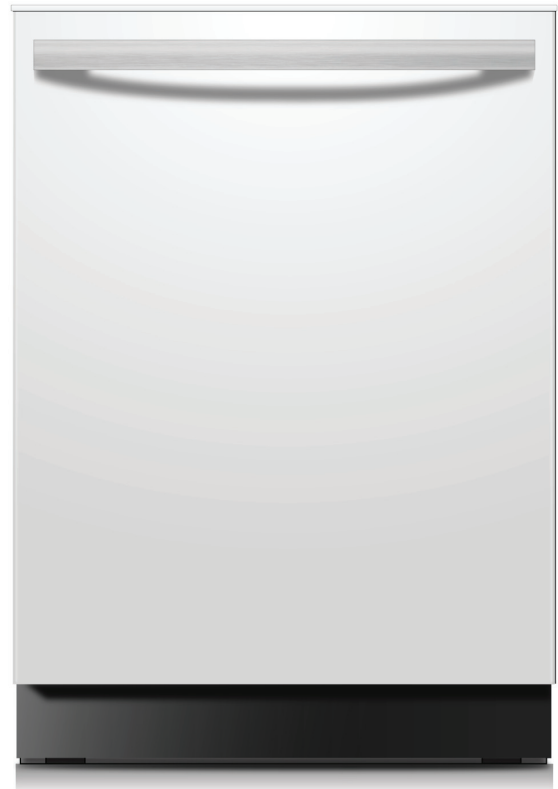


**INSIGNIA™**

# Top Control Dishwasher

**NS-DWH1SS9/NS-DWH1WH9**



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

## Contents

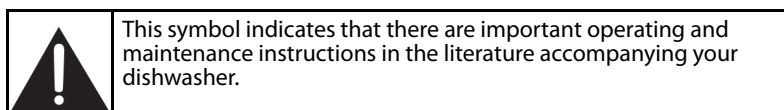
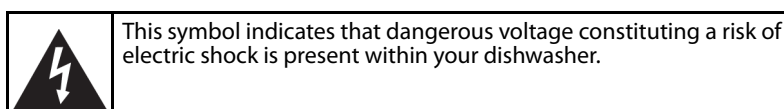
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# Top Control Dishwasher

## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-DWH1SS9/NS-DWH1WH9 represents the state of the art in dishwasher design and is designed for reliable and trouble-free performance.

## IMPORTANT SAFETY INSTRUCTIONS



## WARNING

When using your dishwasher, follow basic safety precautions, including the following:

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Clean only with a damp cloth.
- 6 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 7 Make sure that the available AC power matches the voltage requirements of this appliance.
- 8 Refer all servicing to qualified service personnel. Servicing is required when the appliance has been damaged in any way or it does not operate normally.



### WARNING

#### Electric Shock Hazard

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

- 1 **WARNING—DANGER**—Never allow children to play with, operate, or crawl inside the dishwasher.
- 2 Turn off the dishwasher before carrying out user maintenance on it.
- 3 If a component part is damaged, it must be replaced by the manufacturer, its service agent, or similar qualified persons in order to avoid a hazard.
- 4 This appliance is intended to be used in household and similar environments.

### Basic precautions before use:

- Read all instructions before using the dishwasher.
- The manual does not cover every possible condition and situation that may occur.
- Use the dishwasher only for its intended function as described in this manual.
- When loading items to be washed:
  - Load sharp items and knives so that they are not likely to damage the door seal and tub.
  - Load sharp items and knives with the handles up to reduce the risk of cut-type injury.
- Do not wash plastic items unless they are marked dishwasher safe or the equivalent. If not marked, check with the manufacturer for their recommendation. Items that are not dishwasher safe may melt and create a potential fire hazard.
- If the dishwasher drains into a garbage disposal, make sure that the disposal is completely empty before running the dishwasher.
- Do not tamper with the controls.
- Do not operate your dishwasher unless all enclosure panels are properly in place.

- Do not touch the heating element during or immediately after use, especially if the sanitize option has been selected.
- Do not let children abuse, sit, or stand on the door or the racks of the dishwasher.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using, turn on all hot water faucets and let water flow from each for several minutes. This will release any accumulated hydrogen gas. Hydrogen gas is flammable. Do not smoke or use an open flame during this time.
- Do not store or use combustible materials, gasoline, or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Use only detergents or rinse agents recommended for use in a dishwasher and keep them out of the reach of children.
- Keep young children and infants away from the dishwasher when it is operating.
- Do not use the dishwasher if it has a damaged power cord or plug, and do not plug the dishwasher into a damaged outlet. Failure to observe these instructions may result in electrical shock.
- Remove the door to the washing compartment when removing an old dishwasher from service or discarding it.
- To reduce the risk of injury, do not allow children to play in or on a dishwasher.

## SAVE THESE INSTRUCTIONS

### Features

#### *How your dishwasher cleans*

The dishwasher fills with water, covering the filter area at the bottom. Water is then pumped through the various filter and spray arms, spraying a mixture of hot water and detergent against the soiled surfaces of your dishes and silverware. Soil particles are separated and go down the drain as the dirty water is drained and replaced with clean water. The number of water fills is determined by the cycle selected.

#### *Wash cycle selections*

Cycle times are approximate and will vary with options selected. Hot water is necessary to activate dishwasher detergent and melt fatty food soils.

An automatic sensor checks the incoming water temperature and, if it is not hot enough, the timer will be delayed to allow for the water to heat for the main wash of all cycles.

#### *Filter system*

Your dishwasher has a multiple filter system which includes four separate filter meshes. It separates dirty water and clean water into different chambers. The multiple filter system helps your dishwasher to get better performance with less water and less energy.

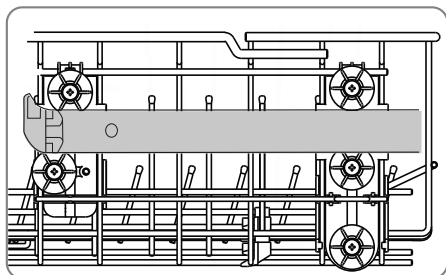
#### *Smart wash system*

Your dishwasher has a smart wash system under the normal wash program which selects the wash cycle based on how large and how soiled the load is, permitting your dishwasher to clean more efficiently every time. When a partial load of lightly soiled dishes is placed in the unit, a short wash cycle is automatically selected. When a full load of heavily soiled dishes is placed in the unit, a heavy wash cycle is automatically selected.

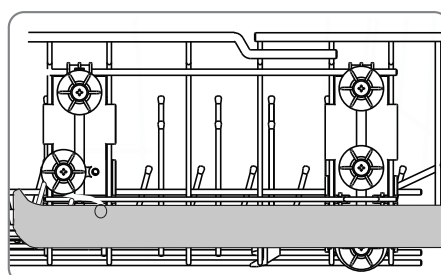
#### *Adjustable upper rack*

The upper rack of your dishwasher can be raised or lowered to accommodate loading dishes of varying heights in either rack. The upper rack clearance height can be adjusted from 8" to 10" (20 to 25 cm). The lower rack clearance height can be adjusted from 11" to 13" (28 to 33 cm). See "[Loading the upper rack](#)" on page 9.

Upper rack in upper position



Upper rack in lower position

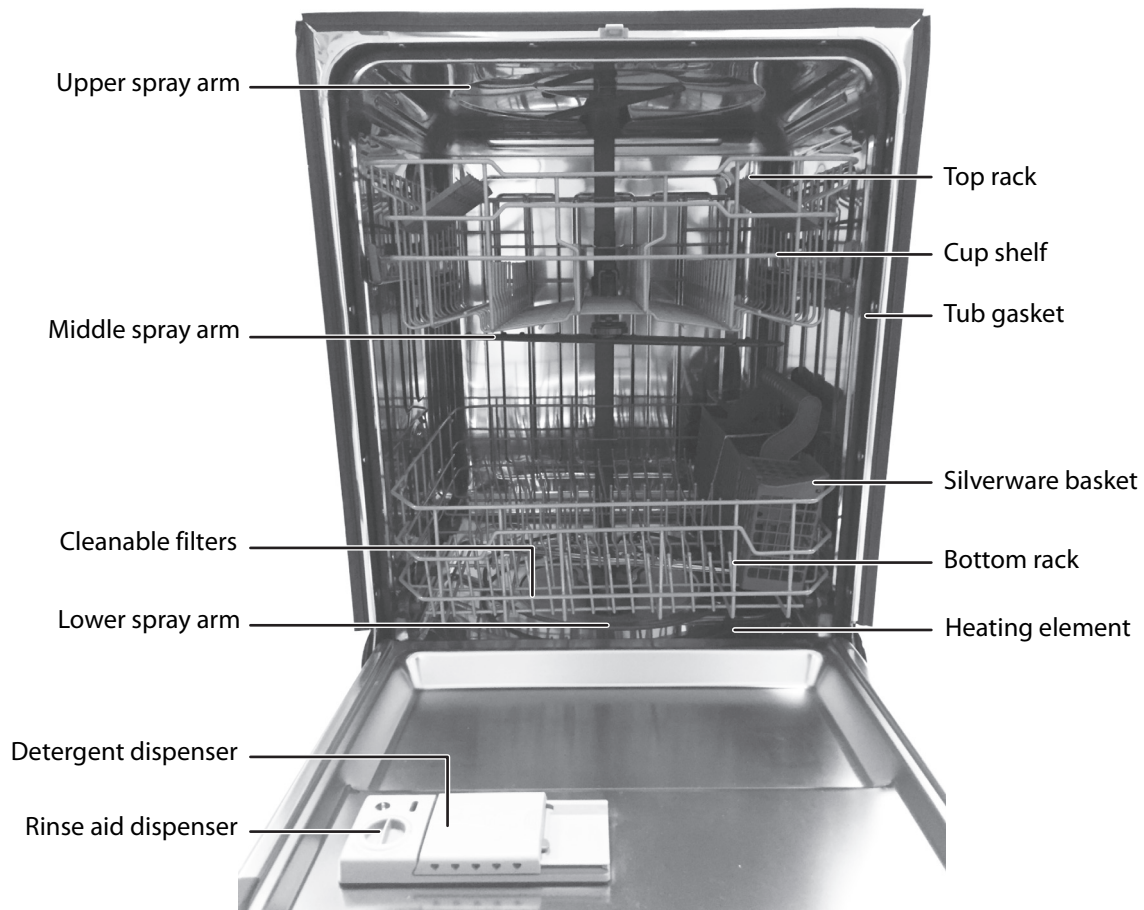


## Package contents

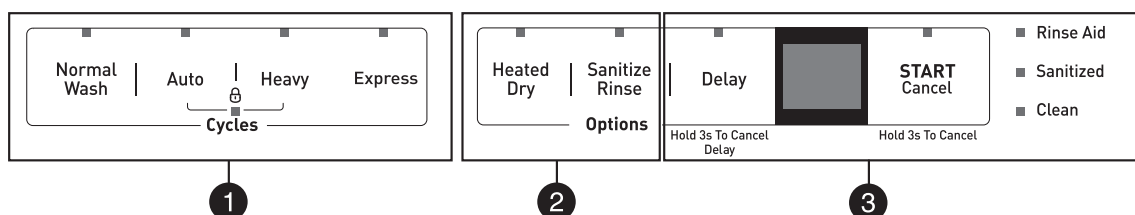
- Dishwasher
- Hose
- Hose clamp
- Top mounting clips (2)
- Wood screws (4)
- *User Guide*
- *Installation Guide*

**Note:** You need to purchase the installation kit in order to install your dishwasher.

## Interior



## Control panel



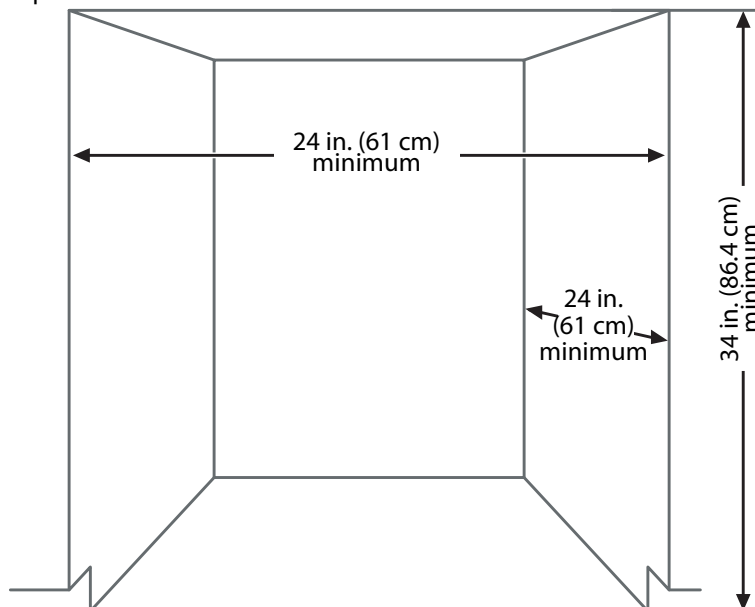
#	ITEM	DESCRIPTION
1	Cycles	Select a cycle based on the type of dishes and how dirty they are. See " <a href="#">Cycles</a> " on <a href="#">page 7</a> for more information.
2	Options	Options add enhancements to your selected cycle. See " <a href="#">Options</a> " on <a href="#">page 7</a> for more information.
3	Controls and indicators	Start or stop your wash cycle and check its status. See " <a href="#">Controls and indicators</a> " on <a href="#">page 7</a> for more information.

## Setting up your dishwasher

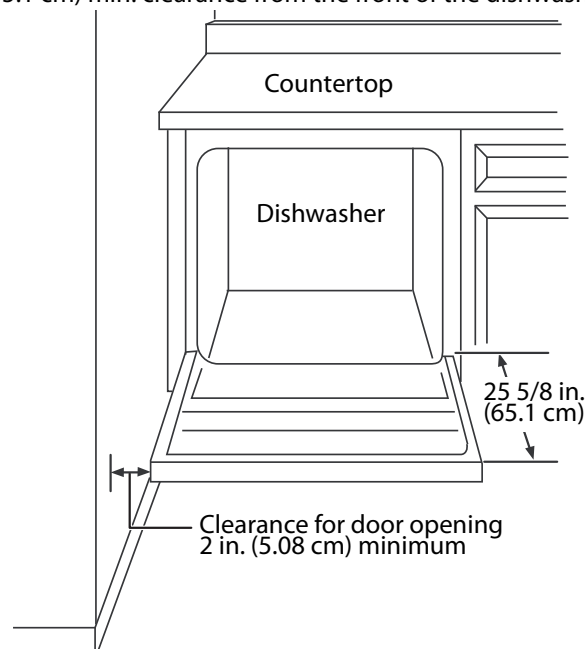
For complete instructions on installing and setting up your dishwasher, see the included *Installation Guide*.

### Finding a suitable location

- The dishwasher must be installed so that the drain hose is no more than 10 feet (3.01 m) in length, for proper drainage.
- This dishwasher is designed to be enclosed on the top and on both sides by a standard residential kitchen cabinet unit.
- The installation enclosure must be clean and free of any obstructions.
- The enclosure must be at least 24 inches (61 cm) wide, 24 inches (61 cm) deep, and 34 inches (86.4 cm) high.
- For the front door of the dishwasher to be flush with the front edge of the counter top, the counter top must be 25 inches (63.5 cm) deep.



If installing into a corner, allow 2 in. (5.08 cm) min. clearance between dishwasher and adjacent cabinet, wall, or other appliances. Allow 25 5/8 in. (65.1 cm) min. clearance from the front of the dishwasher for opening the door.



### Before using your dishwasher

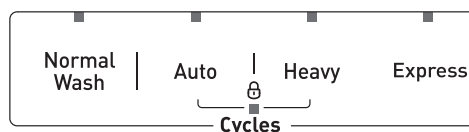
- 1 Remove the interior packing.
- 2 Clean the interior surface with lukewarm water using a soft cloth.
- 3 Make sure that the water supply temperature is between 120° F and 149° F (49° C and 65° C).
- 4 Make sure that your dishwasher is connected to a grounded 120V, 60Hz power supply.
- 5 If the dishwasher is damaged, please contact Customer Service.

# Using your dishwasher

## Using the control panel

Your dishwasher's control panel is located on the top edge of the door. The door must be opened to make settings and operate the dishwasher.

### Cycles



Select a cycle based on the type of dishes to be washed and the level of soil on the dishes.

Cycle times are approximate and will vary with options selected. The timer will be delayed to allow for the water to heat for the main wash of all cycles if the sensor detects the water is not hot enough. Below is water use and cycle times under standard conditions.

CYCLE	DESCRIPTION	WATER USE	CYCLE TIME (MINUTES)
Normal Wash	Use for regularly soiled dinner dishes or silverware.	3 - 5.9 gal. (11.4 - 22.5 L)	102 - 120
Auto	A fast wash for lightly soiled dishes and silverware	3 - 5.9 gal. (11.4 - 22.5 L)	100 - 133
Heavy	Use for hard-to-clean, heavily soiled dishes, pots, and pans.	6.9 gal. (26.2 L)	138
Express	Use for lightly soiled and pre-rinsed dishes and silverware.	4 gal. (15.1 L)	60

### Options



Options can add enhancements to the cycle selected.

- **Heated Dry**—Use to heat-dry your dishes.
- **Sanitize Rinse**—Use to sanitize your dishes and glassware. Maintains the water temperature at 158° F (70° C) max., and is available with the **Normal Wash**, **Auto**, and **Heavy** cycles.

#### Notes:

- Certified residential dishwashers are not intended for licensed food establishments.
- The sanitize cycle is NSF certified.

### Controls and indicators



- **Delay**—Press repeatedly to delay the start of the selected wash cycle until the delay time you want is shown on the display. You can select from one to 24 hours delay. After you select the delay time you want, press **START/Cancel** once, then close the door within four seconds. The delay begins to count down.

If you open the door while delay is running, press **Delay** for three seconds, then close the door within four seconds to begin the cycle from that point.

To cancel the delay and begin the cycle before the delay period is complete, open the door, then press and hold **START/Cancel** for three seconds.

- **Display**—Shows the remaining hours and minutes of the current cycle, delay hours remaining, and error codes (see "Error codes" on page 15").

**Note:** If the remaining time on the display suddenly increases or decreases by several minutes, it means that the Smart Sensor has checked the soil level or the water needs to be heated to reach the required temperature.

- **START/Cancel**—Press to start the dishwasher after you have selected a cycle and function (if desired). Close the door. The cycle indicator begins to blink and the function indicator turns on. If you don't close the door within four seconds of pressing **START/Cancel**, the dishwasher pauses. Press **START/Cancel** again to continue with the cycle.

To cancel a running cycle, open the door, then press and hold **START/Cancel** for three seconds. The dishwasher will return to standby status.

To load more dishes or pause the dishwasher while it's already running, open the door. A safety mechanism stops the cycle.

**CAUTION:** To avoid injury open the door slowly and carefully. There is a possibility of hot steam from inside the dishwasher.

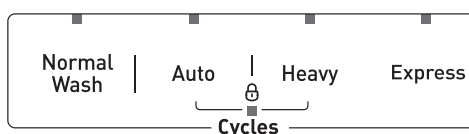
You can add more dishes before the main wash cycle has started. To determine this, check the detergent dispenser in the door. If the detergent dispenser is still closed, you can add more dishes. If it is open, you can add dishes to the dishwasher if the dish quantity is small. If the quantity is large, restart the cycle.

- **Rinse Aid**—Turns on when you need to add rinse aid.
- **Sanitized**—Turns on when a sanitized cycle is finished. When the door is opened, turns off after 60 seconds or when any button is pressed.
- **Clean**—Turns on after a cycle is finished. When the door is opened, turns off after 60 seconds or when any button is pressed.

## Using the child lock

Use the lock to prevent children from accidentally changing the dishwasher cycle or starting the dishwasher.

- Press the **Auto** and **Heavy** buttons at the same time to turn the child lock on or off. The indicator light turns on.



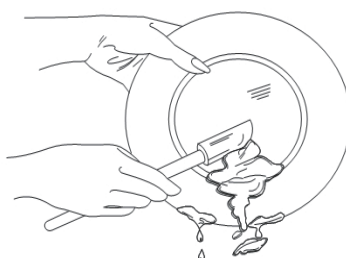
## Basic operation

- 1 Load the dishwasher (See "Preparing and loading dishes" on page 8).
- 2 Add detergent (See "Filling the detergent dispenser" on page 10).
- 3 Add rinse aid, if needed (See "Filling the rinse aid dispenser" on page 10).
- 4 Select the cycle you want (See the "Basic operation" on page 8). The indicator will light when the selection is made.
- 5 Select the option you want. The indicator will light when the selection is made.
- 6 To start, press **START/Cancel** on the control pad.
- 7 Close the door within four seconds and the wash cycle will begin.

## Preparing and loading dishes

### Preparing dishes for washing

- Scrape away large pieces of food, bones, pits, toothpicks, and similar items. The continuous filtered wash system will remove the remaining food particles.



- Burned-on foods should be loosened before loading.
- Empty liquids from glasses and cups.
- Foods such as mustard, mayonnaise, vinegar, lemon juice, and tomato-based products may cause discoloration of stainless steel and plastics if allowed to sit for a long period of time. Unless the dishwasher is to be operated at once, it is best to rinse off these types of foods.



- If the dishwasher drains into a garbage disposal, be sure the disposal is completely empty before starting the dishwasher.

### Loading the upper rack

The upper rack is designed for cups, glasses, small plates, bowls, and plastic items marked dishwasher-safe. For best results, place the items with the soiled surface facing down or toward the center. Tilt them slightly for better drainage.

**Note:** Make sure that the loaded dishes do not interfere with the rotation of the middle spray arm, which is located just below the upper rack. You can check this by rotating the middle spray arm by hand.

#### Top rack



8 place settings



12 place settings

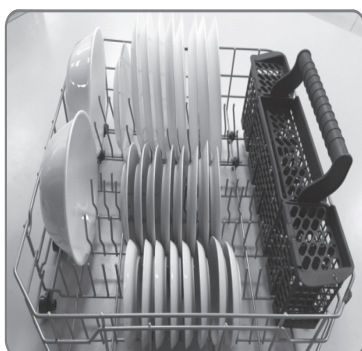


14 place settings

### Loading the bottom rack

The bottom rack is designed to accommodate plates, bowls, saucers, and cookware. The adjustable rack lets you load items up to 13" (33 cm) high. Large items should be placed along the edge, with the inside facing down, so they do not interfere with the middle or lower spray arms or prevent the detergent dispenser from opening.

#### Bottom rack



8 place settings



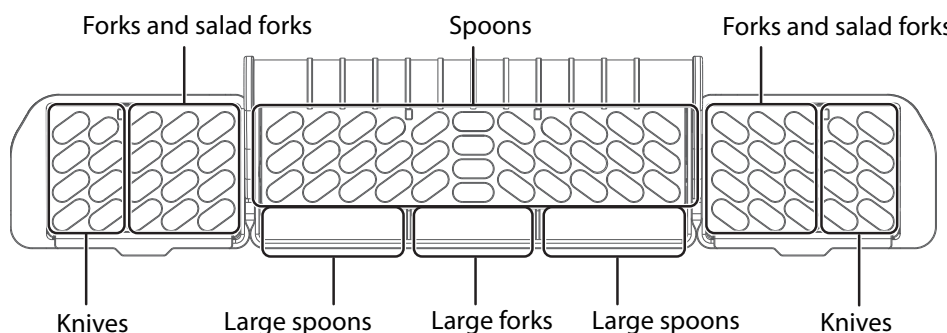
12 place settings



14 place settings

### Loading the silverware basket

The silverware basket is divided into three separate sections, which can be placed in either the upper or lower racks.



**CAUTION:** Make sure that nothing protrudes through the bottom of the silverware basket to block the lower spray arm.



## Adding a dish

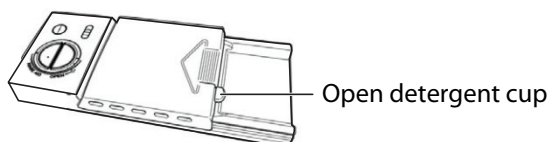
**CAUTION:** TO AVOID BURN INJURY: Open the door slowly and wait until the spray arms and wash action stop. Hot water may splash out of dishwasher. Failure to do so may result in injury.

Before adding dishes, refer to "[Preparing and loading dishes](#)" on page 8 for instructions on loading more dishes. Also see information on **Start/cancel** in the "[Controls and indicators](#)" on page 7. To add or remove items after the wash cycle starts:

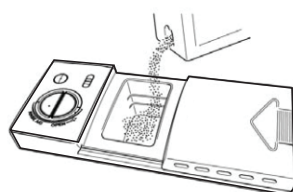
- 1 Open the door slightly and wait a few seconds until the wash action stops before completely opening.
- 2 Add the item, then close the door firmly.
- 3 Press **START/Cancel** on the control pad and close the door within four seconds. The cycle automatically resumes.

## Filling the detergent dispenser

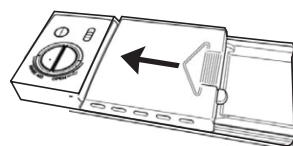
- 1 Push the detergent dispenser cover latch downwards to open the detergent cup.



- 2 Add detergent (dry powder, liquid, or packets) to the cup.



- 3 Close the detergent dispenser cover.



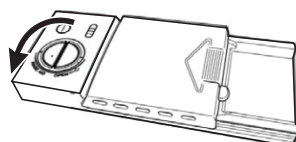
The amount of detergent required depends on the cycle selected and the soil level on the dishes. Refer to the following table for the recommended amount.

CYCLE	SOFT WATER (0-3 GRAINS)	MEDIUM HARD WATER (4-8 GRAINS)	HARD WATER (9-12 GRAINS)	VERY HARD WATER (OVER 12 GRAINS)
Normal Auto Heavy Express	2 tsp. (9.9 ml) (main wash cup 1/4 full)	5 tsp. (24.6 ml) (main wash cup fill to line above regular)	8 tsp. (39.4 ml) (main wash cup completely full)	Main wash cup completely full (water softener recommended)

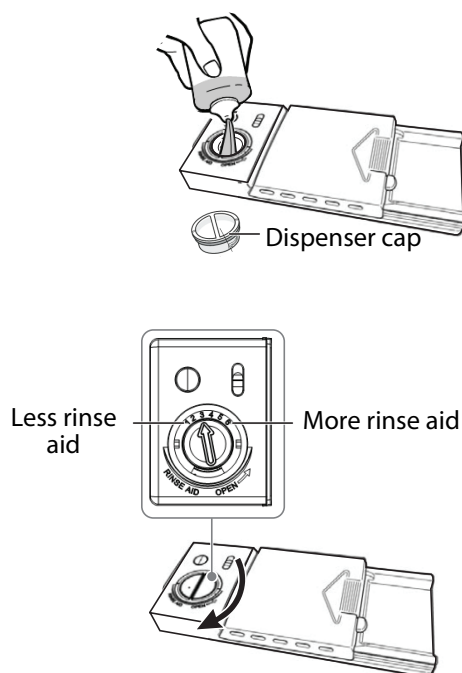
## Filling the rinse aid dispenser

Your dishwasher is designed to use a liquid rinse aid. The use of a rinse aid greatly improves drying performance after the final rinse. Do not use a solid or bar-type rinse aid. Under normal conditions, the rinse aid will last approximately one month. Try to keep the dispenser full, but do not over fill it.

- 1 Turn the rinse aid dispenser cap 1/4 turn counterclockwise and lift it out.



- 2 Add rinse aid until the liquid touches the indicated fill level. Do not overfill since this can cause over-sudsing. Wipe up any spills with a damp cloth. The dispenser holds enough for 35 to 140 washes, depending on the dial setting.



- 3 Replace the cap and turn it 1/4 turn clockwise.

## Factors affecting performance

### Using rinse aid

Rinse aid greatly improves drying and reduces water spots and filming. Without rinse aid, your dishes and dishwasher interior will have excessive moisture. In addition, the heated dry option will not perform as well without rinse aid. The rinse aid dispenser, located next to the detergent cup, automatically releases a measured amount of rinse aid during the last rinse.

If spotting and poor drying is a problem, increase the amount of rinse aid dispensed by rotating the dial to a higher number. The dial is located under the dispenser cap.

If the rinse aid is low, the rinse aid light turns on at the beginning and end of the cycle indicating that it is time to refill. Refer to ["Filling the rinse aid dispenser" on page 10](#).

### Water temperature

Hot water is required for optimum dish washing and drying results. Water entering the dishwasher should be at least 120° F (49° C) to achieve satisfactory results.

To check the water temperature entering the dishwasher:

- 1 Turn on the hot water faucet near the dishwasher and let it run for several minutes.
- 2 Hold a thermometer (a candy or meat thermometer will work) in the water stream to check the temperature. If the temperature is below 120° F (49° C), have a qualified person raise the hot water heater thermostat setting.

**Important:** To make sure that the water entering the dishwasher is hot, run hot water from the nearest hot water faucet to clear cool water from the pipe before starting the cycle.

### Heat dry function

The heat dry function, when used with a rinse aid, enhances drying performance. If you do not choose the heat dry function, items in your load that will not be completely dry at the end of the cycle.

### Water pressure

For optimum performance, the hot water supply line for your dishwasher must provide water pressure of at least 20 psi (138 kPa) and not more than 120 psi (828 kPa). You may experience low water pressure during high-demand periods, such as when laundry or showers are in use while you are washing the dishes. To eliminate this problem, wait until hot water demand is reduced before starting the dishwasher.

## Maintaining your dishwasher

**CAUTION:** TO AVOID BURN INJURY: Allow the heating element to cool before attempting to clean the interior of your dishwasher.

### Cleaning the stainless steel panel

Clean the stainless steel door and handle regularly with a soft cloth and standard household cleaner to remove the debris.

**CAUTION:** Do not use appliance wax, polish, bleach, or products containing chlorine to clean the stainless steel door.

### Cleaning the control panel

Clean the control panel gently with a soft, lightly dampened cloth.

### Cleaning the stainless steel inner door and tub

The tub is made of stainless steel. It will not rust or corrode, even if the dishwasher should be scratched or dented.

Clean the spots on the steel inner door and tub with a damp non-abrasive cloth.

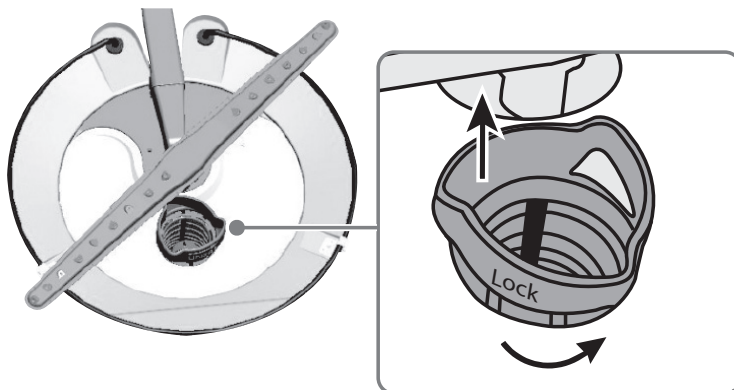
### Cleaning the filters

The filters are designed to collect debris and need to be cleaned monthly to maximize wash performance.

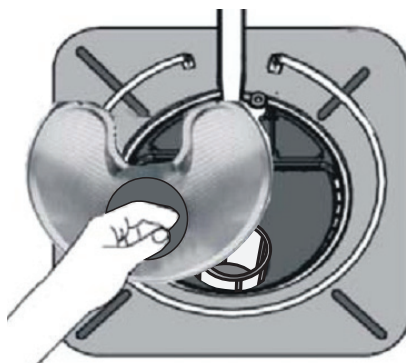
- 1 Remove the bottom rack.



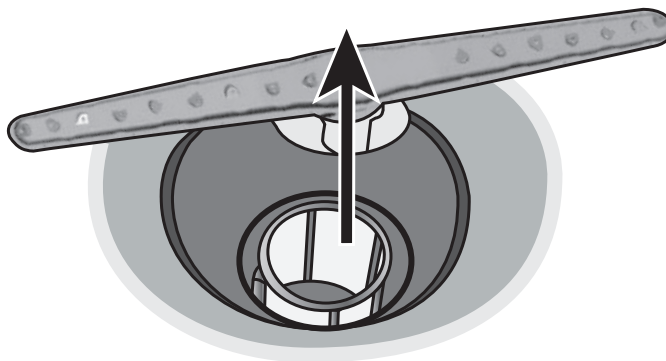
- 2 Rotate the cylinder filter, then lift it out.



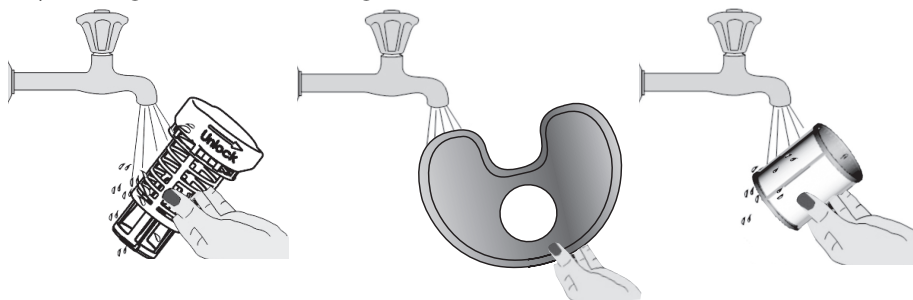
- 3 Lift the fine filter from the bottom of the tub.



- 4 Take out the fabric filter.



- 5 Flush the filters by holding them under running water.



- 6 Replace the fabric filter.  
7 Replace the fine filter.  
8 Replace the cylinder filter.  
9 Replace the bottom rack.

### Cleaning the door and tub gaskets

Clean the door gasket with a damp cloth to remove food particles regularly.





The inside of the dishwasher is self-cleaning under normal use. If needed, the tub gasket can be cleaned with a damp cloth. Use a brush to clean the opening in the end of the gasket.



## **Cleaning the air gap**

If there is an air gap installed with your dishwasher, make sure that it is clean so the dishwasher will drain properly. The air gap is not part of your dishwasher.

Before you clean the air gap, turn off the dishwasher, then remove the plastic air gap cover and clean with a toothpick.

## **Protecting your dishwasher for long periods of non-use**

Your dishwasher should be protected from freezing if you plan to leave it for extended periods in an unheated place. Have a qualified person do the following:

### ***To disconnect service:***

- 1 Turn off the electrical power to the dishwasher at the supply source by removing fuses or tripping the circuit breaker.
- 2 Turn off the water supply.
- 3 Place a pan under the inlet valve, then disconnect the water line from the inlet valve and drain it into a pan.
- 4 Disconnect the drain line from the pump and drain the water into a pan.

### ***To restore service:***

- 1 Reconnect the water, drain, and electrical power.
- 2 Turn on the water and electrical power supply.
- 3 Fill the detergent cup and the rinse aid cup and run the dishwasher through a heated-wash cycle.
- 4 Check all connections to make sure that they do not leak.

# Troubleshooting

Refer to this table to correct minor issues before calling for service.

## Error codes

CODE	MEANING	POSSIBLE CAUSE	POSSIBLE SOLUTION
E1	Either the water flow is insufficient or the incoming water pressure is too high	<ul style="list-style-type: none"> <li>The water faucet is not opened</li> <li>Water pressure is too low</li> <li>Drain hose is plugged</li> <li>Other (parts failure of inlet or drain system)</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that your dishwasher is on and working.</li> <li>Make sure that the water pressure is 20~100 psi.</li> <li>Check the drain hose.</li> <li>Contact Customer Service.</li> </ul>
E3	Abnormal heating	The water temperature did not reach the required level after 90 minutes.	Contact Customer Service
E4	Overflow or leak sensor activated	A leak in the dishwasher or too much water in the tub.	Turn off water to the dishwasher, then check the filter system for blockage. Unblock if necessary. If this does not resolve the issue, contact customer service
E6	Thermister open circuit	Thermal sensor cut	Contact Customer Service
E7	Thermister short circuit	Thermal sensor short	Contact Customer Service
Ed	Communication exception or issue	The display board can't receive, or the main board can't send, a signal for over 20 seconds	Contact Customer Service
E9	Button stuck	Something (including water) is touching a button	Contact Customer Service

### CAUTION:

- If an overflow occurs, turn off the main water supply before calling for service.
- If there is water in the base pan because of an overflow or small leak, the water should be removed before restarting the dishwasher.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The dishwasher won't start	The door may not be closed properly.	Make sure that the door is closed and latched.
	The power is off or not connected.	Make sure that the power is connected and turned on.
	The delay start option is selected.	Refer to the "Delay" section under <u>"Controls and indicators"</u> on page 7.
	The child lock is activated.	Deactivate the child lock. Refer to the "Child lock" section under <u>"Options"</u> on page 7
The dishwasher beeps at the end of the cycle	This is normal and indicates that the wash cycle is complete.	
The rinse aid light is on	The rinse aid level is low.	Add rinse aid.
The dishwasher runs too long	The dishwasher is connected to a cold water supply.	Make sure that the dishwasher is connected to a hot water supply. If not, change the water supply to a hot water source.
	The cycle time varies, depending on the soil level of the dishes.	When heavy soil is detected, the wash times will be longer.
	Depends on the option selected.	Some options will add time to the cycle.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The dishes are not clean enough	The water pressure is too low.	Make sure that the water pressure is above 20 psi (138 kPa). Use your dishwasher when water demand is low.
	The inlet water temperature is too low.	Make sure that the dishwasher is connected to a hot water supply. If not, change the water supply to a hot water source. Use your dishwasher when hot water demand is low.
	Dishes are too close together.	Reload the dishwasher as shown in <a href="#">"Preparing and loading dishes" on page 8.</a>
	Improper use of detergent.	Add detergent depending on the water hardness and washing cycle you choose. Use fresh detergent.
	The selected cycle is not suitable for the soil level on the dishes.	Choose a different cycle with a longer washing time.
	The spray arms are blocked.	Make sure that the spray arms are not blocked and are free to rotate.
The dishes are not drying enough	The rinse aid dispenser is empty or the setting is too low.	Fill the rinse aid dispenser. Increase the rinse aid setting.
	Dishes are loaded improperly.	Reload the dishwasher as shown in <a href="#">"Preparing and loading dishes" on page 8.</a>
	The cycle you chose did not include drying.	Choose a cycle with drying.
Spots and filming on dishes	Water hardness is too high	For extremely hard water, install a water softener.
	Dishes are loaded improperly.	Reload the dishwasher as shown in <a href="#">"Preparing and loading dishes" on page 8.</a>
	Old or damp rinse aid power is used.	Use fresh, liquid rinse aid.
	The rinse aid dispenser is empty or the setting is too low.	Fill the rinse aid dispenser. Increase the rinse aid setting.
Etching	Using too much detergent.	Use less detergent if you have soft water.
	The inlet water temperature exceeds 150° F (65.6° C).	Lower the inlet water temperature.
Detergent left in dispenser cup	Detergent may be too old.	Use fresh detergent.
	The spray arm is blocked.	When you load the dishes, make sure that the spray arms are not blocked.
The detergent dispenser will not close	Improper operation of the detergent cover.	Add detergent and rinse aid only as indicated in this manual. See <a href="#">"Filling the detergent dispenser"</a> and <a href="#">"Filling the rinse aid dispenser" on page 10.</a>
Water remains in the dishwasher.	The previous cycle has not finished or has been interrupted.	Make sure that the current cycle is finished.
The dishwasher does not drain properly.	The drain is clogged.	Check the air gap (if so equipped). Make sure that the garbage disposal is empty (if so connected).
	The drain hose is kinked.	Make sure that the drain hose is not kinked and is properly connected.
Suds in the tub	Using improper detergent.	Make sure to use only automatic dishwasher detergent.
The dishwasher leaks	Excessive suds caused by using improper detergent.	Make sure to use only automatic dishwasher detergent.
	The dishwasher is not level.	Level the dishwasher (refer to the <i>Installation Manual</i> ).



PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
There are black or gray marks on the dishes	Aluminum utensils have rubbed against the dishes.	Make sure that the water inlet temperature is not less than 120° F (49° C).
The interior of the tub is stained	Coffee or tea stains.	Use a spot cleaner to remove the stains.
	Reddish stain.	Some tomato products may cause this. Rinse your dishes before loading to help prevent this.
Noises	Detergent cup opening/drain pump.	This is normal.
	A hard object has entered the wash module. When the object is ground up the noise will stop.	If the noise continues after the cycle is complete, call for service.
The dishwasher won't fill (the dishwasher will beep)	The water valve is turned off.	Turn on the water valve.
	The door may not be closed completely.	Make sure that the door is closed and latched.

## Specifications

Capacity	Max 14 place settings
Dimensions (H × W × D)	33 3/4 × 23 15/16 × 26 1/2 in. (857 × 606 × 674 mm)
Weight	86.6 lbs. (39.3 kg)
Power requirements	120V~60Hz
Current	8.4A
Water pressure	Between 20 and 120 psi (138 and 827 kPa)
Noise (dB)	51 dB

## ONE-YEAR LIMITED WARRANTY

### Definitions:

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

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

### How long does the coverage last?

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

### What does this warranty cover?

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

### How to obtain warranty service?

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

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

### Where is the warranty valid?

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

### What does the warranty not cover?

This warranty does not cover:

- Food, beverage, and/or medicine loss/spoilage.
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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**1-877-467-4289**

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