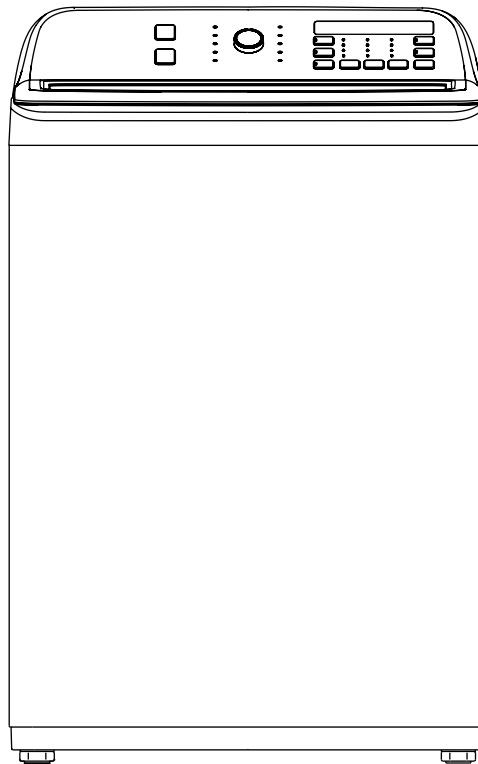


**INSIGNIA™**

# Top-Load Washing Machine

**NS-WMT41WA5**



Before using your new product, please read these instructions to prevent any damage.  
The most up-to-date *User Guide* is available from [www.bestbuy.com](http://www.bestbuy.com)

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# Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-WMT41WA5 represents the state of the art in top-load washing machine technology and is designed for reliable and trouble-free performance.

## Important Safety Instructions

**Read all instructions before use.**

**Keep these instructions.**

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

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

**WARNING**

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

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

**CAUTION**

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



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

**State of California Proposition 65 Warnings**

The California Safe Drinking Water and Toxic Enforcement Act requires the Governor of California to publish a list of substances known to the State of California to cause cancer, birth defects, or other reproductive harm, and requires businesses to warn of potential exposure to such substances. This product contains a chemical known to the State of California to cause cancer, birth defects, or other reproductive harm. This appliance can cause low-level exposure to some of the substances listed, including benzene, formaldehyde, and carbon monoxide.

**WARNING**

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

## Basic Precautions

**WARNING**

- 1 Read all instructions before using the appliance.
- 2 Use this appliance only for its intended purpose, as described in this *User Guide*.
- 3 Before use, your washer must be properly installed, as described in this guide.
- 4 Always follow the fabric care instructions supplied by the garment manufacturer.
- 5 Do not add gasoline, dry-cleaning solvents, or other flammable or explosive substances to the wash water, or wash or dry articles that have been previously cleaned in, washed in, soaked in, or spotted with these substances, as they give off vapors that could ignite or explode.
- 6 Do not allow children to play on or in the appliance. Close supervision of children is necessary when the appliance is used near children.
- 7 Before the appliance is removed from service or discarded, remove the lid of the washing compartment.

- 8 Do not reach into the appliance if the tub is moving.
- 9 Do not install or store this appliance where it will be exposed to the weather or freezing temperatures.
- 10 Do not tamper with the controls.
- 11 Hydrogen gas is explosive. If the hot water system has not been used for two weeks or more, before using a washer, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. The gas is flammable, so do not smoke or use an open flame during this time.
- 12 Keep the area underneath and around your appliance free of combustible materials (lint, paper, rags, and so on), gasoline, chemicals, and other flammable vapors and liquids.
- 13 Do not place items exposed to cooking oil in your washer. Items contaminated with cooking oil may contribute to a chemical reaction that could cause a load to catch fire.
- 14 This washer is not designed for maritime use or for mobile installations such as in RVs, aircraft, and other mobile platforms.
- 15 Turn off the water faucets and unplug your washer if the machine is to be left for an extended period of time, such as during vacations.
- 16 Packaging material can be dangerous for children. There is a risk of suffocation! Keep all packaging away from children.
- 17 Always check the inside of your washer for foreign objects before loading laundry. Keep the lid closed when not in use.
- 18 Do not repair or replace any part of the appliance or attempt any servicing unless specifically recommended in this publication or any service manual, with the assumption that you have the understanding and skills to complete the service/repair in a safe and efficient manner.



## WARNING

### Installation Warnings and Precautions

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

**WARNING*****Use and Maintenance Warnings and Precautions***

- 1 If the appliance is flooded, cut the power immediately and contact your nearest service center.
- 2 If the appliance emits a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest service center. Failure to do so may result in electric shock or fire.
- 3 In the event of a gas leak (such as propane or LP gas), ventilate the area immediately. Do not turn any appliance or light on or off.
  - Do not use a ventilating fan.
  - A spark may result in an explosion or fire.
- 4 Do not force the washer lid open while the washer is operating (high-temperature washing, drying, or spinning).
  - Water flowing out of the washer may cause burns or cause the floor to be slippery. This may result in injury.
  - Forcing the lid open can damage the product or cause injury.
- 5 Make sure to remove the packaging (sponge, styrofoam) attached to the bottom of your washer before using it.
- 6 Do not insert your hand or a metal object under your washer. This may result in injury.
- 7 Do not attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug. This may result in electric shock, fire, or death.
- 8 Do not touch the power plug with wet hands. This may result in electric shock.
- 9 Do not turn the appliance off by unplugging the power plug while the washer is in operation. Plugging the power plug into the wall socket again may cause a spark and result in electric shock or fire.
- 10 Keep all packaging material well out of the reach of children, as packaging materials can be dangerous to children. If a child places a bag over his or her head, he or she may suffocate.
- 11 Do not let children or infirm persons use this washer unsupervised. Failure to do so may result in electric shock, burns, or injury.
- 12 If you attempt to repair, disassemble, or modify the appliance yourself, do so with care and clear understanding of safety protocol.
  - Do not use any fuse (such as copper, steel wire, etc.) other than the standard fuse.
  - It is our recommendation that repairs should only be performed by a qualified service personnel.
  - Failure to do so may result in electric shock, fire, problems with the product, or injury.
- 13 If any foreign substance, such as water, enters the appliance in any area other than the tub, unplug the power plug and contact your nearest service center. Failure to do so may result in electric shock or fire.
- 14 If the water supply hose comes loose from the faucet and floods the appliance, unplug the power plug. Failure to do so may result in electric shock or fire.
- 15 Do not mix chlorine bleach with ammonia or acids such as vinegar. Incorrect usage can produce poisonous gas, resulting in serious injury.
- 16 Do not reach into the washer while parts are moving. Before loading, unloading, or adding items, press the ► **Start/Pause** button and allow the tub to come to a complete stop before reaching inside. Failure to do so may result in electric shock, injury, or fire.
- 17 Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children. As children grow, teach them the proper, safe use of all appliances. Failure to do so may result in serious injury.
- 18 Keep laundry products out of reach of children. Observe all warnings on product labels and follow them. Failure to do so may result in serious injury.
- 19 Disconnect this appliance from the power supply before attempting any user maintenance. Pressing the ⏻ **Power** button does not disconnect this appliance from the power supply. Failure to do so may result in electric shock, injury, or fire.
- 20 Do not clean the appliance by spraying water directly onto it.
- 21 Do not use benzene, thinner, or alcohol to clean the appliance. This may result in discoloration, deformation, damage, electric shock, or fire.
- 22 Unplug the power plug when the appliance is not being used for long periods of time or during a thunder/lightning storm. Failure to do so may result in electric shock or fire.
- 23 Keep hands and foreign objects clear of the lid and latch area when closing the lid. Failure to do so may result in personal injury.

- 24 If the washer is contaminated by a foreign substance, such as detergent, dirt, or food waste, unplug the power plug and clean the washer with a damp, soft cloth. Failure to do so may result in discoloration, deformation, damage, or rust.
- 25 The clear portion of the lid can be broken by a strong impact. Take care when using the washer. If the clear portion is cracked or broken, it may result in injury.
- 26 After a water supply failure, or when reconnecting the water supply hose, open the faucet slowly.
- 27 Open the faucet slowly after a long period of non-use. The air pressure in the water supply hose or the water pipe may result in damage to a part or in water leakage.
- 28 If a drain error occurs during an operation, check if there is a draining problem. If the washer is used when it is flooded because of a draining problem, it may result in electric shock or fire due to an electrical short circuit. Do not insert your hand or a metal object under the washer. This may result in injury.
- 29 Insert laundry into the washer completely so that the laundry does not get caught in the lid. If laundry gets caught in the lid, it may result in damage to the laundry or the washer, or result in water leakage.
- 30 Make sure that the faucet is turned off when the washer is not being used.
- 31 Make sure that the water supply hose connectors are properly tightened. Failure to do so may result in property damage or injury.
- 32 Open the faucet and check if the water supply hose connector is firmly tightened and that there is no water leaking before using the product. If the water supply hose connectors are loose, it may result in water leakage.
- 33 Do not stand on top of the appliance or place objects (such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc.) on the appliance. This may result in electric shock, fire, problems with the product, or injury.
- 34 Do not operate the appliance with wet hands. This may result in electric shock.
- 35 Do not spray volatile material such as insecticide onto the surface of the appliance. As well as being harmful to humans, it may also result in electric shock, fire, or problems with the product.
- 36 Do not place an object that generates an electromagnetic field near the washer. This may result in injury due to a malfunction.
- 37 Since the water drained during a high temperature wash or drying cycle is hot, do not touch the water. This may result in burns or injury.
- 38 Do not wash, spin, or dry water-proof seats, mats, or clothing.
- 39 Do not wash thick, hard mats even if the washer mark is on the care label. This may result in injury or damage to the washer, walls, floor, or clothing due to abnormal vibrations.
- 40 Do not operate the washer when the detergent dispenser is removed. This may result in electric shock or injury due to water leakage.
- 41 Do not insert your hand into the detergent dispenser after opening it. This may result in injury because your hand may be caught.
- 42 Do not place any non-laundry objects, such as shoes, food waste, or animals into the washer. This can cause abnormal vibrations that can damage the washer, and, in the case of pets, cause severe injury or death.
- 43 Do not press the buttons using sharp objects, such as pins, knives, or fingernails. This may result in electric shock or injury.
- 44 Do not wash laundry contaminated by oils, creams, or lotions usually found in skin-care shops or massage clinics. This may result in the rubber seal becoming deformed and water leakage.
- 45 Make sure that the water inlet pipe is connected and the tap is opened before washing clothes.
- 46 Do not leave metal objects (safety pins, hair pins, and so on) or bleach in the tub for long periods of time. This may cause the tub to rust.
  - If rust appears on the surface of the tub, apply a neutral cleansing agent to the surface and use a sponge to clean it. Never use a metal brush.
- 47 Do not use hot water from water cooling/heating devices. This may result in problems with the washer.
- 48 Do not use natural hand-washing soap in the washer. If it hardens and accumulates inside the washer, it may cause problems with the product, discoloration, rust, or bad odors.
- 49 If using a washing net with this machine (not provided), do not wash laundry items such as bedding in the washing net. Doing so may result in injury due to abnormal vibrations. Place only smaller items, such as lace socks and lingerie, in the washing net.
- 50 Do not use hardened powdered detergent. If it accumulates inside the washer, it may result in water leakage.
- 51 Do not wash throw rugs or doormats. Doing so may cause sand to accumulate inside the washer, resulting in mechanical problems.

## ***Grounding/Earthing***

- 1** This appliance must be properly grounded.
- 2** Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.
  - Improper grounding may result in electric shock, fire, explosion, or problems with the product.
  - Never plug the power cord into a socket that is not grounded correctly. Make sure that the socket you use is grounded in accordance with local and national codes.

## ***Choosing a Proper Location***

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

## Features

### Package contents

Make sure that the following items came with your washer:



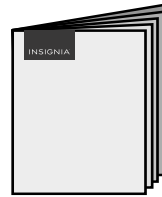
Hose holder



Filter (2)



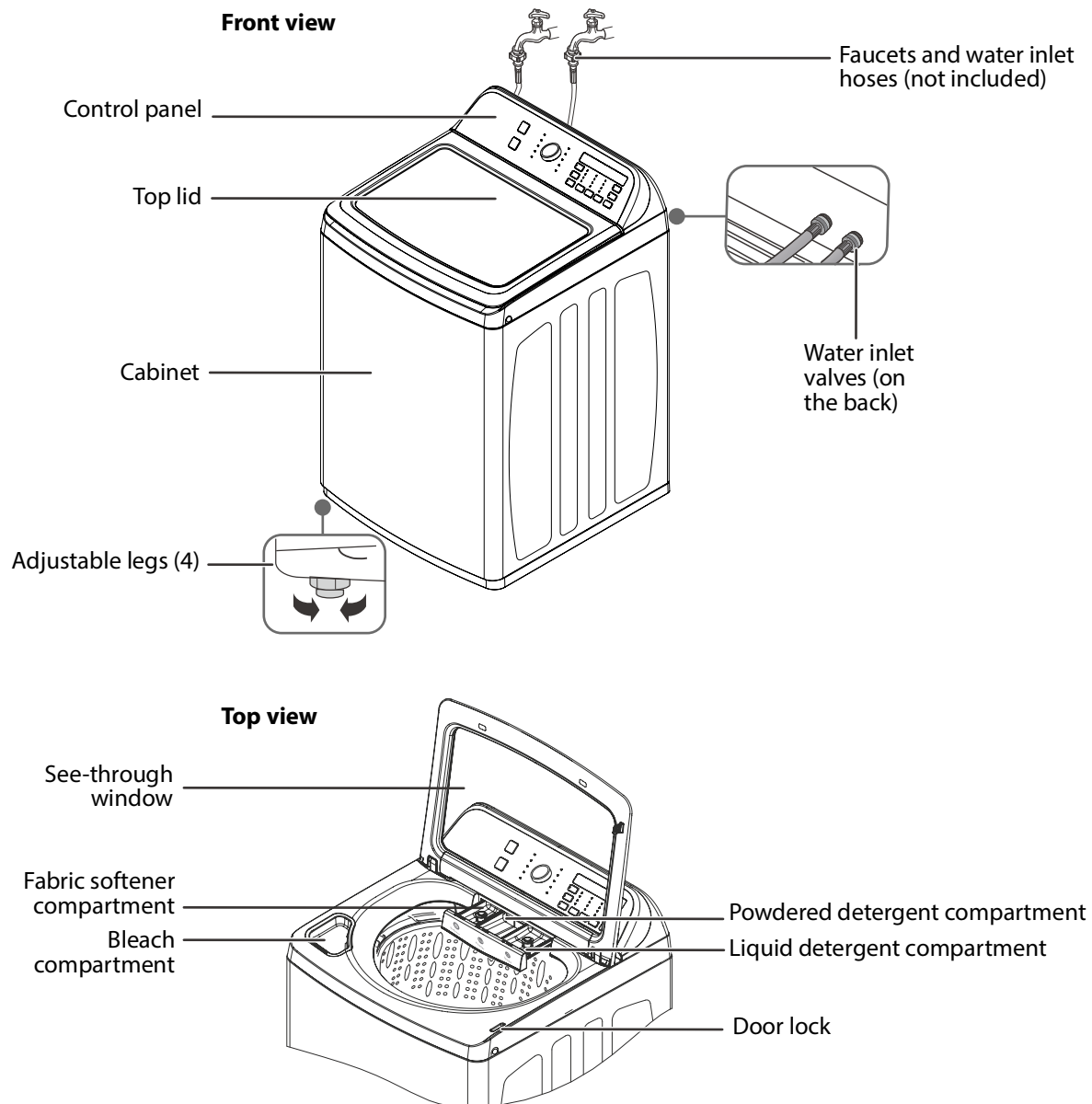
Tie strap



User Guide

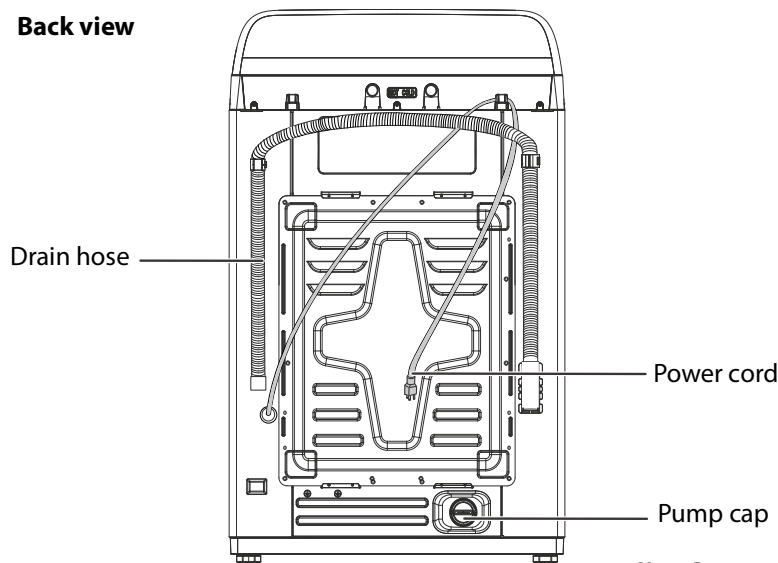
**Note:** Use the filters to replace the rubber washers in the water hoses (faucet ends).

### Main components





**Back view**

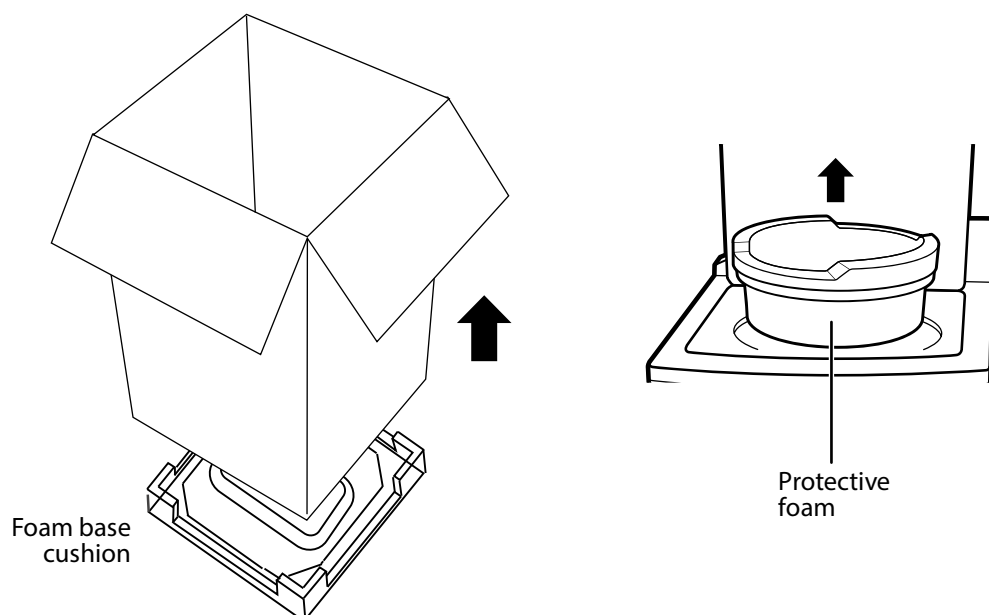


**Note:** Remove to drain the washer for long term storage or to remove pet hair or other insoluble items that could interfere with the washer draining properly.

## Unpacking your washer

### **WARNING**

- Packing materials can be dangerous to children. Keep all packing materials (plastic bags, polystyrene, and so on) well out of the reach of children.
- Do not operate your washer on the foam base cushion. Doing so will result in serious vibration, which could cause equipment damage or result in physical injury.
- Remove the packing box and lift your washer up and away from the foam base cushion. Open the lid of your washer to take out all accessories, BUT do not remove the protective foam until your washer is in its final location. This will hold the tub in place while moving.



# Choosing a location

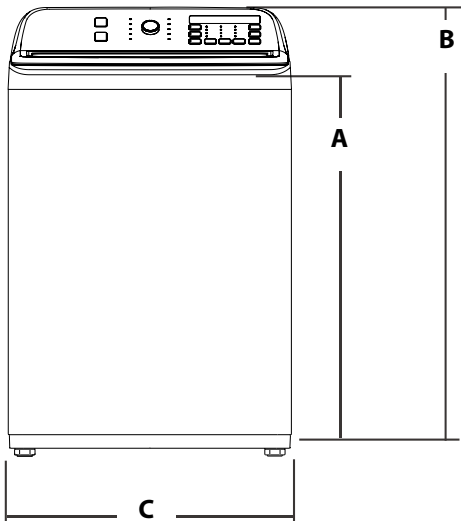
⚠️

WARNING

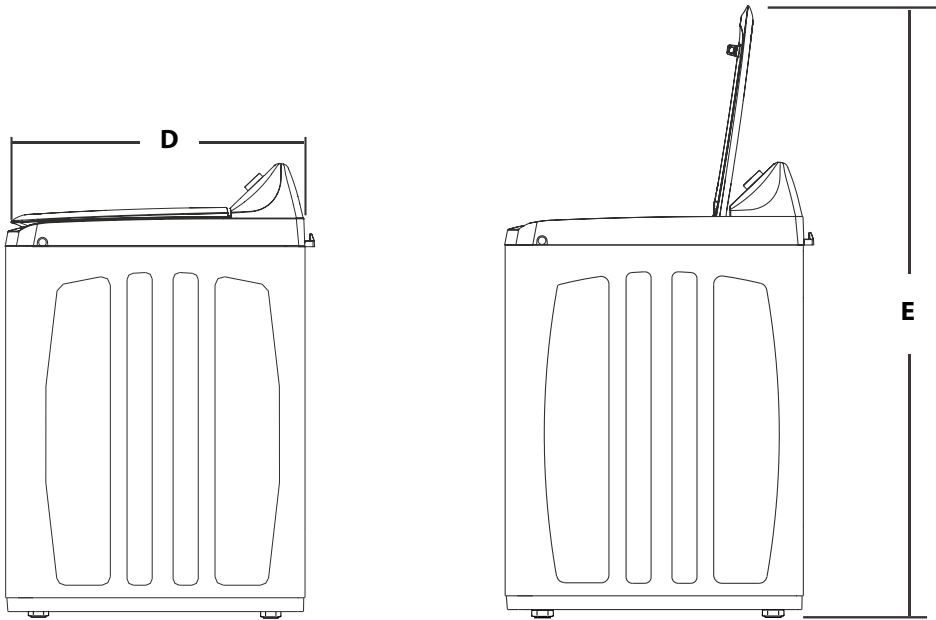
- Do not install your washer in areas where water may freeze, because your washer always retains some water in its water valve, pump, and hose areas. Frozen water can damage the belts, pump, hoses, and other components.
- Never install on a platform or weakly supported structure.

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

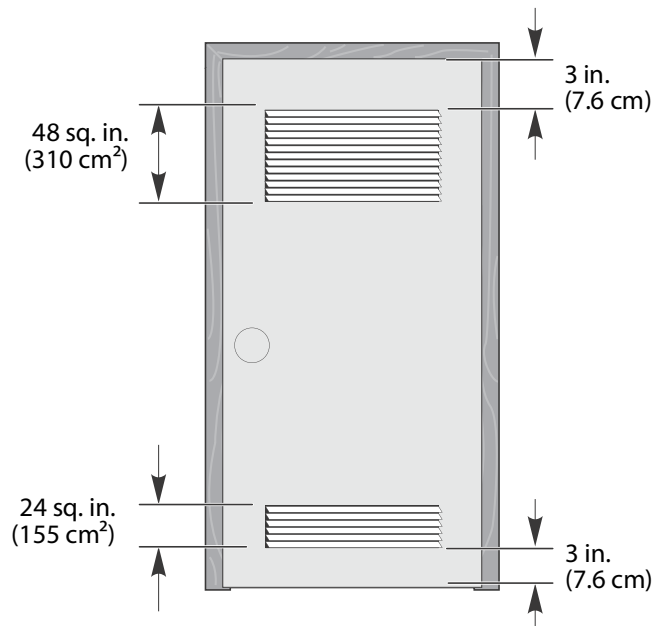
## Washer dimensions and installation measurements



A	38 7/16 in. (97.5 cm)
B	43 5/16 in. (110 cm)
C	27 in. (68.6 cm)
D	28 15/16 in. (73.5 cm)
E	56 3/4 in. (144 cm)



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

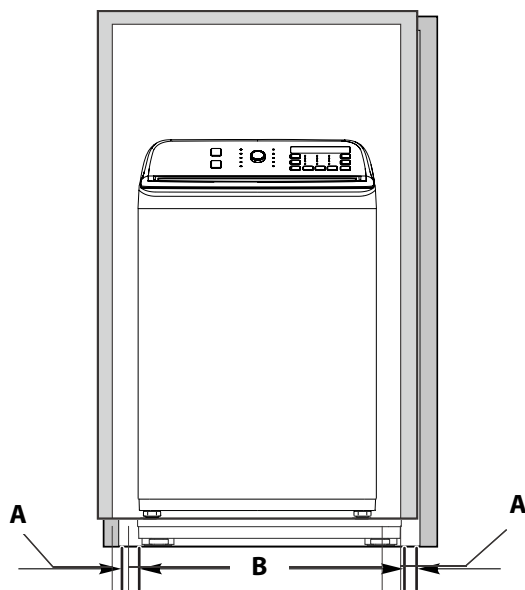


## Installing in an alcove or closet

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

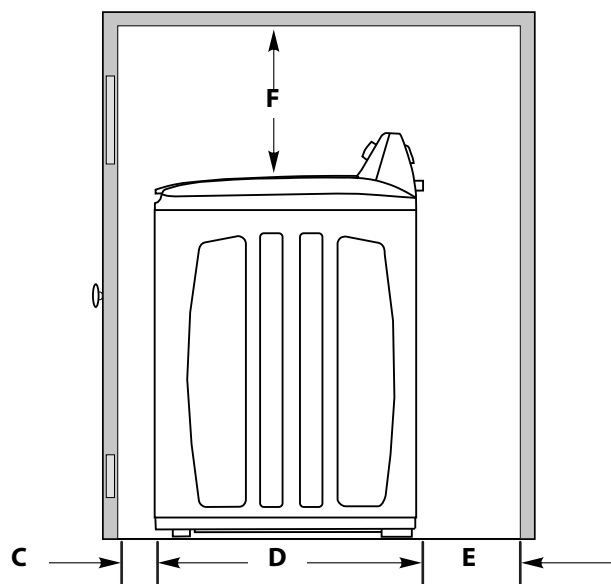
- **Either side:** 1 in. (2.5 cm)
- **Rear:** 6 in. (15.2 cm)
- **Closet Front:** 2 in. (5.1 cm)
- **Top:** 24 in. (61 cm)
- **Gap between the end of the water valve and the wall:** 6 in. (15.2 cm)

Recessed area - front view



<b>A</b>	1 in. (2.5 cm)
<b>B</b>	27 in. (68.6 cm)
<b>C</b>	2 in. (5.1 cm)

Recessed area - side view



<b>D</b>	28 1/4 in. (71.5 cm)
<b>E</b>	6 in. (15.2 cm)
<b>F</b>	24 in. (61 cm)

## Electrical requirements

### WARNING

To reduce the risk of fire, electric shock, or injury to persons, read the [Important Safety Instructions](#) on page 3 before operating this appliance.

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

### WARNING

Never use an extension cord.

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

You must ground your washer. In the event of a malfunction or breakdown, grounding reduces the risk of electric shock by providing a path of least resistance for the electric current.

Your washer is equipped with a power cord with a three-pronged grounding plug for use in a correctly installed and grounded outlet.

The outlet must be correctly installed and grounded in accordance with all local codes and ordinances.

### WARNING

- You are responsible for providing adequate electrical services for your washer.
- An incorrectly connected equipment-grounding conductor can increase the risk of electrical shock. Check with a qualified electrician or service person if you are not sure whether your washer is grounded correctly.
- Do not modify the power cord plug that came with your washer. If the plug does not fit the outlet, have the correct type outlet installed by a qualified electrician.
- To prevent unnecessary risk of fire, electrical shock, or personal injury, all wiring and grounding must be done in accordance with the National Electrical Code ANSI/FNPA, No.70 Latest Revision and local codes and ordinances.
- Never connect the ground wire to plastic plumbing lines, gas lines, or hot water pipes.
- The electrical valve, retractor, motor and drain pump of this appliance are intentionally not grounded and may present a risk of electric shock during serving. Do not contact these electronic devices while the appliance is plugged in.

## Water requirements

To fill your washer in the correct amount of time, the water pressure needs to be between 14 and 116 psi (100 to 800 kPa).

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

- The water valve may fail or may not shut off completely.
- The time it takes to fill your washer may be longer than the time your washer controls allow. Your washer will turn off and report an error. A time-limit is built into the controls to prevent flooding in your home if a hose becomes loose.
- Water inlet hoses must be purchased separately. You can buy inlet hoses in various lengths up to 8 ft. (240 cm).

### CAUTION

To avoid the possibility of water damage:

- Make sure that the water faucets are easily accessible.
- Turn off the faucets when you are not using your washer.
- Periodically check to make sure that water is not leaking from the water hose fittings.

## Drainage requirements

**Note:** The drain hose is attached to your washer at the factory.

- The height for the drain standpipe must be no shorter than 39 in. (99 cm) and no higher than 96 in. (244 cm).
- The drain hose must be routed through the drain hose clip to the standpipe.
- The standpipe must be large enough to accept the outside diameter of the drain hose.

# Installing your washer

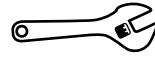
## Tools you will need



Pliers



Level

Adjustable wrench  
(opens to 1 in. [2.5 cm])

## Step-by-Step instructions

### Step 1: Select a location

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

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

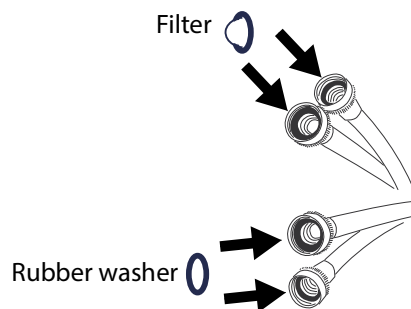
### Step 2: Connect the water hoses

**Note:** The water supply hoses are not supplied with your washer and must be purchased separately.

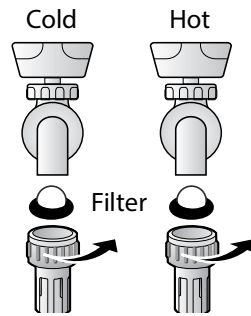
#### CAUTION

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

- 1 Make sure that there are rubber washers inside the fittings on one end of each new water hose. A filter with an integrated washer will be installed on the other end of each hose. Installing the water supply hoses without rubber washers can cause water leakage.



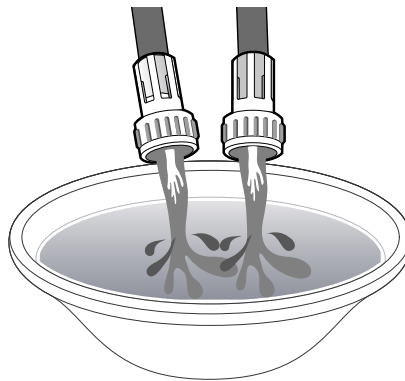
- 2 Insert a filter (provided) in the input end of both hoses, then tighten the hose and faucet fittings by hand until they are snug. Tighten them an additional two-thirds of a turn with pliers or a wrench. Pull the water supply hoses downwards to make sure that they are connected securely.



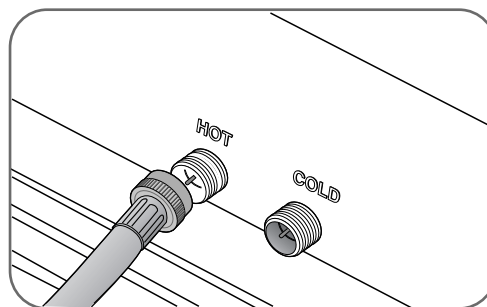
## CAUTION

Do not overtighten the fittings or apply tape or sealant to the faucets or water supply intakes. This can damage the fittings.

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



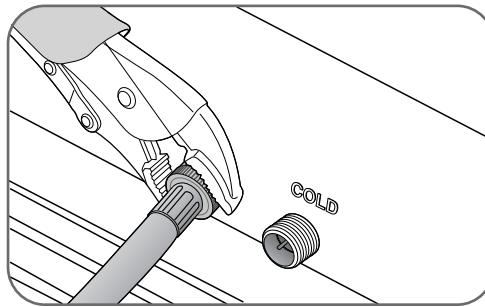
- 4 Connect the ends of the water supply hoses to the water supply intake connections at the top of your washer. Make sure that the rubber washers are in place. The water supply hose connected to the hot faucet must be connected to the hot water supply intake and the water hose connected to the cold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



## Notes:

- If you do not want to use the hot water supply hose, insert a water intake cap into the hot water supply intake hole. In this case, you must select the **Tap Cold** option for the water temperature.
- No intake cap is provided with your washer. It must be purchased separately.

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



**CAUTION**

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

- 6 Turn on the hot and cold water supplies and check all the water supply intake connections and the faucets for water leaks.

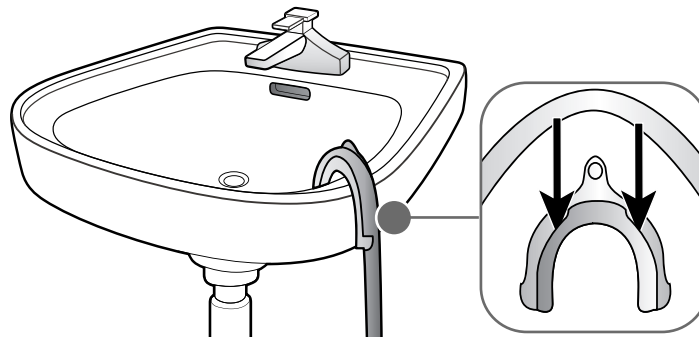
### Step 3: Connect the drain hose

**CAUTION**

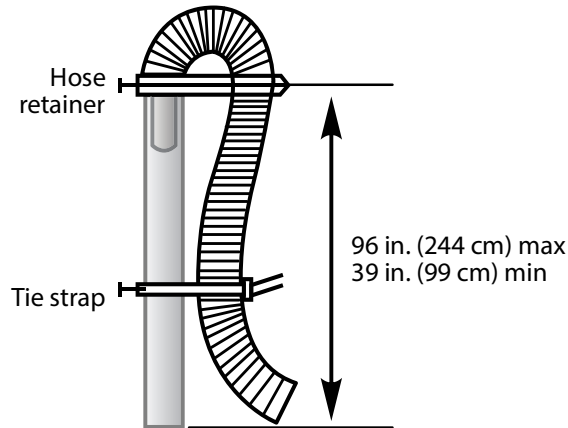
- Make sure that the connection between the drain hose and the wash basin, standpipe, or laundry tub is not airtight.
- Failure to slide the drain hose completely over your washer's drain pipe may result in water leakage.
- Failure to move the clamp or hoop onto your washer's drain pipe will result in water leakage.

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

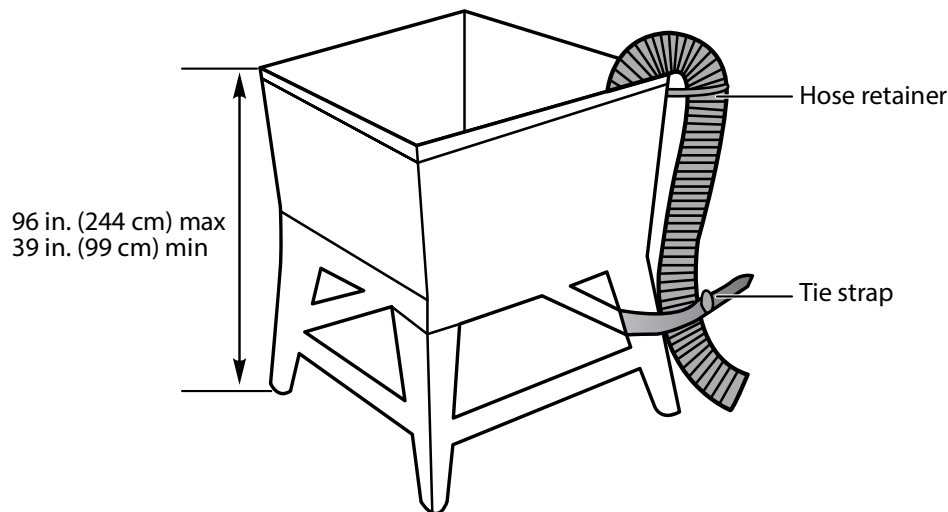
- **Over the edge of a wash basin** - Secure the guide to the side of the basin wall with a hook, tape it, or tie it with a piece of cord to prevent the drain hose from moving.



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



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



## Step 4: Level your washer

### ⚠ CAUTION

Do not use your washing machine without leveling. If your washer is not level, it may:

- Vibrate excessively which can cause your washer to malfunction
- Make excessive noise.
- Indicate error codes E3 or E4 when your washer is running.

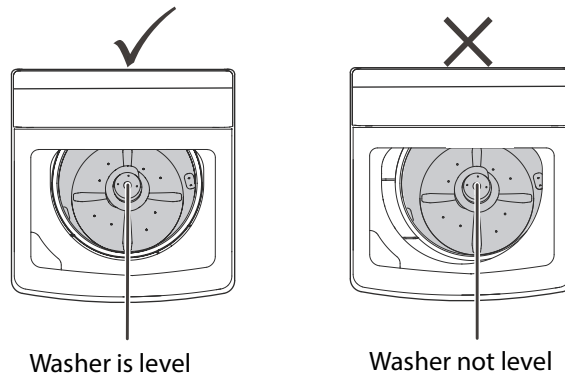
Extend the leveling feet only as much as is necessary. If the feet are extended too much, your washer may vibrate.

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

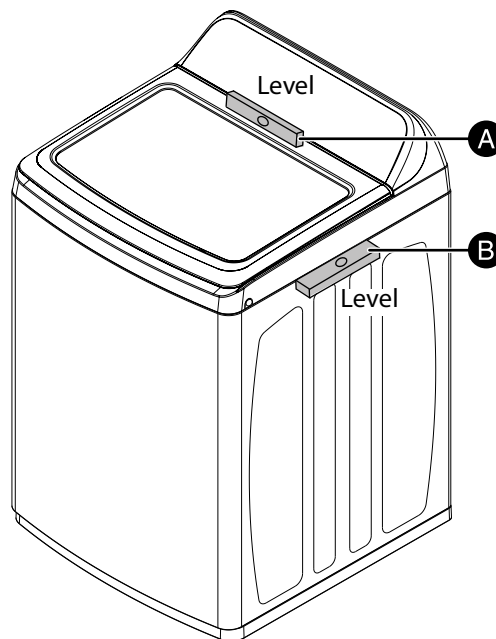
- 1 Slide your washer into position.



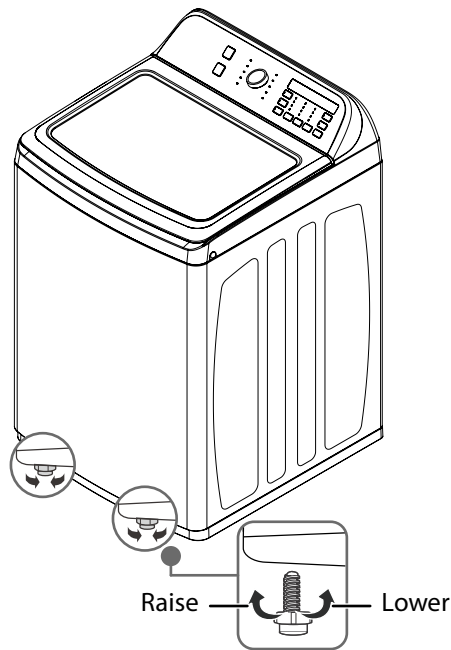
- 2 Open the lid and look from above to see if the tub is centered. If the tub is not centered, readjust the front feet. If you have a level, check the washer with the level.



**Note:** To check if the washer is level from side to side, place a level on the top of the washer, behind the lid (see 'A' in the image below). To check if the washer is level from front to back, slide a sheet of thin, stiff cardboard (such as the back of a legal pad) into the seam between the top and side panels of the washer on the right and left sides, then rest the level on top of the cardboard (see 'B' in the image below). Do not place the level on top of the washer.

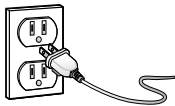


- 3 If your washer is not level, carefully tilt your washer just enough to adjust the leveling feet on the bottom front of your washer. Adjust the leveling feet. Turn all four leveling feet in one direction to raise the washer or the other direction to lower it.



- 4 Recheck to make sure that your washer is level. Push or rock the top edges of your washer gently to make sure the washer does not rock. If the washer rocks, readjust the leveling feet. If the lid does not stay open properly, extend the front leveling feet until the washer is level from front to back.

### Step 5: Power your washer



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

### Step 6: Run a test cycle

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

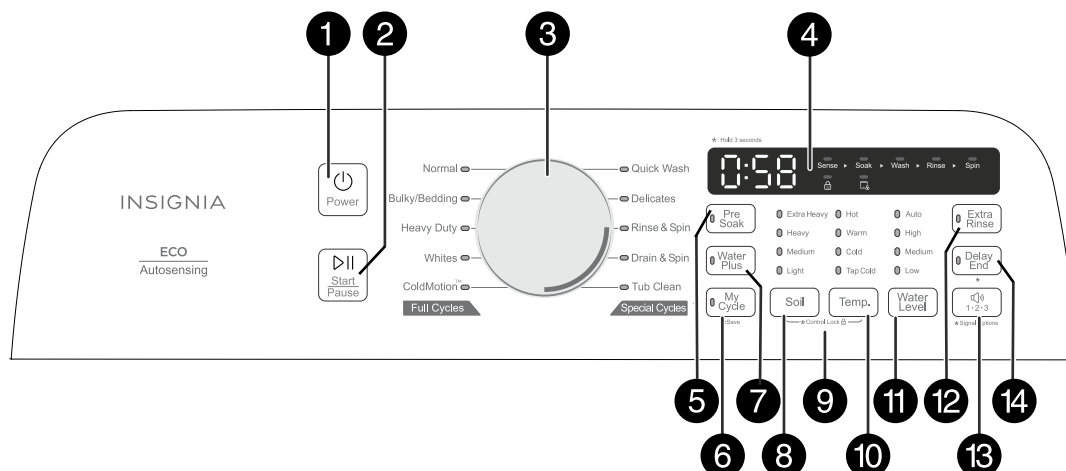
- 1 Load about 6 lbs. (2.7 kg) of laundry into the tub.
- 2 Press the **Power** button to turn on your washer.
- 3 Turn the cycle selector to select the **Rinse & Spin** cycle.
- 4 Press the **Start/Pause** button to start the test cycle. Your washer should not rock or vibrate excessively when water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

### CAUTION


- If you detect any water leaks while your washer is filling or draining, check the water connections. See [Step 2: Connect the water hoses](#) on page 13 or [Step 3: Connect the drain hose](#) on page 15.
- If your washer rocks and/or vibrates excessively, level it again. See [Step 4: Level your washer](#) on page 16.

# Using your washer

## Control panel



#	ITEM	DESCRIPTION
1	<b>Power button</b>	Press to turn on your washer. Press again to turn off your washer. If you leave your washer on and do not press the <b>Start/Pause</b> button within 10 minutes, your washer automatically turns off.
2	<b>Start/Pause button</b>	Press once to start the wash cycle. Press again to pause the cycle. If you pause the cycle, you can add or remove items, but you cannot change any settings. Press again to restart the cycle.
3	Cycle selector knob	Turn to select a wash cycle. The cycle you select determines the wash pattern for the cycle. For more information, see <a href="#">Washer options and settings</a> on page 22.
4	Digital display	<ul style="list-style-type: none"> <li>The initial display is the total time for the cycle you select.</li> <li>While your washer is running, the display shows the cycle process and time remaining in the cycle.</li> <li><b>Note:</b> The time shown is an estimate based on normal operating conditions. External factors (such as the load size, room temperature, incoming water temperature, and water pressure) can affect actual time.</li> <li>If you set a delay time for the start of the cycle, the display shows the time when the cycle will end.</li> <li>Your washer has a power-off memory feature. When the power is abnormally cut off to your washer and is later restored, it will continue the current cycle. It displays the total time of the cycle first, then, after four seconds, it will display the remaining time of the cycle.</li> </ul>
5	<b>Pre Soak button</b>	Press to select the <b>Pre Soak</b> option. Press again to cancel. Select this option for heavily soiled items that need to soak to remove stains and heavy dirt. Pre Soak occurs after the tub fills and detergent is added, but before the wash process. The agitator will rotate several times during the process.
6	<b>My Cycle button</b>	Press and hold for three seconds to save your favorite washing cycle and options. When you use it next, press once to load it.
7	<b>Water Plus button</b>	Press once to increase to the next higher water level. Press again to cancel this function. If the water level is already set to the highest, the level will not change.
8	<b>Soil button</b>	Press to cycle through the available soil level settings. Selections include <b>Extra Heavy&gt;Heavy&gt;Medium&gt;Light</b> (indicated by the soil level LEDs). Different soil levels result in different washing times and wash cycle settings. For more information, see <a href="#">Washer options and settings</a> on page 22.
9	<b>Control lock</b>	Press and hold the <b>Soil</b> and <b>Temp.</b> buttons at the same time for three seconds to turn on the control lock function. Press and hold these buttons again for three seconds to turn off the function. When the control lock function is turned on, the only button that works is the <b>Power</b> button and the <b>Soil</b> and <b>Temp.</b> buttons you use to turn off the control lock.
10	<b>Temp. button</b>	Press to cycle through the available washing water temperatures. Selections include <b>Hot&gt;Warm&gt;Cold&gt;Tap Cold</b> (indicated by the water temperature LEDs). The rinse water temperature is always cold.
11	<b>Water Level button</b>	Press to cycle through the available water level settings. Selections include <b>Auto&gt;High&gt;Medium&gt;Low</b> (indicated by the water level LEDs). Different water levels result in different washing times and wash cycle settings. For more information, see <a href="#">Washer options and settings</a> on page 22.
12	<b>Extra Rinse button</b>	Press to add an extra rinse to the wash cycle. Press again to cancel.

#	ITEM	DESCRIPTION
13	 1·2·3 button	Press and hold the button for three seconds to choose a sound notification mode. Three different sound modes can be selected: Mode 1: All sounds (sound of button and cycle end) are on. Mode 2: Sound of button is off, the sound of cycle end is on. Mode 3: All sounds are off.
14	Delay End button	Press and hold this button for three seconds to initiate this function. The initial setting delays the end of the wash cycle by one hour. Each successive button press adds an additional hour (up to 12 hours). Once the setting is complete, press the <b>▶   Start/Pause</b> button (if no action is taken, the function will automatically cancel after five seconds). The wash cycle will start at the appropriate time in order to finish at the time you set. To cancel the end-of-wash cycle delay, press this button multiple times until zero is displayed, or press and hold this button to quickly advance though the settings back to zero. If the cycle you have selected takes longer than one hour, the number 1 will not be displayed because the end time is not possible to delay. For example: <b>Normal</b> cycle will jump from 0 to 2 because it takes an hour to run the cycle and therefore cannot be set to 1. A modified cycle like <b>Quick Wash</b> could be set to 1.

## Washing a load of laundry


**WARNING** – To reduce the risk of fire, electric shock, or injury to persons, read the [Important Safety Instructions](#) on page 3 before operating this appliance.

### Selecting a detergent

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

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

### Step 1: Turn on your washer

Press the  **Power** button to turn on your washer. Your washer's initial settings are:

- **Normal** on the cycle selector with displayed time
- **Medium** for the **Soil**
- **Warm** for the **Temperature**
- **Auto** for the **Water Level**

### Step 2: Load your washer

#### CAUTION

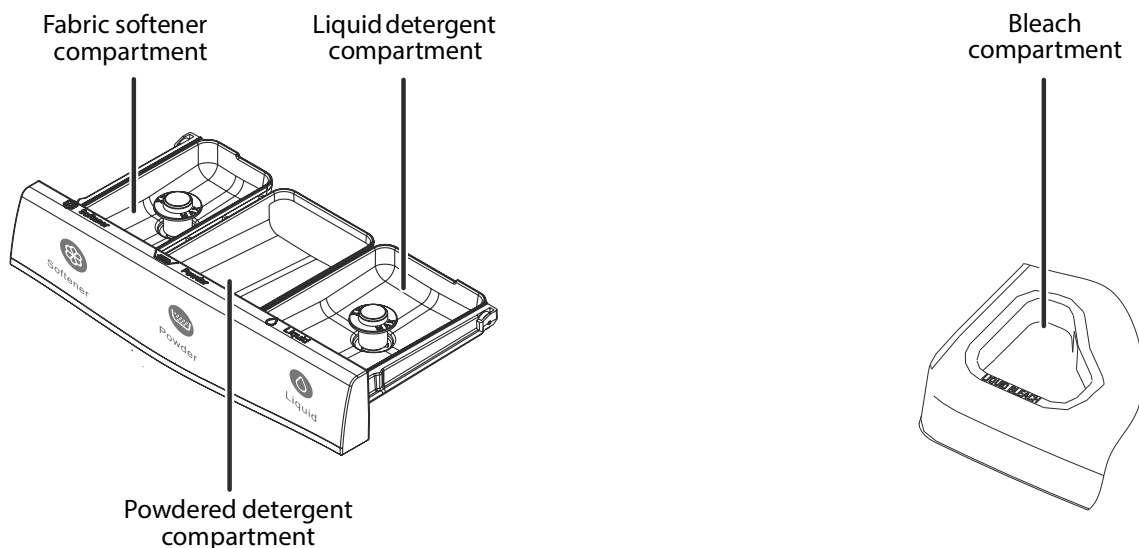
Before loading your laundry, make sure that you remove coins, keys, and other hard objects, and close zippers. These items may damage clothes.

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

#### Notes:

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

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



### Loading the liquid or powder detergent compartment

- 1 Pour the recommended amount of laundry detergent directly into the detergent compartment before starting your washer.
- 2 If you are using color-safe bleach, add it with the detergent to the detergent compartment.

**Note:** When adding color-safe bleach with detergent, both laundry products should be in the same form (liquid).

### Loading the bleach compartment (liquid bleach only)

- Add chlorine bleach to the bleach compartment. Do not over-fill the compartment.
- There is no water inlet to the bleach dispenser, so the bleach will load directly into the tub when you pour it in.

#### CAUTION

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

**Note:** Do not pour color-safe bleach into the bleach compartment. Instead, add it to the detergent compartment.

### Loading the fabric softener compartment

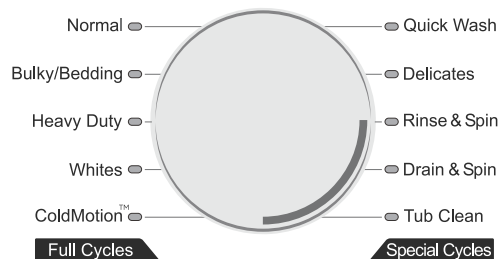
- Pour the recommended amount of liquid fabric softener into the softener compartment. The dispenser automatically releases liquid fabric softener at the correct time during the rinse cycle.

#### CAUTION

- Use the softener compartment ONLY for liquid fabric softeners.
- Do not use the Downy Ball®.
- Do not use liquid fabric softener that is too sticky, as it may not mix with the water sufficiently.

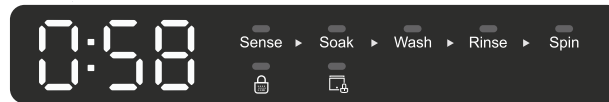
## Step 4: Select the appropriate cycle and options for the load

- Turn the cycle selector to select a washing cycle. For information on wash cycles, see [Washer options and settings](#) on page 22.



### Step 5: Start your washer

- Press the ►|| **Start/Pause** button to turn on the wash cycle.




**Note:** If you need to pause the cycle (for example to add or remove items or adjust the load), press the ►|| **Start/Pause** button, then open the lid after the washer stops. When you are ready to resume washing, close the lid, then press the ►|| **Start/Pause** button again.

### Step 6: Unload your laundry




When the wash cycle is complete your washer unlocks the lid. Open the lid and remove the laundry.

### Setting the control lock

Your washer has a control lock function to prevent children from playing with your washer. When you turn on the control lock, the only buttons that work are the  **Power** button and the **Soil** and **Temp.** buttons you use to turn off the control lock.

- Press and hold both the **Soil** and **Temp.** buttons for three seconds. The control lock light turns on.
- To turn off the control lock, press and hold both the **Soil** and **Temp.** buttons for three seconds.

#### Notes:

- If your washer is not turned on, the control lock can still remain set. Press the  **Power** button, turn on the control lock function, then press the  **Power** button to turn off your washer. When you want to use your washer, you need to turn off the lock function.
- If you turn on the control lock function while your washer lid is open, **E3** appears on the display. If you do not close the lid within 20 seconds, your washer sounds an alarm, displays **CL**, and drains all the water in the tub. To clear the alarm, press the  **Power** button to turn off your washer.

### Washer options and settings

- Maximum load weight (dry clothes) = 16.6 lbs. (7.5 kg)
- A double-beep when a button is pressed means that that option is not available for the selected cycle.
- Bolded options are initial settings. • (dots) indicate optional functions you can select.

Cycle	Fabric type	Soil level options	Temp options	Water Level	Pre Soak	Water Plus	My Cycle	Extra Rinse	Delay End	Signal * 1*2*3
<b>Normal</b>	Cotton, Linen, Towels, Shirts, Sheets, Jeans Mixed loads	Extra Heavy Heavy <b>Medium</b> Light	Hot <b>Warm</b> Cold Tap Cold	High Med Low <b>Auto</b>	•		•	•	•	•
<b>Bulky/ Bedding</b>	Large items like blankets and comforters	Extra Heavy Heavy <b>Medium</b> Light	Hot <b>Warm</b> Cold Tap Cold	High Med Low <b>Auto</b>	•	•	•	•	•	•
<b>Heavy Duty</b>	Heavily soiled cotton fabrics	<b>Extra Heavy</b> Heavy Medium Light	<b>Hot</b> Warm Cold Tap Cold	High Med Low <b>Auto</b>	•	•	•	•	•	•
<b>Whites</b>	White fabrics	Extra Heavy Heavy <b>Medium</b> Light	Hot <b>Warm</b> Cold Tap Cold	High Med Low <b>Auto</b>	•	•	•	•	•	•
<b>Cold Motion</b>	Cotton, Linen, Towels, Shirts, Sheets, Jeans Mixed loads	Extra Heavy Heavy <b>Medium</b> Light	<b>Tap Cold</b>	High Med Low <b>Auto</b>	•	•	•	•	•	•
<b>Quick Wash</b>	Lightly soiled and small loads	Medium <b>Light</b>	Hot <b>Warm</b> Cold Tap Cold	Med <b>Low</b>	•	•	•		•	•

Cycle	Fabric type	Soil level options	Temp options	Water Level	Pre Soak	Water Plus	My Cycle	Extra Rinse	Delay End	Signal * 1*2*3
<b>Delicates</b>	Dress shirts Blouses Nylons Sheer/lacy	Heavy Medium <b>Light</b>	Hot Warm <b>Cold</b> Tap Cold	<b>Med</b> Low	●	●	●	●	●	●
<b>Rinse &amp; Spin</b>			<b>Tap Cold</b>	High Med Low <b>Auto</b>			●		●	●
<b>Drain &amp; Spin</b>							●			●
<b>Tub Clean</b>	See page 24	<b>Light</b>	<b>Hot</b>	<b>High</b>			●			●

**Note:** For vertical axis machines, the operating instructions shall be provided with instructions to the user on how to properly wash water resistant and water-repellent type clothing, or not to wash water-resistant or water repellent type clothing. These instructions shall include the following or equivalent:

The user maintenance instructions of an appliance that employs non-current-carrying metal parts within the enclosure that are accessible during user servicing and not grounded shall include the warning marking required.



## WARNING

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

# Maintaining your washer

## CAUTION

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

### Cleaning the exterior

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

### Cleaning the interior

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

### Cleaning the control panel

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

### Cleaning the detergent, bleach, or softener compartment

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



### Cleaning the tub

The **Tub Clean** cycle is a self-cleaning cycle that removes the causes of odors that may occur inside your washer. We suggest cleaning the tub about once a month.

## CAUTION

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

**Note:** This cycle uses a high water level.

- 1 Turn on the washer by pressing the  **Power** button.
- 2 Turn the cycle selector to **Tub Clean**.
- 3 With the tub empty, add one cup of chlorine bleach to the bleach dispenser, or use washing machine cleaner such as Affresh, Oxiclean, or Tide.
- 4 Press the  **Start/Pause** button.

### Storing your washer

You can damage your washer if you do not remove water from hoses and internal components before storage.

To prepare your washer for storage:

- 1 Select the **Tub Clean** cycle and add bleach to your washer. Run your washer through the cycle without a load.
- 2 Remove the pump cap on the back of the washer near the floor to drain all water from the washer before storing, then reattach the pump cap.
- 3 Turn the water faucets off and disconnect the inlet hoses.
- 4 Unplug your washer from the electrical outlet and leave your washer lid open to let air circulate inside the tub. This helps prevent odors.

## CAUTION

- If your washer has been stored in below-freezing temperatures, allow time for any leftover water in your washer to thaw out before use.
- The electrical valve, retractor, motor and drain pump of this appliance are intentionally not grounded and may present a risk of electric shock during serving. Avoid contact with these electronic components.



# Troubleshooting

PROBLEM	SOLUTION
My washer does not start.	<ul style="list-style-type: none"> <li>Make sure that your washer is plugged in.</li> <li>Make sure that the lid is closed.</li> <li>Make sure that the water source faucets are open.</li> <li>Make sure that you press the <b>▶   Start/Pause</b> button to start your washer.</li> <li>Before your washer starts to fill, it makes a series of clicking noises to make sure that the lid is locked. Your washer doesn't drain after the lid locks. For automatic cycles: Before filling, and after the lid locks, a load sensing program starts. Your washer will agitate clothing without water to determine load type, water level, and cycle time. Then it fills. This can take up to one minute. This is normal. For non-automatic cycles, your washer fills after the lid locks.</li> <li>Make sure that the control lock is not activated. See <a href="#">Setting the control lock</a> on page 22.</li> <li>Check the fuse or reset the circuit breaker.</li> </ul>
No water or not enough water.	<ul style="list-style-type: none"> <li>Make sure that both faucets are fully turned on.</li> <li>Make sure that the water pressure is in the range listed in <a href="#">Water requirements</a> on page 12.</li> <li>Make sure that the water inlet hoses are not kinked. Straighten if necessary.</li> <li>Disconnect the hoses and clean the screens. The hose filter screens may be clogged.</li> <li>This is a high efficiency washer. It does not fill to the levels of a standard washer. Low water levels are normal. It is normal for parts of clothing to stick out of the water.</li> <li>For automatic cycles: Before filling, and after the lid locks, a load sensing program starts. Your washer will agitate clothing without water to determine load type, water level, and cycle time. Then it fills. This can take up to one minute. This is normal. For non automatic cycles, your washer fills after the lid locks.</li> </ul>
My washer vibrates or is too noisy.	<ul style="list-style-type: none"> <li>Make sure that your washer is set on a level surface. If the surface is not level, adjust your washer's feet to level your washer.</li> <li>Make sure that your washer is not touching any other object.</li> <li>Make sure that the laundry load is balanced.</li> <li>During the spin process, if clothes are piled to one side of the tub, your washer may stop because of the imbalance. Your washer tries up to three times to solve the problem automatically. If your washer cannot solve the problem, try to manually redistribute clothes inside the tub.</li> <li>Make sure that there are no pieces of the base foam packaging cushion stuck under your washer.</li> </ul>
My washer stops.	<ul style="list-style-type: none"> <li>Make sure that the power outlet is a working outlet.</li> <li>Check the fuse or reset the circuit breaker.</li> <li>Close the lid, then press the <b>▶   Start/Pause</b> button to start your washer. For your safety, your washer does not spin unless the lid is closed.</li> <li>Before your washer starts to fill, it makes a series of clicking noises to make sure that the lid is locked. Your washer doesn't drain after the lid locks. For automatic cycles: Before filling, and after the lid locks, a load sensing program starts. Your washer will agitate clothing without water to determine load type, water level, and cycle time. Then it fills. This can take up to one minute. This is normal. For non-automatic cycles, your washer fills after the lid locks.</li> <li>Sometimes your washer may pause between stages in the cycle. Wait to see if your washer starts again.</li> <li>Disconnect the inlet hoses and clean the screens periodically. The hose filter screens may be clogged.</li> </ul>
The lid is locked or will not open.	<ul style="list-style-type: none"> <li>Press the <b>▶   Start/Pause</b> button to pause your washer. You cannot open the lid if your washer is running.</li> <li>After you pause your washer, it may take a few seconds for the lid lock to release.</li> <li>If the lid is locked when your washer is not running, press the <b>⏻ Power</b> button to turn on your washer.</li> <li>If power fails while your washer is running, when power is restored the lid will be locked and your washer runs the rest of the cycle.</li> </ul>
My washer does not drain or spin.	<ul style="list-style-type: none"> <li>Check the fuse or reset the circuit breaker.</li> <li>Close the lid, then press the <b>▶   Start/Pause</b> button to start your washer. For your safety, your washer does not spin unless the lid is closed.</li> <li>Make sure that the drain hose is not kinked. Straighten as necessary.</li> <li>Make sure that the height of the drain hose is within specified limits. See <a href="#">Drainage requirements</a> on page 12.</li> <li>The pipes to your sewer system may be clogged. Contact a plumber or qualified repair professional.</li> </ul>
The water temperature is not correct.	<ul style="list-style-type: none"> <li>Make sure that you have selected the correct temperature.</li> <li>Make sure that the water source faucets are fully opened.</li> <li>Make sure that the hoses are connected to the correct faucet and water intake connections on your washer, then flush the lines. See <a href="#">Step 2: Connect the water hoses</a> on page 13.</li> <li>Disconnect the hoses and clean the screens. The hose filter screens may be clogged.</li> </ul>
Load is too wet at the end of the cycle.	<ul style="list-style-type: none"> <li>Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Selecting a detergent</a> on page 20.</li> <li>The load may be too small. Very small loads (one or two items) may become unbalanced and not spin out completely.</li> </ul>

PROBLEM	SOLUTION
Water leaks.	<ul style="list-style-type: none"> <li>Make sure that all hose connections are tight. See <a href="#">Step 2: Connect the water hoses</a> on page 13 and <a href="#">Step 3: Connect the drain hose</a> on page 15.</li> <li>Make sure that the end of the drain hose is correctly inserted and secured to the drainage system. See <a href="#">Step 3: Connect the drain hose</a> on page 15.</li> <li>Avoid overloading.</li> <li>Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Selecting a detergent</a> on page 20.</li> </ul>
The load has too many suds.	<ul style="list-style-type: none"> <li>Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Selecting a detergent</a> on page 20.</li> <li>If you have “soft” water, reduce the amount of detergent.</li> <li>For small or lightly soiled loads, reduce the amount of detergent.</li> </ul>
My washer has an odor.	<ul style="list-style-type: none"> <li>Periodically run a <b>Tub Clean</b> cycle to clean the tub. See <a href="#">Cleaning the tub</a> on page 24.</li> <li>Use a high-efficiency detergent to reduce over-sudsing. Excessive suds collect in nooks and crannies and cause odor. See <a href="#">Selecting a detergent</a> on page 20.</li> <li>Dry the interior of your washer after the total cycle has finished.</li> </ul>

## Understanding the error codes

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

ERROR CODE	POSSIBLE CAUSE	SOLUTIONS
E1	When your washer fails to fill sufficiently within five minutes, or the water level fails to reach a certain level within a specified time.	<ul style="list-style-type: none"> <li>Make sure that the lid is not open.</li> <li>Make sure that water is not leaking. See <a href="#">No water or not enough water</a> on page 25.</li> <li>Contact Insignia Customer Care.</li> </ul>
E2	The unit takes more than 10 minutes to drain.	<ul style="list-style-type: none"> <li>See <a href="#">My washer does not drain or spin</a> on page 25.</li> </ul>
E3	This error code displays if the ►   <b>Start/Pause</b> button is pressed with the washer lid not fully closed.	<ul style="list-style-type: none"> <li>Make sure that the lid is fully closed, then press the ►   <b>Start/Pause</b> button a second time if the error occurs. If the error persists, turn the washer power off and back on to resume.</li> <li>Contact Insignia Customer Care.</li> </ul>
E4	Your washer is out of balance more than three times in spin operation.	<ul style="list-style-type: none"> <li>See <a href="#">My washer vibrates or is too noisy</a> on page 25.</li> <li>Contact Insignia Customer Care.</li> </ul>
E5	Impact switch failed, your washer is not leveled.	<ul style="list-style-type: none"> <li>Level your washer. See <a href="#">Step 4: Level your washer</a> on page 16.</li> <li>Contact Insignia Customer Care.</li> </ul>
F2	The EEPROM failed.	<ul style="list-style-type: none"> <li>Contact Insignia Customer Care.</li> </ul>
F5	Load sensing failed.	<ul style="list-style-type: none"> <li>Contact Insignia Customer Care.</li> </ul>
F8	Water level sensor failed.	<ul style="list-style-type: none"> <li>Contact Insignia Customer Care.</li> </ul>
Fd	Lid lock failed.	<ul style="list-style-type: none"> <li>Contact Insignia Customer Care.</li> </ul>
C9	The PCB failed.	<ul style="list-style-type: none"> <li>Contact Insignia Customer Care.</li> </ul>
CL	The lid has been open for over 20 seconds with the control lock function activated.	<ul style="list-style-type: none"> <li>Press the ⏻ <b>Power</b> button to turn off your washer.</li> <li>Turn off the control lock function. See <a href="#">Setting the control lock</a> on page 22.</li> <li>Contact Insignia Customer Care.</li> </ul>

## Specifications

Dimensions (H x W x D)	43 5/16 x 27 x 28 15/16 in. (110 x 68.6 x 73.5 cm)
Weight	<b>Net:</b> 130 lbs. (59 kg) <b>Gross:</b> 143.3 lbs. (65 kg)
Power	120V AC at 60Hz
Current draw	10A
Display type	LED
Display color	White
Motor	Series

# ONE-YEAR LIMITED WARRANTY

Best Buy, or its Authorized Partner of Insignia branded products, warrants to you, the original purchaser of this new Insignia branded product ("Product"), that the Product shall be free of defects in the original manufacture of the material or workmanship for a period of one (1) year from the date of your purchase of the Product or the date of delivery (if later than the date of purchase) ("Warranty Period").

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

The term "Best Buy", as used in this warranty, refers to Best Buy branded retail stores, [www.bestbuy.com](http://www.bestbuy.com), [www.bestbuy.ca](http://www.bestbuy.ca), and Best Buy's Authorized Partner.

Because Insignia cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Best Buy or an Insignia Authorized Partner, unless otherwise prohibited by law. Insignia reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized websites.

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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