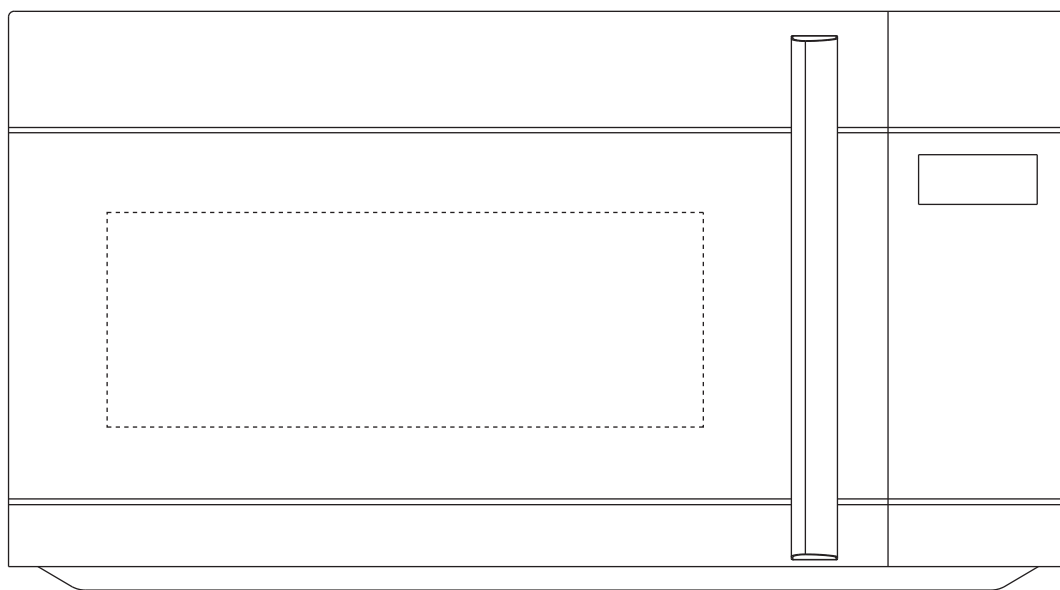


INSIGNIA™

USER GUIDE

1.7 Cu. Ft. Over-the-Range Microwave

NS-OTR17SS3-C/NS-OTR17WH3-C



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

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SAFETY INFORMATION

Precautions to avoid possible exposure to excessive microwave energy

- 1 Do not attempt to operate this microwave with the door open because this can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- 2 Do not place any object between the microwave front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- 3 Do not operate the microwave if it is damaged. It is particularly important that the microwave door closes properly and that there is no damage to the:
 - (a) DOOR (bent)
 - (b) HINGES and LATCHES (broken or loosened)
 - (c) DOOR SEALS and SEALING SURFACES
- 4 Your microwave should not be adjusted or repaired by anyone except properly qualified service personnel.

IMPORTANT SAFETY INSTRUCTIONS

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

- 1 Read all instructions before using the microwave.
- 2 Read and follow: Precautions to avoid possible exposure to excessive microwave energy on page 3.
- 3 This appliance must be grounded. Connect only to a properly grounded outlet. See Grounding instructions on page 4.
- 4 Install or locate this appliance only in accordance with the provided installation instructions.
- 5 Some products such as whole eggs and sealed containers (closed glass jars, for example) are able to explode and should not be heated in this microwave.
- 6 Use this appliance only for its intended use as described in this manual. Do not use corrosive chemicals or vapors in this appliance. This type of microwave is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
- 7 HOT CONTENTS CAN CAUSE SEVERE BURNS. DO NOT ALLOW CHILDREN TO USE THE MICROWAVE. Use caution when removing hot items.
- 8 To reduce the risk of fire in the microwave cavity:
 - a) Do not overcook food. Carefully monitor the appliance when paper, plastic, or other combustible materials are placed inside the microwave to facilitate cooking.
 - b) Remove wire twist-ties from paper or plastic bags before placing the bag in the microwave.
 - c) If materials inside the microwave should ignite, keep the microwave door closed, turn the microwave off, and disconnect the power cord or shut off power at the fuse or circuit breaker panel.
 - d) Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- 9 Liquids, such as water, coffee, or tea can be overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from your microwave is not always present. THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID.
 - a) Do not overheat the liquid.
 - b) Stir the liquid both before and halfway through heating it.
 - c) Do not use straight-sided containers with narrow necks.
 - d) After heating, allow the container to stand in your microwave for a short time before removing the container.
 - e) Use extreme care when inserting a spoon or other utensil into the container.
- 10 Do not heat oil or fat for deep-frying. It is difficult to control the temperature of oil in your microwave.
- 11 Pierce foods with heavy skins such as potatoes, whole squash, apples, and chestnuts before cooking.
- 12 The contents of feeding bottles and baby jars should be stirred or shaken and the temperature should be checked before serving in order to avoid burns.
- 13 Cooking utensils may become hot because of heat transferred from the heated food. Potholders may be needed to handle the utensil.
- 14 Do not cover or block any openings on the appliance.

- 15** Do not store or use this appliance outdoors. Do not use this product near water, for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.
- 16** Do not operate this appliance if it has a damaged cord or a plug, if it is not working properly, or if it has been damaged or dropped.
- 17** Do not immerse the cord or plug in water. Keep the cord away from heated surfaces. Do not let the cord hang over the edge of a table or counter.
- 18** Use only thermometers which are specifically designed for use in microwave.
- 19** Be certain the glass tray and roller rings are in place when you operate the microwave.
- 20** This appliance should be serviced only by qualified service personnel. Contact the nearest authorized service facility for examination, repair, or adjustment.
- 21** When cleaning surfaces of the door and microwave that come together on closing the door, use only mild, nonabrasive soaps, or detergents applied with a sponge or soft cloth.
- 22** VENTILATING HOODS:
 - a) Clean Ventilating Hoods Frequently-Grease should not be allowed to accumulate on hood or filter.
 - b) When flaming foods under the hood, turn the fan on.
- 23** Use care when cleaning the vent-hood filter. Corrosive cleaning agents, such as lye-based oven cleaners, may damage the filter.
- 24** To reduce the risk of fire and electric shock, install only above electric cooking equipment. If the over-the-cooktop microwave is intended to be used with either a gas or electric range, the following words or the equivalent shall be included: Suitable for use above both gas and electric cooking equipment.

Unpacking instructions

Carefully remove your microwave from the box. Save the box as it may make installation easier.

- 1** Remove all packing materials from inside the microwave cavity. However, DO NOT REMOVE THE WAVEGUIDE COVER, which is located on the right side in the microwave cavity. Make sure that you have all items from the [Package contents](#) on page 6. Read and save the instructions.
- 2** Remove the feature sticker from the outside of the door, if there is one.
- 3** Check the microwave for any damage, such as misaligned or bent door, damaged door seals and sealing surfaces, broken or loose door hinges and latches, and dents inside the cavity or on the door. If there is any damage, do not operate the microwave and contact your dealer.

See the *Installation Guide* for more information.

Grounding instructions

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

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

Electrical requirements

The electrical requirements are a 120 VAC, 60Hz, 20 amp outlet. It is recommended that a separate circuit serving only the microwave be provided. The microwave is equipped with a 3-prong grounding plug. It must be plugged into a wall receptacle that is properly installed and grounded.

Power Supply Cord

- 1** A short power supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
- 2** Longer cord sets or extension cords are available and may be used if care is exercised in their use.
- 3** If a long cord or extension cord is used:
 - a) The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
 - b) The extension cord must be a grounding-type 3-wire cord, and the longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over unintentionally.
 - c) If it is necessary to use an extension cord, use only a 3-wire extension cord that has a 3-blade grounding plug, and a 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord shall be equal to or greater than the electrical rating of the appliance.

Notes:

- If you have any questions about the grounding or electrical instructions, consult a qualified electrician or service person.
- Insignia does not accept any liability for damage to the microwave or personal injury resulting from failure to observe the electrical connection procedures.

Radio or TV interference

Should there be any interference caused by your microwave to your radio or TV, make sure that your microwave is on a different circuit. Relocate the radio or TV as far away from the microwave as feasible or check the position and signal of the receiving antenna.

SAVE THESE INSTRUCTIONS

Cookware and cooking materials

WARNING: Personal Injury Hazard

Tightly-closed containers could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

Cookware and other materials must fit on the turntable. Always use oven mitts or pot holders because cookware may become hot.

Refer to the **Materials you can use** and **Materials to be avoided** tables as a guide, then test before using.

Cookware and Materials Test:

- 1 Fill a microwave-safe container with 1 cup (236 ml) of cold water. Place the water-filled container, along with the cookware or materials in question, in the microwave.
- 2 Cook on maximum power for one minute. **Do not exceed one minute cooking time.**
- 3 Carefully feel the cookware or material. If the empty cookware or material is warm, do not use it for microwave cooking.

Materials you can use

| MATERIAL | REMARKS |
|-----------------------|--|
| Aluminum foil | Use as shielding only. Small, smooth pieces can be used to cover thin parts of meat or poultry to prevent overcooking. Arcing can occur if the foil is wrinkled or too close to microwave walls. The foil should be at least 1 in. (2.5 cm) away from microwave walls. |
| Browning dish | Follow the manufacturer's instructions. The bottom of the browning dish must be at least 3/16 in. (5 mm) above the turntable. Incorrect usage may cause the turntable to break. |
| Dinnerware | Use microwave-safe only. Follow the manufacturer's instructions. Do not use cracked or chipped dishes. |
| Glass jars | Always remove the lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break. |
| Glassware | Use heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes. |
| Oven cooking bags | Follow the manufacturer's instructions. Do not close with a metal tie. Make slits to allow steam to escape. |
| Paper plates and cups | Use for short-term cooking/warming only. Do not leave the microwave unattended while cooking. |
| Paper towels | Use to cover food for reheating and absorbing fat. Use with supervision for short-term cooking only. |
| Parchment paper | Use as a cover to prevent splattering or a wrap for steaming. |
| Plastic | Use only if labeled "Microwave Safe." Follow the manufacturer's instructions. Some plastic containers soften as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced, or vented, as indicated on the package. |
| Plastic wrap | Use microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food. |
| Thermometers | Use microwave-safe only (such as meat and candy thermometers). |
| Wax paper | Use as a cover to prevent splattering and retain moisture. |

Materials to be avoided

| MATERIAL | REMARKS |
|---------------------------------|--|
| Aluminum tray | May cause arcing. Use a microwave-safe dish instead. |
| Food carton with metal handle | May cause arcing. Use a microwave-safe dish instead. |
| Metal or metal trimmed utensils | Metal shields the food from microwave energy. The metal trim may cause arcing. |
| Metal twist ties | May cause arcing and could cause a fire in the microwave. |
| Paper bags | May cause a fire in the microwave. |
| Plastic foam | Plastic foam may melt or contaminate the liquid inside when exposed to high temperature. |
| Wood | Wood will dry out when used in your microwave and may split or crack. |

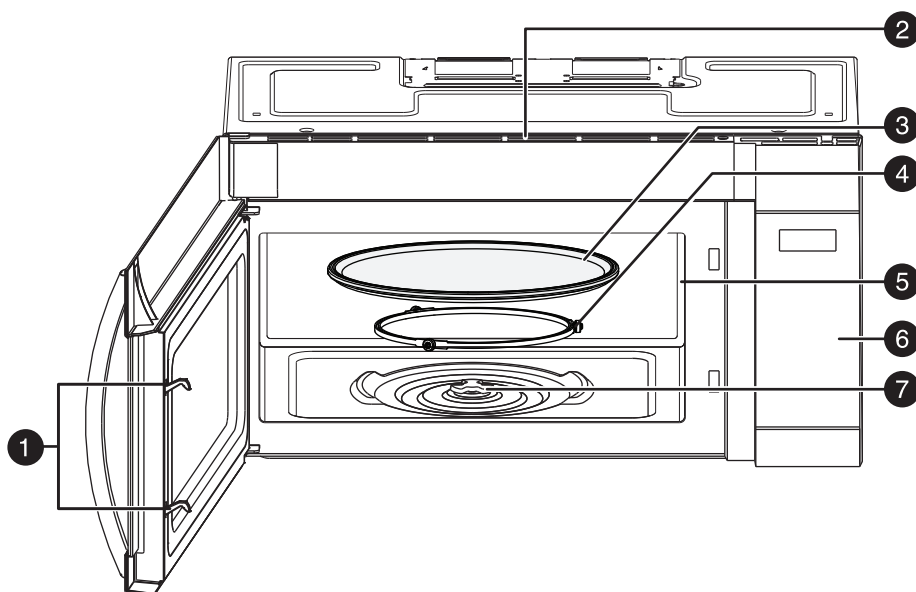
Features

- 9 auto-cook settings
- 10 variable power levels
- 950 watts of power
- 30-second express cooking
- 2-stage cooking available
- Exhaust fan with two speeds
- Hidden vent
- Task lighting
- Child lock
- 13.6-in. (34.54 cm) glass turntable

Package contents

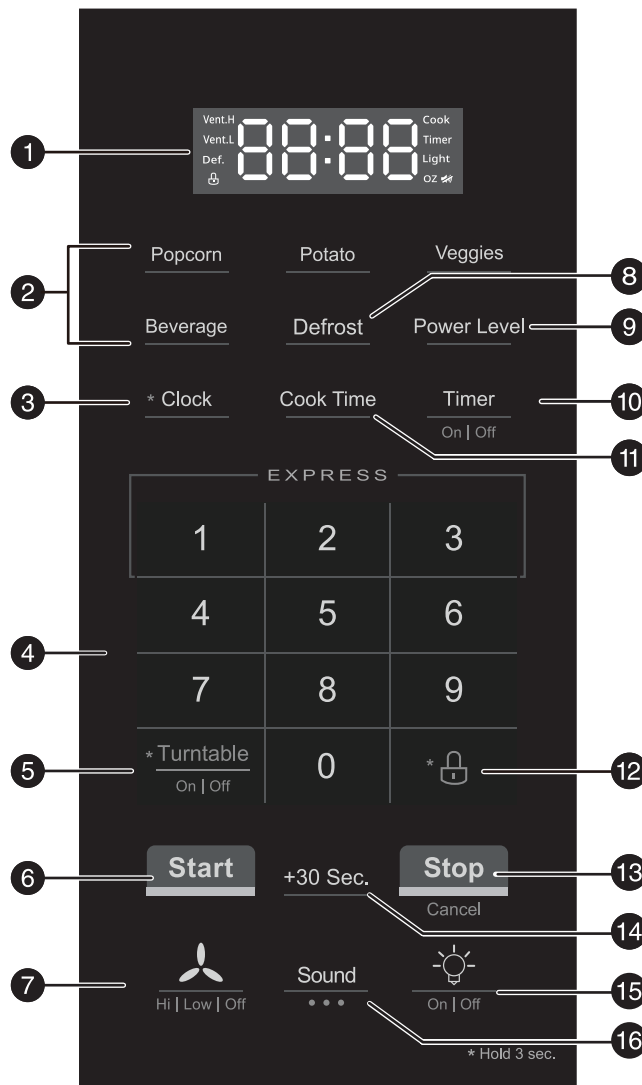
- 1.7 cu. ft. over-the-range microwave
- Turntable (with ring)
- Installation hardware
- Grease filter
- Exhaust damper
- *Installation Guide*
- *User Guide*

Microwave




| # | ITEM | DESCRIPTION |
|---|-------------------------|---|
| 1 | Safety interlock system | Prevents your microwave from operating when the door is open. |
| 2 | Top vent outlet | Vents hot air from inside your microwave. Do not block. |
| 3 | Glass turntable | Allows food to cook more evenly. |
| 4 | Turntable ring assembly | Allows the turntable to rotate to cook food more evenly. |
| 5 | Waveguide cover | Covers the waveguide. DO NOT REMOVE. |
| 6 | Control panel | Use to set cooking times and enter other information as needed. |
| 7 | Turntable shaft | Rotates the turntable assembly. |

Control panel



| # | ITEM | DESCRIPTION |
|----|-------------------------------------|--|
| 1 | Display | In standby mode, displays the time. In cooking mode, displays cooking time, weight, and other information. |
| 2 | Auto menu | Press one of these buttons to automatically cook the item indicated. See Cooking with the auto menu on page 11. |
| 3 | *Clock | Press and hold for three seconds, then enter time. See Setting the clock on page 10. |
| 4 | Number pad and EXPRESS cook buttons | Press to enter cook time, defrost time, clock time, and other information. EXPRESS - press 1 , 2 , or 3 to quickly cook for that many minutes, at 100% power. |
| 5 | *Turntable On/Off | Press and hold this button for three seconds to turn the turntable on or off. See Using the turntable on page 12. |
| 6 | Start | In standby mode, or after you enter the cooking time, press this button to begin cooking. |
| 7 | (vent) | Press to turn on your vent fan. Press repeatedly to select the fan speed. You can select High, Low, or Off. See Using the vent fan on page 12. |
| 8 | Defrost | Press once, then enter the time you want to defrost, then press Start. See Defrosting food with your microwave on page 11. |
| 9 | Power Level | To set the power level of your microwave, press Power Level. then enter the power level that you want (0-10). See Cooking in your microwave on page 10. |
| 10 | Timer On/Off | Press once, then enter the time you want to count down. See Using the timer on page 10. |
| 11 | Cook time | Press once, then enter the time you want your food to cook. |
| 12 | (lock) | Press and hold for three seconds to lock or unlock the control panel. |
| 13 | Stop/Cancel | Press to stop the cooking process. Press again to cancel the cooking operation. |

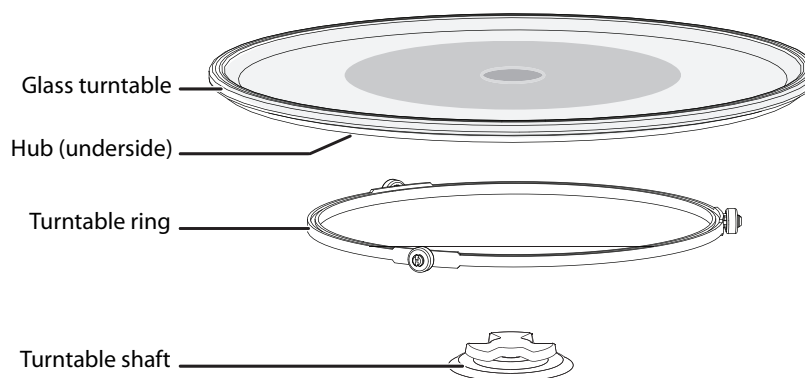
| # | ITEM | DESCRIPTION |
|----|---|---|
| 14 | +30 Sec. | Press once to start the a 30 second cooking cycle or to add 30 seconds to the current cooking time. Press repeatedly to add 30 second increments. |
| 15 |  (light) | Press to turn the light under your microwave on or off. See Using the light on page 12. |
| 16 | Sound | All sounds are turned on by default. The display shows "on" when you press the Sound button the first time. Press the Sound button again to turn off the keypad beep sound. The display shows "oFF1". Press the Sound button a third time to turn off all sounds. The display shows "oFF2". Press the Sound button a fourth time to turn all sounds back on. The display shows "on". |

Setting up your microwave

See the *Installation Guide* (included in your box) to install and set up your microwave.

You can also find the *Installation Guide* online at www.insigniaproducts.com by searching for **NS-OTR17SS3-C/NS-OTR17WH3-C**. On your microwave's product page, select **Support & Downloads**, then next to *Installation Guide*, select the language you want.

Installing the turntable



Notes:

- Never place the glass tray upside down. The glass tray should never be restricted.
- Both the glass tray and turntable ring must always be used during cooking.
- Always place all food and containers of food on the glass tray for cooking.
- If the glass tray or turntable ring cracks or breaks, contact your nearest authorized service center.

- 1 Place the turntable ring in the round depression in the bottom of your microwave so that it turns freely.
- 2 Place the glass turntable (flat side up) on the turntable ring so that the hub engages the turntable shaft in the bottom of the microwave. The glass turntable should not turn freely when it is correctly installed.

Replacing Control Panel Film

Your Insignia microwave is shipped with an English-language control panel, however a French-language panel film is included in the box, if you would prefer a French control panel. To change the control panel film, follow these instructions:

- 1 Remove the French control panel film membrane with the manual.
- 2 Clean the English-language control panel film membrane with a soft cloth.
- 3 Remove the protective backing from the French control panel film membrane, then apply the new membrane over the existing English control panel film membrane.

Using your microwave

Cooking in your microwave

- 1 Press **Cook Time**, then use the number pad to enter the cooking time that you want.

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

- 2 Press **Power Level**, then enter the power level that you want (0-10).

| LEVEL | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 0 |
|---------|------|------|------|------|------|------|------|------|------|------|-----|
| Power | 100% | 90% | 80% | 70% | 60% | 50% | 40% | 30% | 20% | 10% | 0% |
| Display | P-HI | P-90 | P-80 | P-70 | P-60 | P-50 | P-40 | P-30 | P-20 | P-10 | P-0 |

Notes:

- You can check the power level during cooking by pressing **Power Level**. To change it, enter a new power level (0-10).
- If "P-0" is selected, the fan turns on but microwave cooking power will be at 0%. You can use this level to remove an odor in your microwave.

- 3 Press **Start** to begin heating.

OR

For two-stage cooking, repeat steps 1-2 to program the second stage.

Notes on two-stage cooking:

- Two-stage cooking lets you program two cook times and power levels at the same time.
- The first time/power level entered is the first stage and the second time/power level entered is the second stage.
- Two stage cooking does not show up on the display, but the total cook time is displayed.
- Two-stage cooking is useful to defrost and then cook, or cook at full power and then partial power.

Setting the clock

- 1 In standby mode, press and hold ***Clock** for three seconds. The display will flash.
- 2 Use the number pad to enter the current time (1:00-12:59), then press **Start** to confirm the setting. If your microwave beeps three times, the numbers entered are valid.

Using the timer

- 1 In standby mode, press ***Timer On/Off**. The display shows ": 0" and "TIMER".
- 2 Use the number pad to enter the time (the maximum time is 99 minutes and 99 seconds), then press **Start** to start the timer.
When the timer reaches 0, your microwave beeps three times. If you do not stop the timer, your microwave will beep three times every five seconds to remind you. Your microwave will repeat this reminder a maximum of six times.

Turning sound on and off

- 1 Press **Sound** to turn off the beep sounds when panel buttons are touched. "OFF 1" appears on the display momentarily.
- 2 Press **Sound** again to turn off all beep sounds including end of cycle and timer alerts. "OFF 2" appears on the display momentarily.
- 3 Press **Sound** again to turn on all sounds. "on" appears on the display.

Cooking quickly

- Press **+30 Sec.** to instantly cook something at 100% power for 30 seconds.
OR
- To increase the time in 30 second increments (except auto menu selections, such as Popcorn or Potato), press **+30 Sec.** repeatedly.
OR
- Press the express number key **1**, **2**, or **3** to immediately begin 100% power, fast cooking for that number of minutes.

Cooking complete reminders

At the end of the cooking cycle, your microwave stops running and beeps. The display will show "End" until you remove the food or press **Stop**. If you do not remove the food, your microwave will beep twice to remind you. Your microwave will repeat this reminder three times, once every three minutes.

Defrosting food with your microwave

- 1 Press **Defrost**. The display shows "00:00" and "Def."
- 2 Use the number pad to enter the defrosting time you want. The time entered must be between 00:01 and 99:99.
- 3 Press **Start** to start defrosting. The remaining cooking time is displayed.

Note: Three quick beeps will sound at the halfway point to prompt you to turn the food over.

Tips on defrosting

Defrosting steak, pork, chicken, or fish:

- 1 Remove the meat from your freezer. Defrost times depend on the approximate weight of your food, so check the label or weigh your item.
- 2 Place the meat in a microwave safe container (see [Cookware and cooking materials](#) on page 5).
- 3 Press **Defrost** on your microwave, then set the cooking timer to defrost for 8 – 10 minutes per pound. The thawing time for fish or other seafood can vary, so check the packaging for more information.
- 4 To ensure even thawing, stop the timer every few minutes to turn or flip the meat.
- 5 When finished, remove the meat and cook immediately.

Defrosting fruits and vegetables:

- 1 Remove the fruit or vegetables from your freezer.
- 2 Determine the weight of the produce.
- 3 Place the produce in a microwave safe container (see [Cookware and cooking materials](#) on page 5).
- 4 Press **Defrost** on your microwave, then set the cooking timer to defrost for two minutes.
- 5 After two minutes, separate the pieces. For leafy vegetables like cooked spinach, pull the block apart into smaller pieces.
- 6 Continue to defrost for one minute for every four ounces of produce. Check and stir occasionally, until completely thawed.
- 7 When finished, move to your stove top and cook immediately.

Cooking with the auto menu

Potato

- 1 Press **Potato**. The display shows "1"
- 2 Use the number pad to enter the number of potatoes, **1** through **4**, as necessary.
- 3 Press **Start**.

Veggies

- 1 Press **Veggies** once for fresh vegetables and twice for frozen vegetables. The display shows "FrSh" or "FroZ."
- 2 Press the number pad to enter the amount of vegetables (cups) to cook.

| FOOD | DISPLAY | AMOUNT | NUMBER PAD | TOTAL TIME |
|-------------------|---------|--------|------------|------------|
| Fresh vegetables | FrSh | 1 cup | 1 | 3:30 |
| | | 2 cups | 2 | 5:30 |
| | | 3 cups | 3 | 7:20 |
| | | 4 cups | 4 | 9:00 |
| Frozen vegetables | FroZ | 1 cup | 1 | 4:30 |
| | | 2 cups | 2 | 7:30 |
| | | 3 cups | 3 | 10:30 |
| | | 4 cups | 4 | 13:30 |

- 3 Press **Start**.

Popcorn

- 1 Press **Popcorn**. The display shows "82" and "G."
- 2 Use the number pad to enter the amount of popcorn:
 - Press **1** for 82 G.
 - Press **2** for 94 G.
 - Press **3** for 99 G.
 - Press **4** for 70 G.
 - Press **5** for 77 G.
- 3 Press **Start**.


Beverage

- 1 Press **Beverage**.
- 2 Use the number pad (1-3) to enter the amount from 1-3 cups (8.0 oz./cup).
- 3 Press **Start**.

Checking the time and power level while cooking

- To check the power level while cooking a meal, press **Power Level**. The display shows the power level being used for three seconds, then returns to the cooking time remaining.


Using the light

- Press  (light) to turn on or off the light underneath your microwave.

Note: To change a light bulb, see [Changing the LED bulbs](#) on page 15.



Using the vent fan

Your microwave's vent fan works as a range hood to filter out smoke and other odors from cooking.

- Press  (vent) repeatedly to cycle between high speed, low speed, or off.

Note: You can choose the vent speed while cooking in your microwave.

Using the child lock

- To lock the control panel buttons, press and hold  (lock) for three seconds. Your microwave beeps and a lock indicator appears on the display.
- To unlock the control panel buttons, press and hold  (lock) until the lock indicator disappears (about three seconds).

Using the turntable

- To turn off the turntable, press and hold ***Turntable On/Off** for about three seconds while cooking your food. The display shows "off" for two seconds.
- To turn the turntable back on after turning it off, press and hold ***Turntable On/Off** for about three seconds while cooking your food. The display shows "on" for two seconds.

Note: Your microwave defaults to having the turntable on.

Cleaning and maintaining your microwave

Cleaning the outside of your microwave

Exterior

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

Door

Wipe the window on both sides with a damp cloth to remove any spills or spatters. Metal parts will be easier to maintain if wiped frequently with a damp cloth. Avoid the use of spray and other harsh cleaners as they may stain, streak, or dull the door surface.

Control panel

If the control panel is dirty, open the door of your microwave before cleaning. Wipe the panel with a cloth dampened slightly with water only. Dry with a soft cloth. Do not scrub or use any sort of chemical cleaners. Close the door and press **Stop** to clear any buttons you may have pressed.

Cleaning the inside of your microwave

Interior

Wipe with a soft cloth and warm water. Do not use abrasive or harsh cleaners or scouring pads. For baked-on food, use baking soda or a mild soap, then rinse thoroughly with hot water.

Waveguide cover

The waveguide cover is located on the right side the microwave cavity. It is made from mica so it requires special care. Keep the waveguide cover clean to assure good microwave performance. Carefully wipe the surface of the cover immediately with a damp cloth if any food spatters on it. Built-up splashes may overheat and cause smoke or possibly catch fire. **DO NOT REMOVE THE WAVEGUIDE COVER.**

Removing odors

Occasionally, a cooking odor may remain in your microwave. To remove, combine one cup water, the grated peel and juice of one lemon, and several whole cloves in a two-cup glass measuring cup. Boil for several minutes using 100% power, then let it cool in your microwave. Wipe the interior with a soft cloth.

Turntable and turntable support

Remove the turntable and turntable support and wash them in mild, sudsy water. For stubborn stains, use a mild cleanser and non-abrasive scouring sponge. You can also wash them in the top rack of a dishwasher.

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

Cleaning and replacing the filters

Cleaning the grease filters

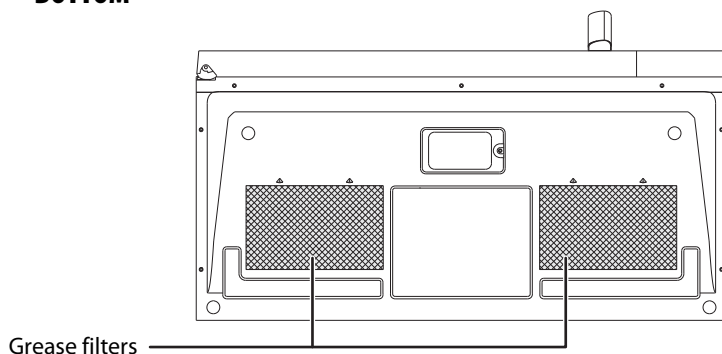
Clean the filters at least once a month. Never use the fan or microwave without the filters in place.

- 1 Pull down slightly on the tab toward the front of your microwave to remove the filter. Repeat for the other filter.
- 2 Soak the filter in a sink or dish pan filled with hot water and detergent.

CAUTION: DO NOT use ammonia or other alkali cleaning products. They will react with the filter material and darken it.

- 3 Agitate and scrub the filter with a brush to remove embedded dirt.
- 4 Rinse thoroughly and shake dry.
- 5 Replace by fitting the filter back into the opening.

BOTTOM

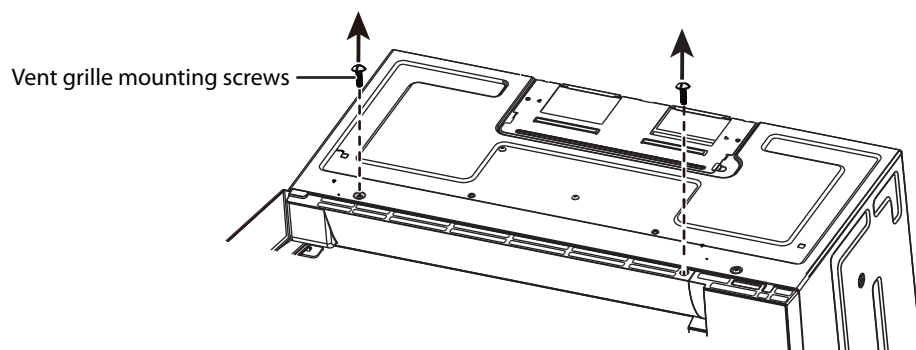


Replacing the charcoal filter

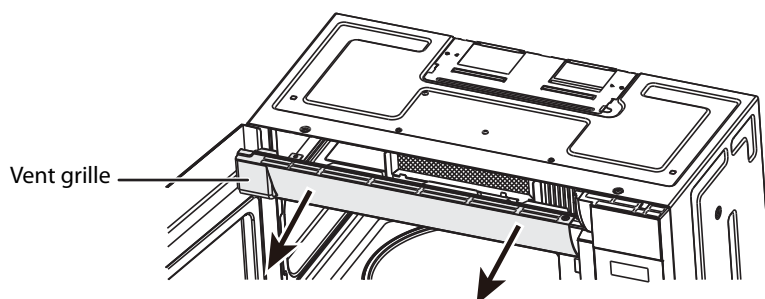
A charcoal filter is used for a nonvented, recirculated installation. The filter should be changed every 6 to 12 months depending on use.

- 1 Disconnect power to your microwave at the circuit breaker or by unplugging it.

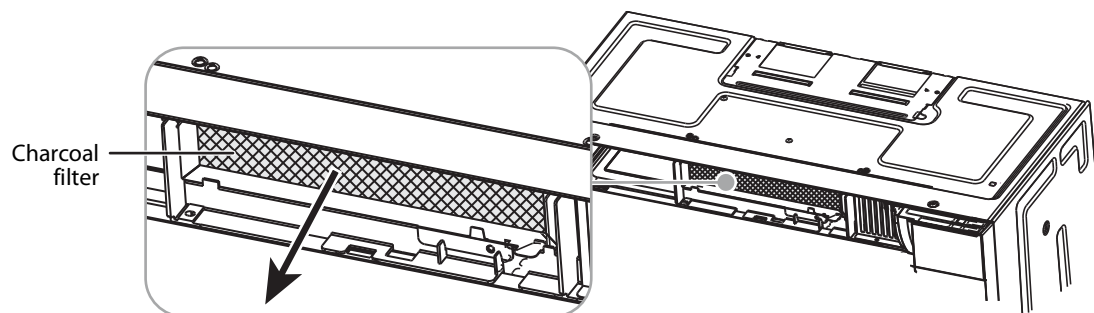
- 2** Remove the vent grille mounting screws from the top of the vent grille, then push down on the tabs at each end of the vent grille to disengage it.



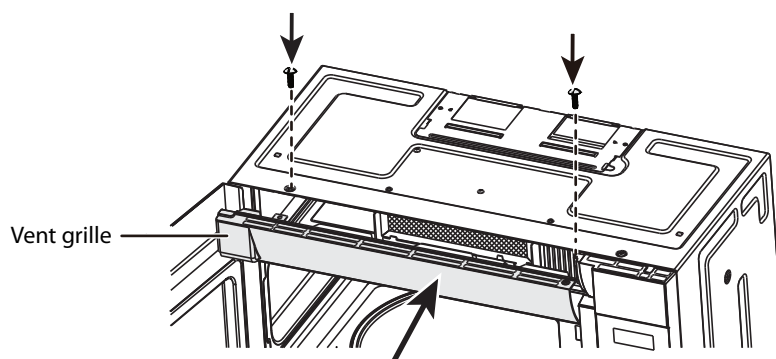
- 3** Pull the vent grille away from the unit.



- 4** Replace the charcoal filter. Make sure that the wire mesh is visible from the front.



- 5** Carefully push the vent grille back into place and replace the vent grille mounting screws.

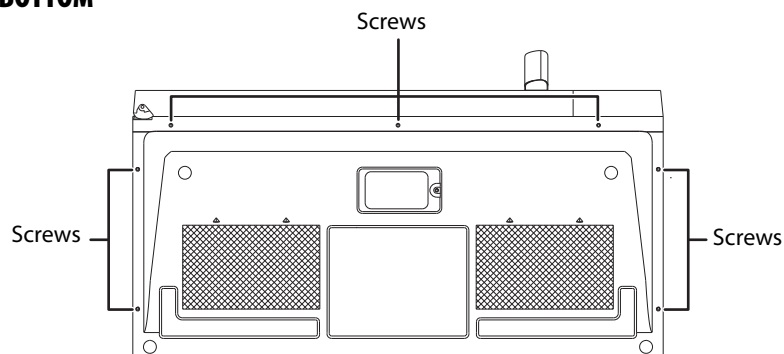


Changing the LED bulbs

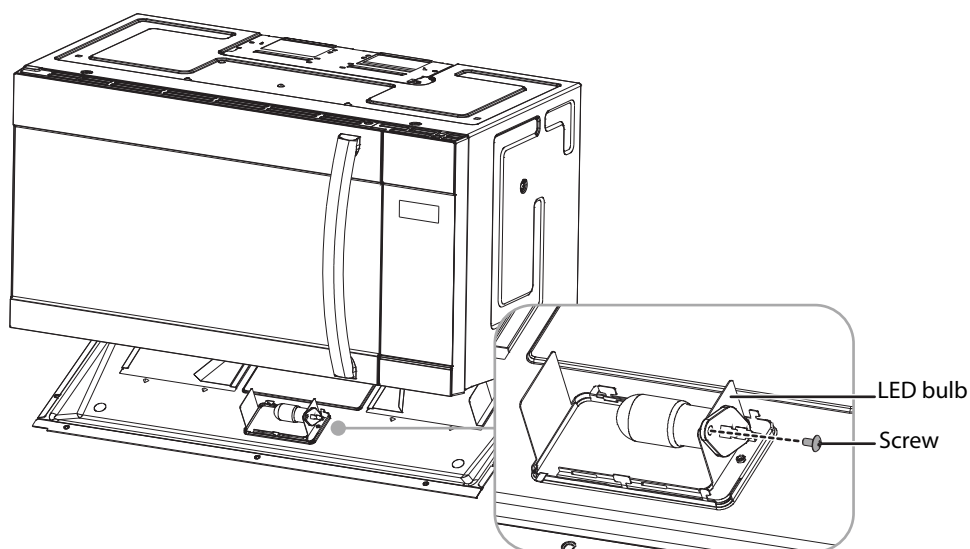
Countertop light (exterior)

- 1 Disconnect power to your microwave at the circuit breaker or by unplugging it.
- 2 Remove the screw holding the light cover in place, then remove the light cover.

BOTTOM



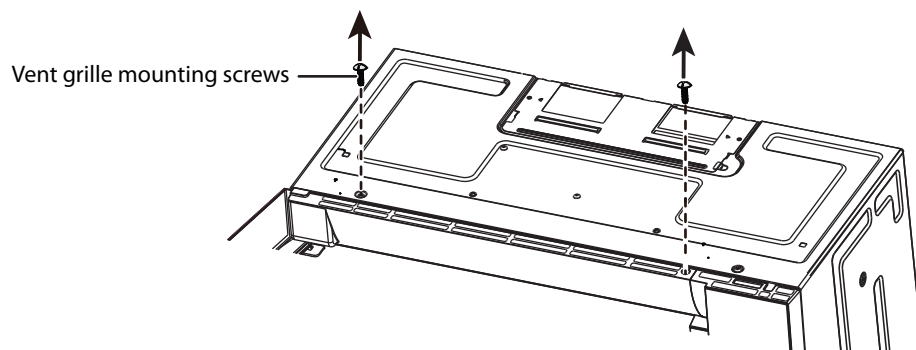
- 3 Remove the old LED bulb, then replace with a new LED bulb.



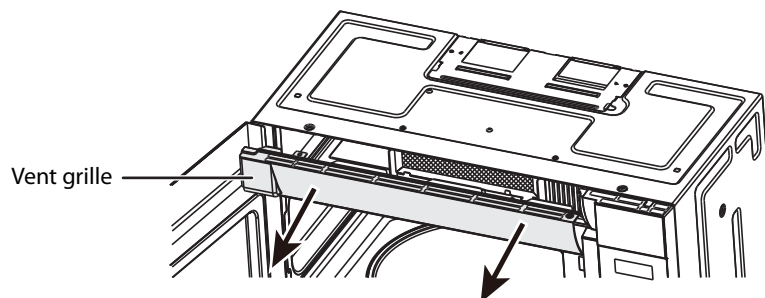
- 4 Replace the base plate and secure it with the screws.

Microwave light (interior)

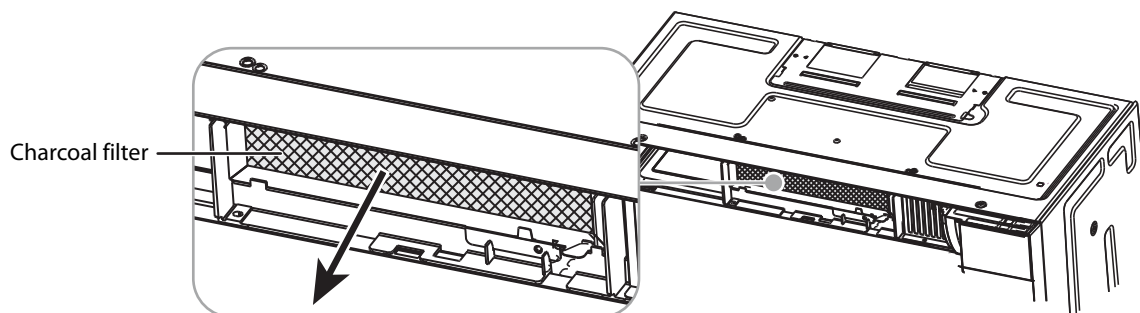
- 1** Disconnect power to your microwave at the circuit breaker or by unplugging it.
- 2** Remove the vent grille mounting screws from the top center of the vent grille, then push down on the tabs at each end of the vent grille to disengage it.



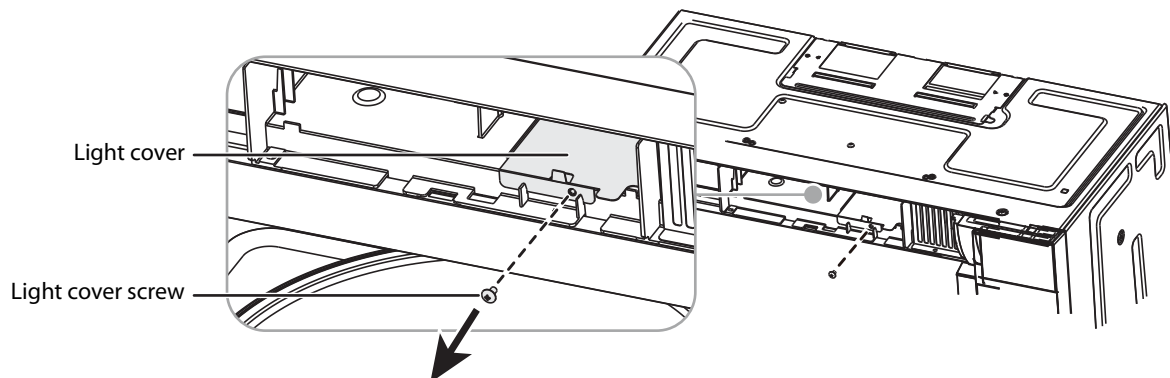
- 3** Pull the vent grille away from the unit.



- 4** Remove the charcoal filter.

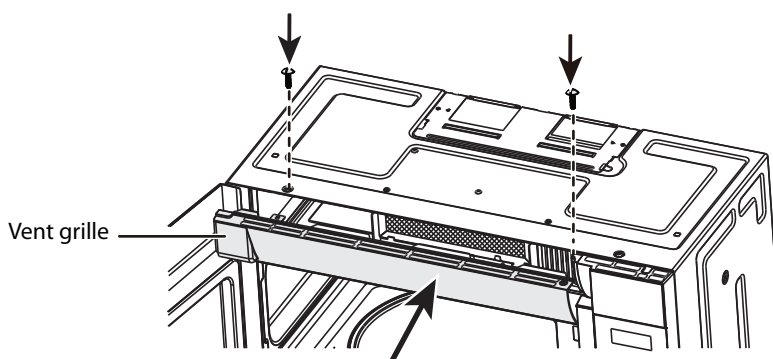


- 5** Open the light cover by removing the light cover screw, then carefully pull up on the front edge.



- 6** Remove the old light bulb, then replace with a new bulb.
- 7** Replace the microwave light cover by carefully pushing it into place, then replace the mounting screws.

- 8 Push the vent grille back into place and replace the vent grille mounting screws.



Troubleshooting

If you have a problem with your microwave, review the following chart for a possible solution. If your microwave still does not work properly, contact the nearest authorized service center.

| PROBLEM | POSSIBLE CAUSE | POSSIBLE SOLUTION |
|---|---|---|
| My microwave will not start. | The electrical cord is not plugged in. | Plug in the electrical cord. |
| | The door is open. | Close the door and try again. |
| | The wrong operation is set. | Check the instructions and try again. |
| | The home circuit breaker may have tripped. | Check the circuit breaker and reset if needed. |
| There is arcing or sparking in my microwave. | You are attempting to use incorrect materials in your microwave. | Use only microwave-safe materials. |
| | You are attempting to use your microwave when it's empty. | Do not operate your microwave when it's empty. |
| | Spilled food remains in your microwave. | Clean your microwave with a wet towel. |
| My microwave cooks food unevenly. | You are attempting to use incorrect materials in your microwave. | Use only microwave-safe materials. |
| | The food is not defrosted completely. | Defrost the food completely before attempting to cook it. |
| | The cooking time or power level is not adequate to cook the food. | Use the correct cooking time and power level. |
| | The food is not turned or stirred. | Turn or stir the food. |
| My microwave overcooks foods. | The cooking time is too long or power level is too high. | Use the correct cooking time and power level. |
| My microwave undercooks foods. | You are attempting to use incorrect materials in your microwave. | Use only microwave-safe materials. |
| | The food is not defrosted completely. | Defrost the food completely before attempting to cook it. |
| | The cooking time or power level is not adequate to cook the food. | Use the correct cooking time and power level. |
| | The microwave ventilation ports are blocked or restricted. | Make sure that the ventilation ports are not blocked or restricted. |
| My microwave doesn't defrost foods correctly. | You are attempting to use incorrect materials in your microwave. | Use only microwave-safe materials. |
| | The cooking time or power level is not adequate to cook the food. | Use the correct cooking time and power level. |
| | The food is not turned or stirred. | Turn or stir the food. |

Obtaining replacement parts

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

Specifications

| | |
|------------------------------------|--|
| Model | NS-OTR17SS3-C, NS-OTR17WH3-C |
| Rated voltage | 120VAC, 60Hz |
| Rated input power | 1,500W |
| Rated output power | 950W |
| Noise level | 60 dB |
| Microwave capacity | 1.7 cu. ft. |
| Turntable diameter | 13.6 in. (34.5 cm) |
| External dimensions (HxWxD) | 16.5 x 29.9 x 15.6 in. (42 x 75.9 x 39.5 cm) |
| Internal dimensions (HxWxD) | 10.1 x 20.9 x 13.8 in. (25.7 x 53.1 x 35 cm) |
| Charcoal filter dimensions (L x W) | 10.2 x 2.4 in. (26 x 6 cm) |
| Power cord length | 39.8 in. (101 cm) |
| Net weight | 52.5 lbs. (23.8 kg) |

Legal notices

FCC statement

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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 or 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, 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 or 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.

1-877-467-4289 | www.insigniaproducts.com

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For Québec Customers Only

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

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

Please visit www.bestbuy.ca/garantie-disponibilite for additional information.



INSIGNIA™

For product inquiries, please contact us with the information below:
1-877-467-4289

www.insigniaproducts.com



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