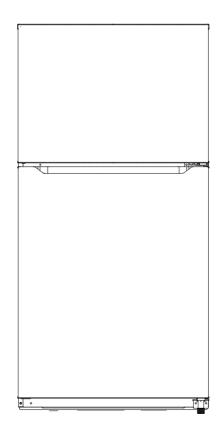
# INSIGNIA™

# 21 Cu. Ft. Top Mount Refrigerator

NS-RTM21SS7/NS-RTM21BS8



# INSIGNIA™

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# IMPORTANT SAFETY INSTRUCTIONS



# CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN





This symbol indicates that dangerous voltage constituting a risk of electric shock is present within your refrigerator.



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

### WARNING

- Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use this appliance near water.
- 6 Clean only with a damp cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the appliance.
- 11 Do not attempt to modify or extend the power cord of this appliance.
- 12 Unplug this appliance during lightning storms or when it will not be used for long periods of time.

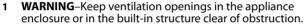
- **13** Make sure that the available AC power matches the voltage requirements of this appliance.
- 14 Do not handle the plug with wet hands. This could result in an electric shock.
- 15 Unplug the power cord by holding the plug, never by pulling the cord.
- 16 Do not turn the appliance on or off by plugging or unplugging the power cord.
- 17 Turn off the appliance before unplugging it.
- 18 Refer all servicing to qualified service personnel. Servicing is required when the appliance has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the appliance, the appliance has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 19 To reduce the risk of fire or electric shock, do not expose this appliance to rain, moisture, dripping, or splashing, and no objects filled with liquids should be placed on top of it.



## WARNING

#### **Electric Shock Hazard**

# Failure to follow these instructions can result in electric shock, fire, or death.





- WARNING-Do not touch the interior of the chiller compartment with wet hands. This could result in frost bite.
- **3 WARNING**-Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- **4 WARNING**-Do not damage the refrigerant circuit.
- **5 WARNING**–Do not use electrical appliances inside the food storage compartment of the appliance, unless they are of the type recommended by the manufacturer.
- **6 WARNING**-Never allow children to play with, operate, or crawl inside the refrigerator.
  - Risk of child entrapment. Before you throw away your old refrigerator or freezer:
  - 1) Take off the doors
  - 2) Leave the shelves in place so that children may not easily climb inside
- 7 Unplug the refrigerator before carrying out user maintenance on it.
- 8 This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- **9** If a component part is damaged, it must be replaced by the manufacturer, its service agent, or similar qualified persons in order to avoid a hazard.

- **10** Dispose of the refrigerator according to local regulations as the refrigerator contains flammable gas and refrigerant.
- 11 Follow local regulations regarding disposal of the refrigerator due to flammable refrigerant and gas. All refrigeration products contain refrigerants, which under the guidelines of federal law must be removed before disposal. It is the consumer's responsibility to comply with federal and local regulations when disposing of this product.
- 12 This refrigerator is intended to be used in household and similar environments.
- 13 Do not store or use gasoline or any flammable liquids inside or in the vicinity of this refrigerator.
- **14** Do not use extension cords or ungrounded (two prong) adapters with this refrigerator. If the power cord is too short, have a qualified electrician install an outlet near the refrigerator.
- 15 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.

#### **Grounding requirement**

This appliance must be grounded. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be inserted into an outlet that is properly installed and grounded.

Improper use of the grounding plug can result in a risk of electric shock. Consult a qualified electrician or service person if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.

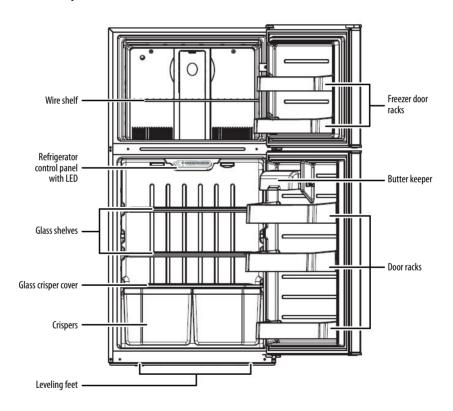
# **Features**

- 21 cubic foot capacity
- Electronic control
- Glass spill-safe shelves (2)
- Humidity-controlled crisper drawers
- LED lighting
- Frost free

#### **Package contents**

- 21 Cu. Ft. top mount refrigerator
- Hinge kit
- User Guide

## **Main components**



# **Setting up your refrigerator**

## Before using your refrigerator

- Remove the interior packing.
- 2 Let the refrigerator stand upright for approximately four hours before connecting it to power. This reduces the possibility of a malfunction in the cooling system from improper handling during transportation.
- 3 Clean the interior surface with lukewarm water using a soft cloth.
- **4** Wait for approximately 24 hours after the thermostat has been set before placing any food in your refrigerator.

#### Finding a suitable location

- This refrigerator is designed to be free standing only, and should not be recessed or built-in.
- Place your refrigerator on a floor that is strong enough to support the refrigerator when it is fully loaded.
- Locate the refrigerator in your home or garage away from direct sunlight because it may affect the acrylic coating and heat sources may increase electrical consumption. To ensure optimal performance, install in areas with an ambient temperature between 41°F (5°C) and 109°F (42.8°C).
- · Avoid locating the refrigerator in moist areas.
- The refrigerator door must be able to swing fully open.

#### Leveling your refrigerator

- It is very important for the refrigerator to be level. If the refrigerator is not leveled during installation, the doors may not close or seal properly, causing cooling, frost, or moisture problems.
- To level your refrigerator, rotate the leveling feet clockwise (to raise) the refrigerator or counter-clockwise (to lower).

**Note:** Having someone push against the top of the refrigerator helps to take some weight off the leveling foot, making it easier to adjust.

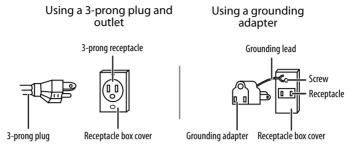
# **Providing proper ventilation**

Place the refrigerator at least five inches from the wall to ensure proper airflow to the compressor. Do not place the refrigerator near any heat sources, such as a heater or stove, as this may put a strain on the compressor.

# Providing a proper power supply

Check your local power source. This refrigerator requires a 110V-120V, 60Hz power supply.

Use a receptacle that accepts the grounding prong. The power cord is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this refrigerator.



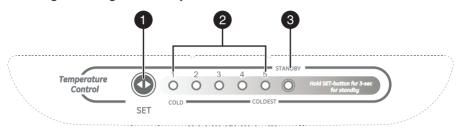
#### Notes:

- The refrigerator should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.
- Never unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.

8

# **Using your refrigerator**

## Setting the refrigerator temperature



#	ITEM	DESCRIPTION	
1	SET button	Press to change the refrigerator setting from 1 (cold) to 5 (coldest).	
2	LED indicators	Light to show the current refrigerator setting.	
3	STANDBY LED	Lights to indicate when the refrigerator is in standby mode (refrigerator and freezer are turned off).	

- The first time you turn the refrigerator on, the control panel LEDs turn on for three seconds, then displays the current setting (default = 3). Your refrigerator runs continuously for several hours until it reaches the preset temperature. After your refrigerator is fully cooled, you can adjust the temperature up or down to your personal preference.
- To temporarily suspend cooling in the refrigerator and freezer, press and hold the SET button for three seconds. The STANDBY LED turns on and cooling is turned off. Press the SET button again to cancel standby mode and resume cooling.

#### Notes:

- If the refrigerator is unplugged or loses power, you must wait three to five minutes before restarting it. If you attempt to restart before this time delay, the refrigerator will not start.
- Large amounts of food will lower the cooling efficiency of the refrigerator.
- If you choose to change the thermostat setting, adjust it by one increment at a time. Allow 24 hours for the temperature to stabilize between adjustments.

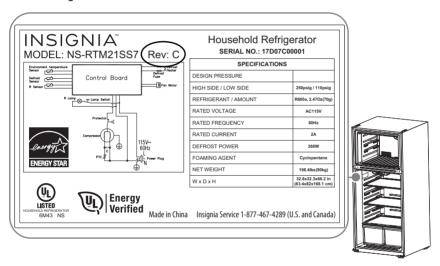
# Reversing the door position

Based on the location where you plan to use your refrigerator, you may find it more convenient to reverse the position of the door, to have it open from right to left instead of left to right.

**CAUTION:** To avoid injury to yourself or your property, we recommend that someone assist you during the door reversal process.

#### Determining which method to use to reverse the door position

Please check the version number of your refrigerator on the rating label located on the left side of the refrigerator compartment. For Rev A or B, please refer to Method A for door reversing. For Rev C, please refer to Method B for door reversing.



## Preparing to reverse the door position

**You will need:** A standard screwdriver, a Phillips screwdriver, and the included Allen wrench.

- Make sure that your refrigerator is unplugged and empty.
- Have someone available to assist you in the process.
- Keep all of the parts you remove to reuse them later.

# Reversing the door position - Method A

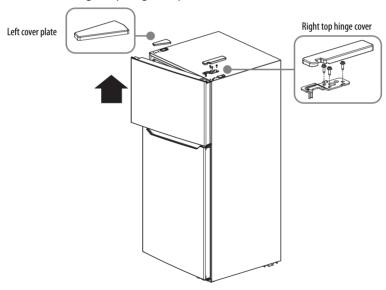
Parts included with the hinge kit:



Parts already mounted on the door (as shipped):

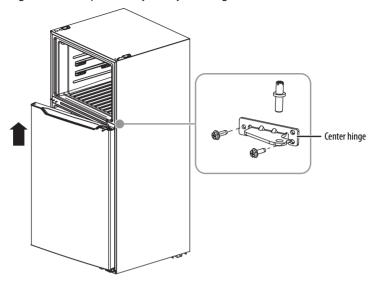


- 1 Unplug your refrigerator and remove all food from the door shelves.
- 2 Remove the left cover plate and the right top hinge cover, then unscrew and remove the right top hinge. Keep the screws to reuse.



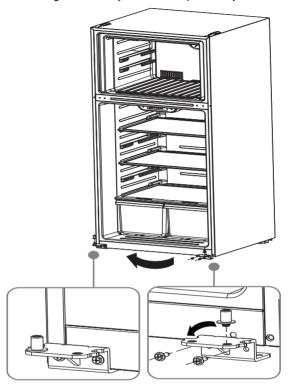
3 Lift the freezer door up and away from your refrigerator.

4 Remove the hinge pin, the three screws, and the center hinge, then lift the refrigerator door up and away from your refrigerator. Save the screws to reuse.

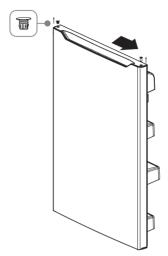


5 Unscrew the two screws holding the bottom hinge, then remove the bottom hinge from the bottom right side of the refrigerator.

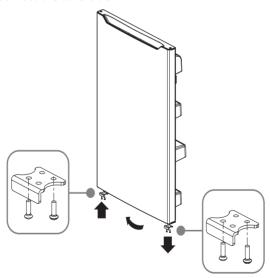
**6** Unscrew the hinge pin from the right side of the bottom hinge and move it to the left side, then screw the bottom hinge to the bottom left side of the refrigerator, using the screws you removed previously.



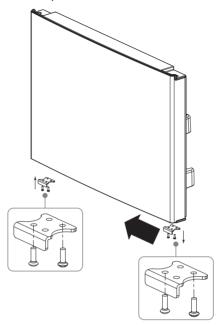
7 Remove the hole cap from the top left of the refrigerator door and insert it in the other side.



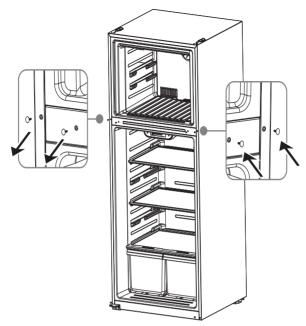
8 Remove the door block from the bottom, right side of the refrigerator door and attach it to the other side.



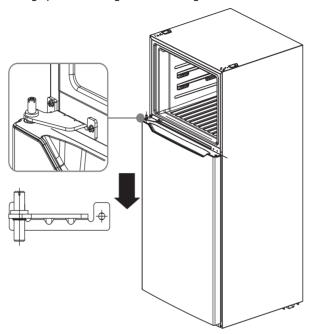
**9** Remove the door block from the bottom, right side of the freezer door and attach it to the bottom, left side.



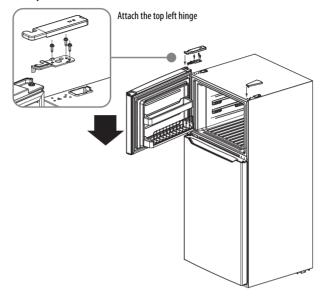
10 Remove the two hole caps from the left side, where the center hinge will go, and insert them into the other side.



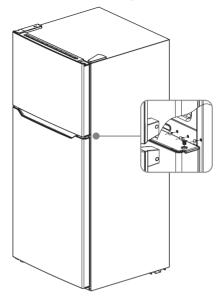
11 Attach the refrigerator door on the bottom hinge, then attach the center left hinge to the left side of the refrigerator with two screws. Insert the hinge pin into the center hinge and tighten with a Phillips screwdriver until the shoulder of the hinge pin is touching the center hinge.



12 Put the freezer door onto the center left hinge, then attach the top left hinge to the top of refrigerator. Cover the hinge with the top left hinge cover and cover the screw holes on the right side of the top with the cover plate you previously removed.







# Reversing the door position - Method B

Parts included with the hinge kit:



Left top hinge cover



Top left hinge



Left center hinge

sleeve



Left door block

Parts already mounted on the door (as shipped):



Center hinge



Right top hinge cover



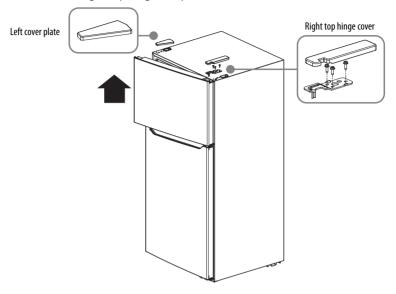


Right door block

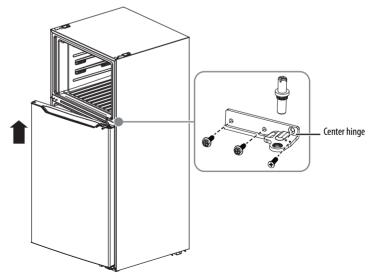


Right center hinge sleeve

- 1 Unplug your refrigerator and remove all food from the door shelves.
- 2 Remove the left cover plate and the right top hinge cover, then unscrew and remove the right top hinge. Keep the screws to reuse.



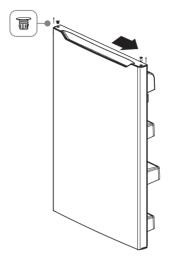
- 3 Lift the freezer door up and away from your refrigerator.
- **4** Remove the hinge pin, the three screws, and the center hinge, then lift the refrigerator door up and away from your refrigerator. Save the screws to reuse.



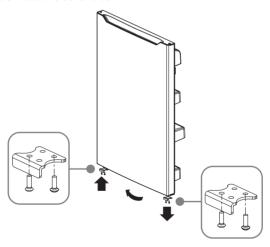
- 5 Unscrew the two screws holding the bottom hinge, then remove the bottom hinge from the bottom right side of the refrigerator.
- **6** Unscrew the hinge pin from the right side of the bottom hinge and move it to the left side, then screw the bottom hinge to the bottom left side of the refrigerator, using the screws you removed previously.



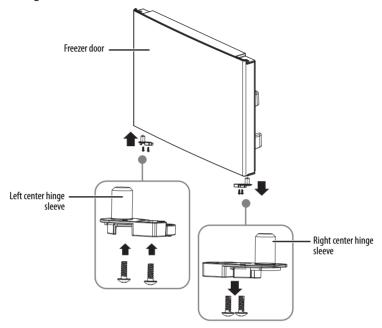
7 Remove the hole cap from the top left of the refrigerator door and insert it in the other side.



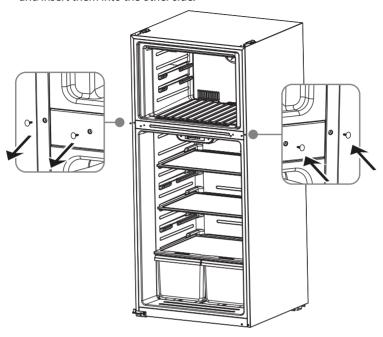
8 Remove the door block from the bottom, right side of the refrigerator door and attach it to the other side.



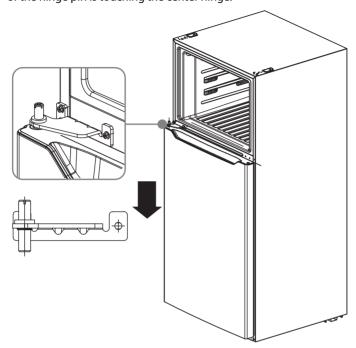
**9** Remove the right door block and right center hinge sleeve from the bottom, right side of the freezer door, then attach the left door block and left center hinge sleeve to the bottom, left side.



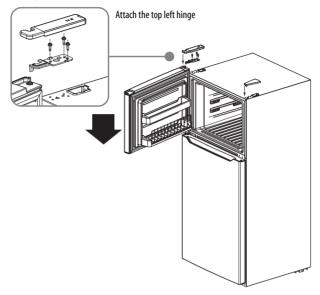
10 Remove the two hole caps from the left side, where the center hinge will go, and insert them into the other side.



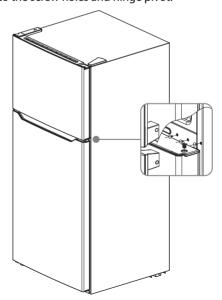
11 Attach the refrigerator door on the bottom hinge, then attach the center left hinge to the left side of the refrigerator with two screws. Insert the hinge pin into the center hinge and tighten with a Phillips screwdriver until the shoulder of the hinge pin is touching the center hinge.



12 Put the freezer door onto the center left hinge, then attach the top left hinge to the top of refrigerator. Cover the hinge with the top left hinge cover and cover the screw holes on the right side of the top with the cover plate you previously removed.



13 Add covers to the screw holes and hinge pivot.



# Installing the optional ice maker (sold separately)

The refrigerator comes set up for ice maker installation. This refrigerator is compatible with the Insignia NS-IMK20WH7 ice maker. Installation instructions will come with the ice maker.

# Maintaining your refrigerator

Your refrigerator is designed for year-round use with only minimal cleaning and

When you first receive it, wipe the cabinet with a mild detergent and warm water, then wipe dry with a dry cloth. Do this periodically to keep your refrigerator looking new.

**CAUTION:** To prevent damage to the finish, do not use:

- Gasoline, benzine, thinner, or other similar solvents.
- · Abrasive cleaners.
- 1 Turn off the refrigerator and unplug it from the wall outlet.
- Remove all food.
- **3** Wash the inside with a damp warm cloth soaked in a solution of one quart of lukewarm water to two tablespoons of baking soda solution.
- 4 Be sure to keep the door gasket (seal) clean to keep the refrigerator running efficiently.
- 5 Dry the interior and exterior with a soft cloth.

**Note:** If the interior LED light should require changing, contact Customer Service to have it replaced.

## Defrosting the freezer

This refrigerator is frost free, so you don't need to defrost it. You just need to clean it periodically, following the above instructions.

# Shutting down your refrigerator - long vacations (several months)

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

**CAUTION:** Use extreme caution with children. The refrigerator should not be accessible to child's play.

# Moving your refrigerator

- 1 Turn off the refrigerator and unplug it from the wall outlet.
- 2 Remove all food.
- **3** Securely tape down all loose items inside your refrigerator.
- **4** Tape the doors shut. Be sure the refrigerator stays in the upright position during transportation.

# Tips on saving energy

- Locate your refrigerator in the coolest area of the room, away from heat producing appliances or heating ducts and out of the direct sunlight.
- Let hot foods cool before placing them in the refrigerator. Overloading the refrigerator forces the compressor to run longer. Foods that freeze too slowly may lose quality or spoil.
- Wrap foods properly and wipe containers dry before placing them in the refrigerator. This cuts down on frost build-up inside the refrigerator.
- Organize and label food to reduce door openings and extended searches.

# **Troubleshooting**

**CAUTION:** Do not try to repair your refrigerator yourself. Doing so invalidates the warranty.

## **Error codes**

LED DISPLAY	PROBLEM
LED 1 and LED 2 lit	Temperature sensor circuit
LED 1 and LED 3 lit	Freezer defrost sensor
LED 1 and LED 4 lit	Ambient temperature sensor

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The refrigerator does not operate.	The refrigerator is unplugged.	Make sure that the refrigerator is plugged in and that the plug is pushed completely into the outlet.
	The thermostat is set to the STANDBY position.	Press the <b>SET</b> button until LED 3 lights.
	The fuse on the circuit is blown or the circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the circuit breaker.
	Power failure.	If a power failure occurs, the refrigerator turns off. Wait until the power is restored.
The compressor turns on and off frequently.	The door has been opened too often or was not closed properly. The door seal may be dirty.	Make sure that the door is closed properly. Clean the door seal if necessary.
	The room temperature is hotter than normal.	This is normal, under the circumstances.
	A large amount of food was recently added to the refrigerator.	This is normal, under the circumstances.
	The thermostat is not set correctly.	Reset the thermostat correctly.
	The refrigerator does not have the correct clearances.	The refrigerator should be no closer than five inches from the adjacent walls.
	The refrigerator has recently been disconnected for a period of time.	Allow four hours for the refrigerator to cool down completely.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Food in the refrigerator compartment is freezing.	The thermostat is set too cold.	Set the thermostat to a warmer setting.
Food in the refrigerator compartment is not cold.	The door has been opened too often or was not closed properly.	Make sure that the door is closed properly.
	You have just added a large amount of food to the refrigerator or freezer compartments.	Allow time for the new food to cool, then check again.
	The thermostat is set too warm.	Adjust the thermostat to a colder setting.
	The door gasket does not seal properly.	Clean the gasket.
	The refrigerator has recently been disconnected for a period of time.	Allow four hours for the refrigerator to cool completely.
The refrigerator makes unusual noises.	The refrigerator may not be level on the floor.	Level the refrigerator with the leveling feet.
	The body of the refrigerator is touching a wall.	Move the refrigerator out from the wall.
Moisture is building up in the interior of the refrigerator.	The door has been opened too often or was not closed properly.	Make sure that the door is closed properly.
	The refrigerator is in a location that is very humid.	Move the refrigerator to a dryer location.
	The food in the refrigerator is not packaged properly.	Repackage the food in the refrigerator to make sure that it is sealed.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The refrigerator door does not close completely.	Food packages are interfering with the door.	Move the food packages or remove some food.
	The shelves are out of position.	Adjust the shelves properly.
	The door gaskets are dirty.	Clean the door gaskets.
	The refrigerator is not level.	Level the refrigerator with the leveling feet.
The exterior of the refrigerator is warm.	This is normal.	
There is a popping or crackling sound when the compressor comes on.	This is normal.	The sound should level off or disappear as the refrigerator continues to run.
There is a bubbling or gurgling sound, like water boiling.	This is normal.	
Vibrations.	The refrigerator is not on a level or sturdy surface.	Make sure that the refrigerator is on a level, sturdy surface. Level the refrigerator with the leveling legs.
	The refrigerator may be touching a wall.	Make sure that the refrigerator is not touching a wall.
There is moisture forming on the external walls of the refrigerator.	The door may be slightly open.	Make sure that the door closes completely.

# **Specifications**

Dimensions $(H \times W \times D)$	66 1/4 × 32 13/16 × 32 5/16 in. (168.1 × 83.4 × 82 cm)
Weight	198 lbs. (90 kg)
Power requirements	115V~60Hz
Current	2A without icemaker 3.3A with icemaker
Power consumption (annual)	396 kWh

#### **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 <a href="https://www.bestbuy.com">www.bestbuy.com</a> or <a href="https://www.bestbuy.com">www.bestbuy.ca</a> 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 (<a href="www.bestbuy.com">www.bestbuy.com</a> or <a href="www.bestbuy.com">www.bestbuy.com</a>), 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:

- Food, beverage, and or medicine loss/spoilage.
- · 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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