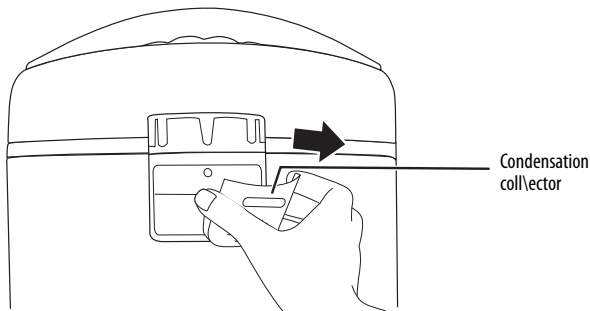
- 1 Lift the inner cooking pot out of your rice cooker.



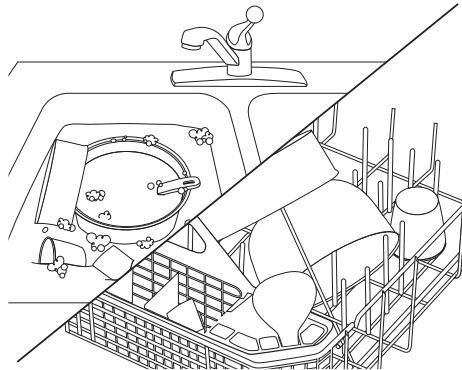
- 2 Remove the steam vent from the lid.



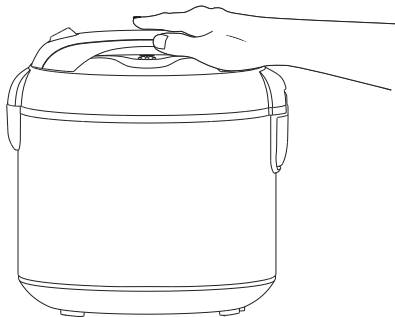
- 3** Remove the condensation collector from the right side of the rice cooker.



- 4** Wash the inner cooking pot, condensation collector, steam vent, steam tray, measuring cup, serving spatula and ladle with warm, soapy water and rinse thoroughly. You can also wash the inner cooking pot in a dishwasher.



- 5** Wipe the rice cooker, inside and out, with a damp cloth.



- 6** Thoroughly dry the rice cooker body and all accessories, then reassemble for the next use.

## Troubleshooting

PROBLEM	SOLUTION
My rice cooker does not turn on.	Make sure that the power cord is plugged in and the wall outlet works. If not, check the circuit breaker and reset if necessary.
	There may be a problem with the internal circuitry and connections. Take your rice cooker to a Best Buy authorized service center for repair.
	Make sure that the power cord is not damaged. If it is, take your cooker to a Best Buy authorized service center for repair.
My cooker does not stay on.	If you cannot press a button to turn it on, or if a button is missing or broken, take your cooker to a Best Buy authorized service center for repair.
My cooker continues to cook after I remove the cooking pot.	If the rice cooker continues to heat up after you take out the cooking pot, take your cooker to a Best Buy authorized service center for repair.
The indicator light does not turn on.	If your cooker is heating correctly, but the indicator lights or display do not indicate whether the rice is cooked or being kept warm, the LEDs are probably burnt out and need to be replaced. Take your cooker to a Best Buy authorized service center for repair.
	The light could be incorrectly connected in the circuitry. Take your rice cooker to a Best Buy authorized service center for repair.
The rice is too dry or hard after cooking.	Additional water and cooking time will soften the rice. Add 1/2 to 1 cup of water (depending on how dry it is) and stir thoroughly. Close the lid and press the <b>Quick Rice</b> button. When your rice cooker switches to temperature preservation mode, check the consistency and repeat as necessary.
Rice is too moist or soggy after cooking.	You probably added too much water. Stir the rice to redistribute the bottom (moistest) part of the rice, as well as release excess moisture. Close the lid and let your cooker remain in temperature preservation (keep warm) mode for 10 to 30 minutes as needed, stirring occasionally.
The bottom layer of rice is browned or caramelized.	The bottom layer of cooked rice may become slightly browned or caramelized during cooking. To reduce browning, the rice should be rinsed before cooking to remove any excess starch. Stirring the rice once it switches to temperature preservation (keep warm) mode will also help to reduce browning/caramelizing.

Any other servicing should be performed by an authorized service representative.

## Specifications

Volume	20 cups of cooked rice
Dimensions (H x W x D)	10.8 x 11.1 x 11.3 in. (27.5 x 28.3 x 28.6 cm)
Weight	6.3 lbs. (2.85 kg)
Power	120V ~ 60 Hz
Power consumption	860W
Power cord length	3 ft. (90 cm)

# ONE-YEAR LIMITED WARRANTY

## Definitions:

The Distributor\* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at [www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca) and is packaged with this warranty statement.

## How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

## What does this warranty cover?

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

## How to obtain warranty service?

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

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

## Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

## What does the warranty not cover?

This warranty does not cover:

- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).

- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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Contact Insignia:

**1-877-467-4289**

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