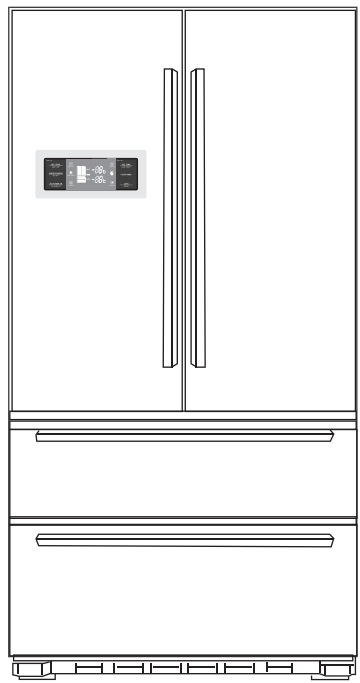
INSIGNIA™

USER GUIDE

20.7 cu. ft. French Door Refrigerator w/Freezer Drawers

NS-RFD21SS7



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

INSIGNIA

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Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-RFD21SS7 represents the state of the art in refrigerator design and is designed for reliable and trouble-free performance.

Important Safety Instructions





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



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

WARNING

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

12 Unplug this appliance during lightning storms or when it will not be used for long periods of time.

13 Make sure that the available AC power matches the voltage requirements of this appliance.

14 Do not handle the plug with wet hands. This could result in an electric shock.

15 Unplug the power cord by holding the plug, never by pulling the cord.

16 Do not turn the appliance on or off by plugging or unplugging the power cord.

17 Refer all servicing to qualified service personnel. Servicing is required when the appliance has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the appliance, the appliance has been exposed to rain or moisture, does not operate normally, or has been dropped.

18 To reduce the risk of fire or electric shock, do not expose this appliance to rain, moisture, dripping, or splashing, and no objects filled with liquids should be placed on top of it.

19 Do not use extension cords or ungrounded (two prong) adapters.

20 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

21 Children should be supervised to ensure that they do not play with the appliance.

22 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified person, in order to avoid a hazard.

23 If you take off the doors, leave the shelves in place so that children may not easily climb inside.



WARNING

Electric Shock Hazard

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

1 **WARNING**–Keep ventilation openings in the appliance clear of obstruction.

2 **WARNING**–Do not touch the interior of the freezer compartment with wet hands. This could result in frost bite.

3 **WARNING**–Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

4 **WARNING**–Do not damage the refrigerant tubing when handling, moving, or using the refrigerator.

5 **WARNING**–Do not use electrical appliances inside the food storage compartment of the refrigerator, unless they are of the type recommended by the manufacturer.

6 **WARNING**–**DANGER**—Never allow children to play with, operate, or crawl inside the refrigerator.

Risk of child entrapment. Before you throw away your old refrigerator or freezer:

1) Take off the doors

2) Leave the shelves in place so that children may not easily climb inside

7 Unplug the refrigerator before carrying out user maintenance on it.

8 This appliance can be used by children age 8 years and older and persons with reduced physical or mental capabilities or lack of experience and knowledge if they are given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Cleaning and maintenance should not be performed by children without supervision.

9 If a component part is damaged, it must be replaced by the manufacturer, its service agent, or similar qualified persons in order to avoid a hazard.

10 Follow local regulations regarding disposal of the appliance due to flammable refrigerant and gas. All refrigeration products contain refrigerants, which under the guidelines of federal law must be removed before disposal. It is the consumer's responsibility to comply with federal and local regulations when disposing of this product.

11 This appliance is intended to be used in household and similar environments.

12 Do not store or use gasoline or any flammable liquids inside or in the vicinity of this refrigerator.

13 Do not use an extension cord with this appliance. If the power cord is too short, have a qualified electrician install an outlet near the appliance. Use of an extension cord can negatively affect the refrigerator's performance.

Grounding requirement

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

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

Features

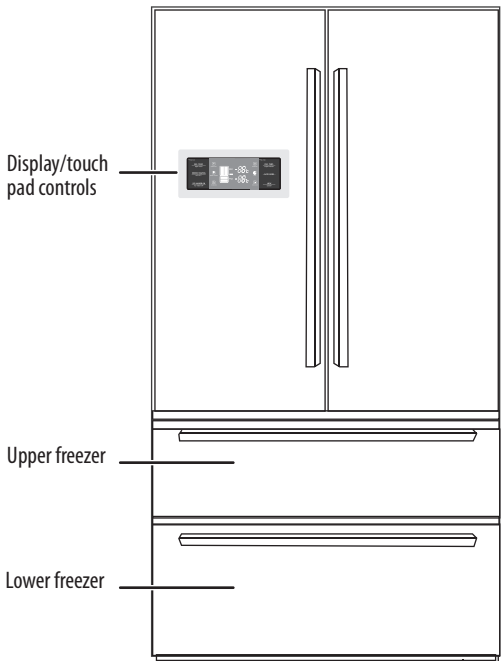
- 20.7 cubic foot capacity
- Electronic controls with LED display
- Dual-cycle and dual air-cooling
- Wide door shelf design
- LED lighting
- Moisture retention technology

Package contents

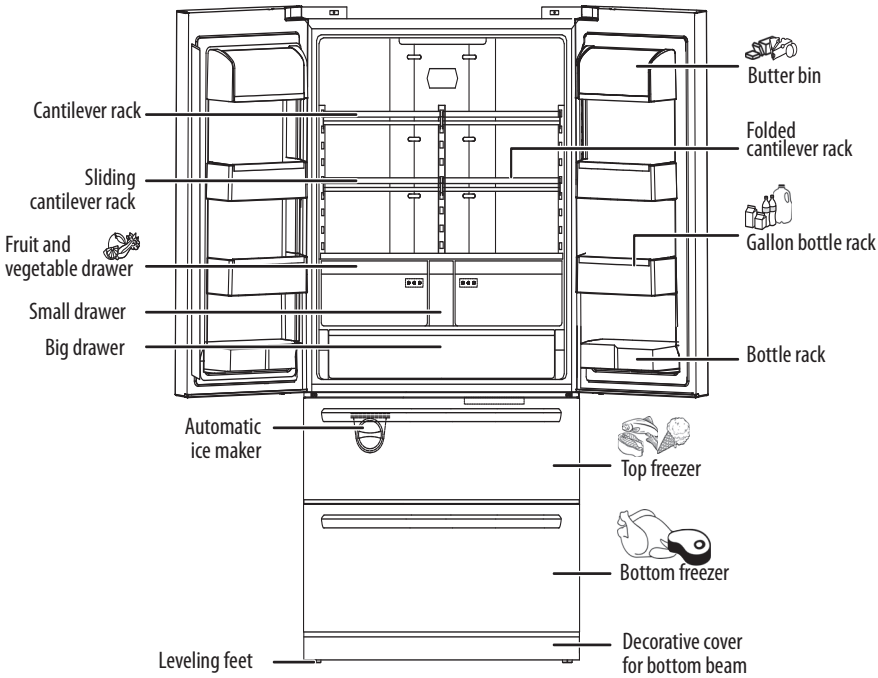
- 20.7 cu. ft. French Door refrigerator
- Refrigerator door handles (2) and screws
- Freezer drawer handles (2) and screws
- Fastener-ring (to level the door)
- Decorative bottom beam cover w/screws
- *User Guide*
- *Quick Setup Guide*

Main components

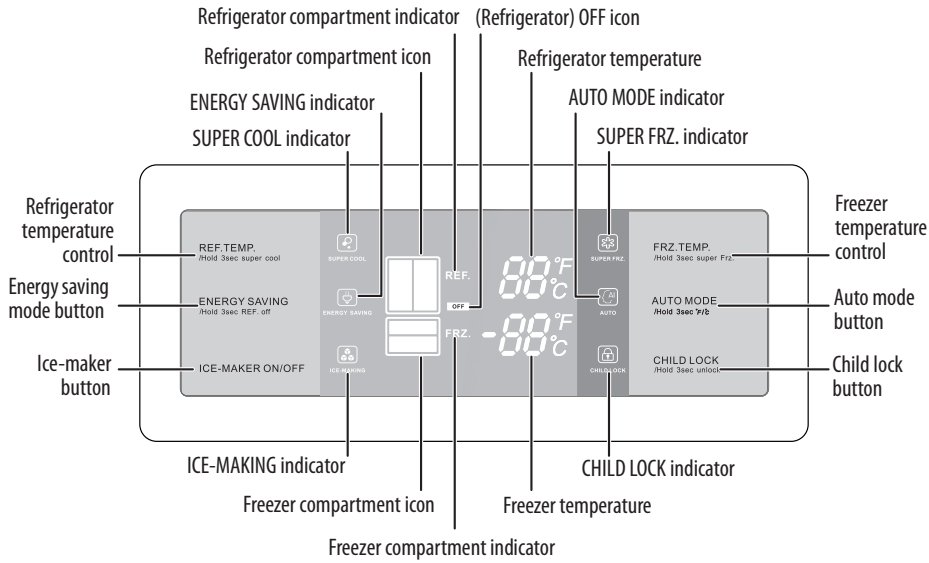
Front



Interior


Butter bin
Cantilever rack
Folded cantilever rack
Sliding cantilever rack
Gallon bottle rack
Fruit and vegetable drawer
Small drawer
Big drawer
Bottle rack
Automatic ice maker
Top freezer
Bottom freezer
Leveling feet
Decorative cover for bottom beam

Touch pad controls and display



Note

When any button is pressed, the display screen turns on. If no button is pressed for 30 seconds, the display screen turns off.

Setting up your refrigerator

Before using your refrigerator

1. Remove the interior packing.
2. Let the refrigerator stand upright for approximately four hours before connecting it to power. This reduces the possibility of a malfunction in the cooling system from improper handling during transportation.
3. Wash the inside with a damp warm cloth soaked in a solution of one quart of lukewarm water to two tablespoons of baking soda.
4. Wait for approximately 24 hours after the thermostat has been set before placing any food in your refrigerator.
5. Wait for approximately two hours after moving the unit for the coolant fluid to settle.

Finding a suitable location

- This refrigerator is designed to be free standing only, and should not be recessed or built-in.
- Allow at least 3.9 inches (10 cm) of clearance on both sides and the back of the refrigerator and 11.81 inches (30 cm) of clearance on the top.
- Place your refrigerator on a floor that is strong enough to support the refrigerator when it is fully loaded.
- Locate the refrigerator away from direct sunlight because it may affect the acrylic coating and heat sources may increase electrical consumption. Ambient temperature below 50°F (10°C) or above 85°F (29.4°C) will hinder the performance of this refrigerator. This refrigerator is not designed for use in a garage or any other outside installation.
- Avoid locating the refrigerator in moist areas.

Leveling your refrigerator

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

Note

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

Providing proper ventilation

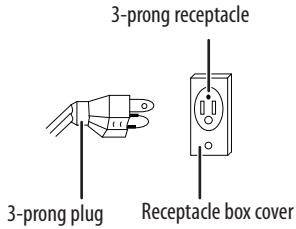
Place the refrigerator at least 3.9 inches (10 cm) from the wall to ensure proper airflow to the compressor. Do not place the refrigerator near any heat sources, such as a heater or stove, as this may put a strain on the compressor.

Providing a proper power supply

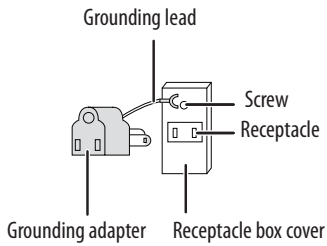
Check your local power source. This refrigerator requires a 110V-120V, 60Hz power supply.

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

Using a 3-prong plug and outlet



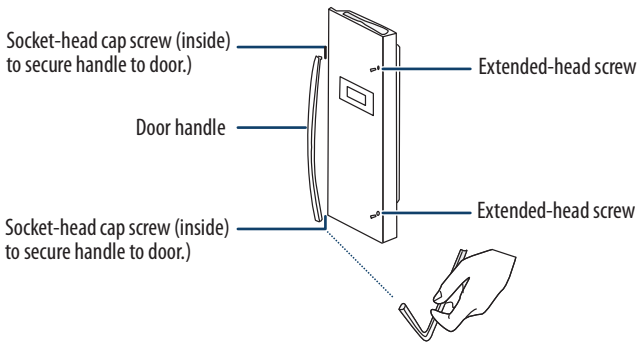
Using a grounding adapter



Notes

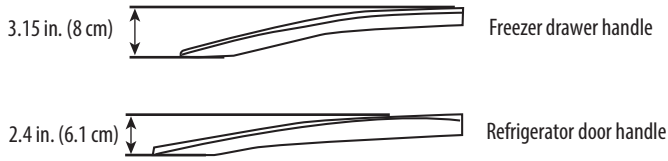
- The refrigerator should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.
- Never unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.

Installing the freezer drawer and refrigerator door handles



1 Unplug the refrigerator.

2 Identify the handles. Lay all four on a flat surface. The refrigerator door handles extend higher than the freezer drawer handles.



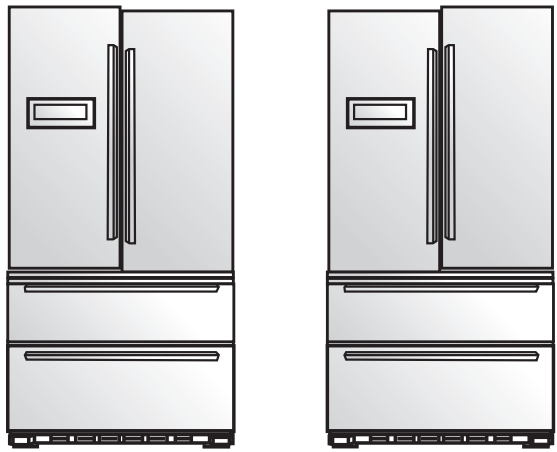
3 Screw the extended-head screws into the drawer/door holes with the wrench provided. Do not overtighten. The screw heads should extend above the surface of the drawer/door.

4 Place the drawer/door handle over the heads of the screws.

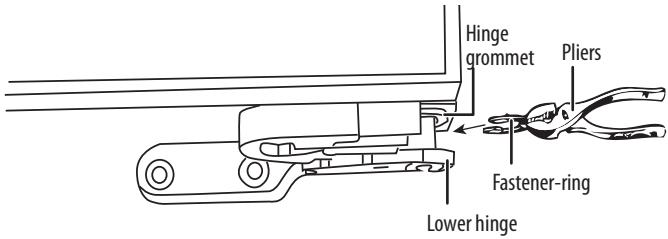
5 Install the remaining two screws into the holes on the handle, then tighten them securely.

Adjusting the refrigerator doors

The refrigerator must be level in order for the doors to be perfectly even.



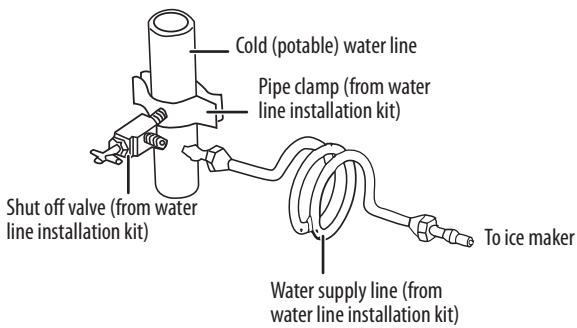
If the doors are uneven, first try leveling the freezer. See "Leveling your refrigerator" on page 9. If the doors are still uneven, raise the uneven door, then use a pair of pliers to insert the supplied fastener-ring in the gap between the hinge-grommet and the lower hinge. The number of fastener-rings needed depends on the gap.



Connecting the ice-maker

Connecting to the cold water supply line

1. Shut off the main water supply line and turn the ice-maker off.
2. Locate the nearest cold water line (potable water only).
3. Install the shut off valve based on instructions provided in the water line installation kit.

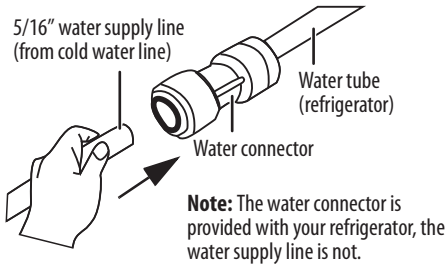


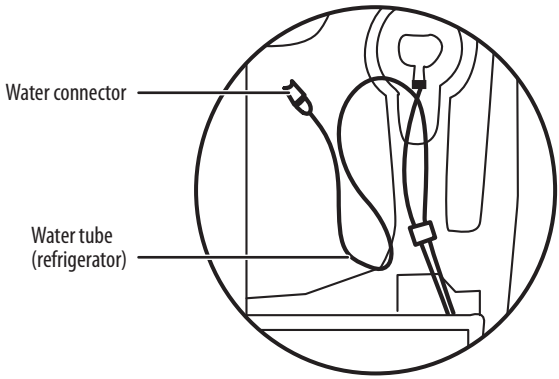
4. After connecting the water valve to the water line, turn your main water supply back on, then turn on the shut off valve and flush several gallons of water to clear the water supply line.
5. Turn off the shut off valve.

Connecting the water supply to the refrigerator

1. Connect the water supply tubing to the valve you installed in the water line.

2 Connect the other end of the water supply tubing to the water connector on your refrigerator.

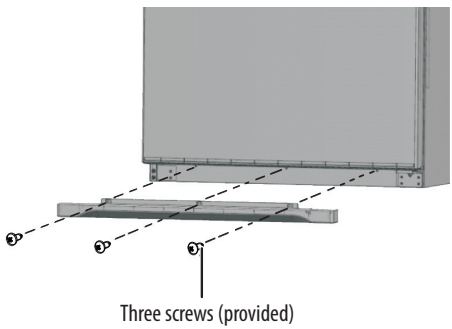




3 Turn water on and check for any leakage.

Installing the decorative cover for the bottom beam

- Install the bottom decorative cover using the three screws provided.



Using your refrigerator

Notes

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

Plug in your refrigerator. Wait for 30 minutes, then open the door to determine if the refrigerator is working properly.

Locking and unlocking your refrigerator

To activate the child-proof lock, press the **CHILD LOCK** button for three seconds. The CHILD LOCK indicator turns on and the control panel is locked. To unlock, press and hold the **CHILD LOCK** button for three seconds. The CHILD LOCK indicator turns off and the control panel unlocks.

These functions (below) can only be performed while in the Unlocked state.

Switching between Fahrenheit and Celcius

To toggle between Celsius and Fahrenheit display, press and hold the **AUTO MODE** button for three seconds.

Setting the refrigerator temperature

1. Press the **REF. TEMP.** button. The refrigerator temperature display turns on.
2. Press the **REF. TEMP**. button repeatedly until the desired temperature is displayed. The temperature range is 34° to 44° F (1° to 7°C).

Setting the freezer temperature

1. Press the **FRZ.TEMP**. button and the freezer temperature display turns on.
2. Press the **FRZ. TEMP.** button repeatedly, until the desired temperature is displayed. The temperature range is 9° to -8° F (-13° to -22° C).

Using the ice-maker

- To turn the ice-maker on, press the **ICE-MAKER ON/OFF** button. The ICE-MAKING indicator turns on and the ice maker starts. It will take 2-4 hours to make ice, depending on the room temperature. It may take

longer the first time it is used. The ice maker checks the ice level automatically and stops making ice when the ice bin is full.

- To turn the ice maker off, press the **ICE-MAKER ON/OFF** button again. The ICE-MAKING indicator turns off.

Notes

- Under normal conditions, the ice-maker capacity is 2.86 lbs. (1.3 kg). The capacity can change depending on how often the door is opened and closed.
- Ice cubes may stick together or get crushed.
- If the ice-maker isn't going to be used for a long period, see "Removing, cleaning, and reinstalling the ice maker" on page 19.

Fast-cooling mode

Fast-cooling mode is used to counteract a sudden rise in the temperature of the refrigerator, such as when a large amount of food is placed into the refrigerator. The fast-cooling mode causes the compressor work for longer cycles to maintain the desired temperature.

To activate fast-cooling mode, press and hold the **REF. TEMP.** button for three seconds. The SUPER COOL indicator turns on. This deactivates all other refrigerator modes. When the temperature of the refrigerator compartment reaches the set temperature, fast-cooling mode turns off.

To manually de-activate fast-cooling mode, either:

- Activate the Energy-Saving or AUTO mode, or
- Press the **REF. TEMP.** button to adjust the temperature, or
- Press and hold the **REF. TEMP.** button for three seconds.

Fast Freezing

The fast freeze mode lowers the temperature below the normal operating temperature to quickly freeze foods. Press and hold the **FRZ. TEMP.** button for three seconds. The SUPER FRZ. indicator turns on.

Turning on the Fast Freeze mode deactivates the Auto and Energy Saving modes.

Auto mode

This mode sets the refrigerator temperature to 41° F (5° C) and the freezer temperature to 0° F (-18° C). If the refrigerator compartment is turned off, the auto mode will still be in effect for the freezer compartment.

Press the **AUTO MODE** button. The AUTO indicator turns on. Selecting AUTO MODE automatically de-activates all other modes.

To de-activate AUTO MODE, either select another mode, or press the **REF. TEMP**. or **FRZ. TEMP.** button.

Energy saving mode

To save energy, this mode sets the refrigerator temperature to 44° F (7° C) and the freezer temperature to 5° F (-15° C).

Press the **ENERGY SAVING** button. The ENERGY SAVING indicator turns on and all other modes are disabled.

To manually de-activate the Energy Saving mode, either:

- Activate another mode, or
- Press the **REF. TEMP**. or **FRZ. TEMP**. button, or
- Press the **AUTO MODE** button.

Turning off the refrigerator compartment

When the refrigerator compartment will remain empty for a long period of time, the refrigerator compartment can be turned off (the freezer compartment stays on).

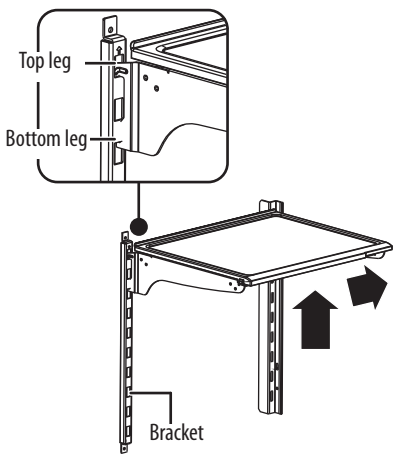
To turn off the refrigerator compartment, press and hold the **ENERGY SAVING** button for three seconds. The refrigerator compartment icon turns off and the OFF icon turns on. The refrigerator temperature display read shows "--".

To turn the refrigerator compartment back on, press and hold the **ENERGY SAVING** button for three seconds. The refrigerator compartment icon turns on, the OFF icon turns off, and the refrigerator temperature display returns to normal.

Adjusting the cantilever rack

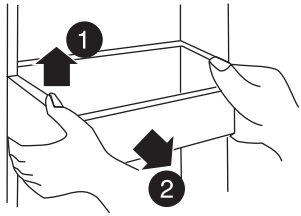
The cantilever rack can be adjusted to different heights.

1. Raise the rack, then take it out by tilting it upward.
2. Insert the top leg into a slot on the bracket, then insert the bottom leg into a slot on the bracket.



Adjusting the door-mounted bottle rack

Raise the bottle rack evenly with both hands, then pull out to remove it. Reinsert it in the reverse order at the height you want.



Maintaining your refrigerator

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

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

Caution

To prevent damage to the finish, do not use:

- Gasoline, benzine, thinner, or other similar solvents.
- Abrasive cleaners.

1. Turn off the refrigerator and unplug it from the wall outlet.
2. Remove all food.
3. Wash the inside with a damp warm cloth soaked in a solution of one quart of lukewarm water to two tablespoons of baking soda solution.
4. Be sure to keep the door gasket (seal) clean to keep the refrigerator running efficiently.
5. Dry the interior and exterior with a soft cloth.

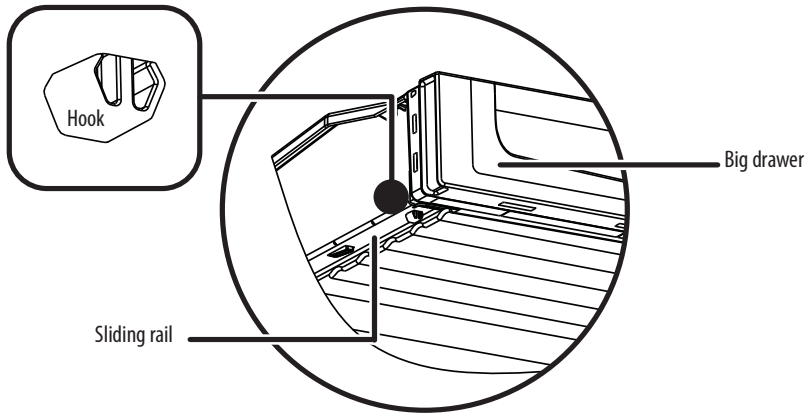
Note

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

Removing the big drawer

1 Pull out the big drawer until it stops.

2 Locate the hooks on the left and right sides of the drawer bottom.



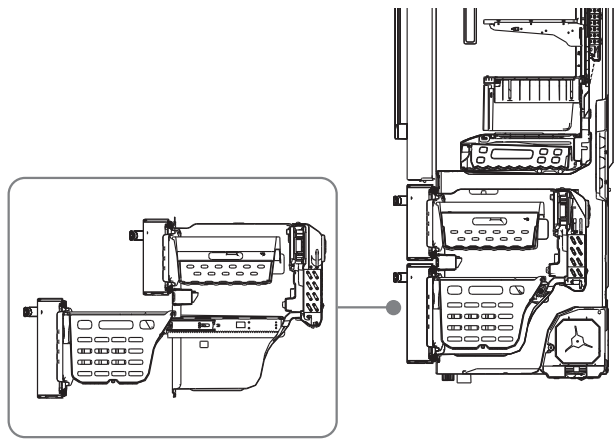
3 Grip the hook with needle nose pliers or tweezers and push it up, then remove it from the groove in sliding rail. Remove the hook on the other side using the same method.

4 Remove the drawer.

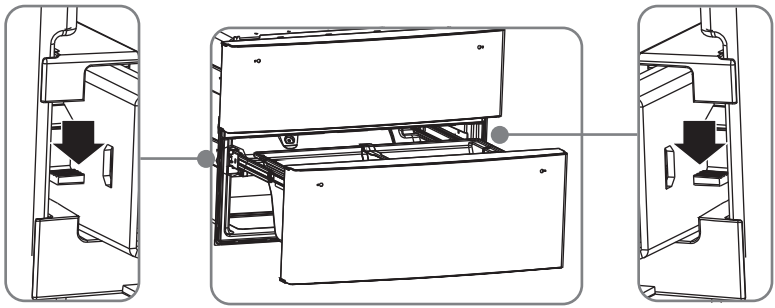
5 Install the drawer by reversing this process.

Removing the lower freezer drawer

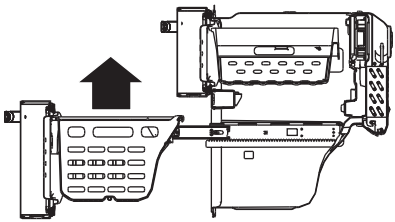
1 Pull out the lower freezer drawer until it stops.



2 Press the buttons in both slots at the same time, then pull out the freezer drawer until it stops again.



3 Lift the drawer off the rails and remove it.

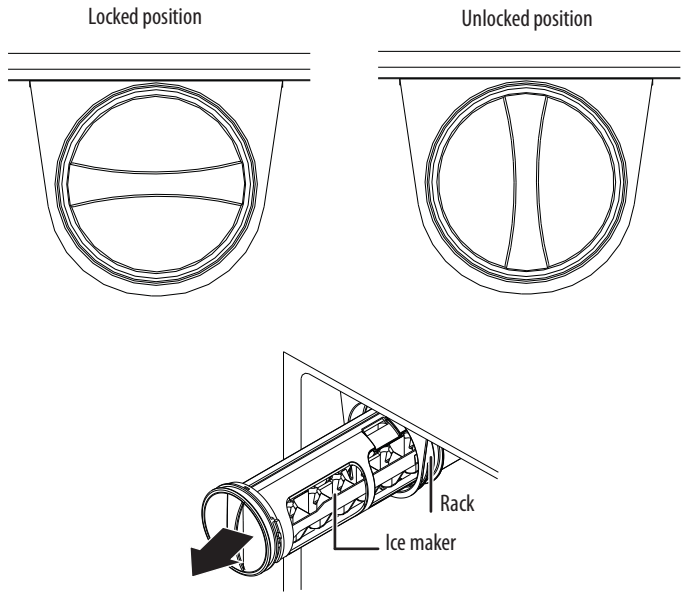


4 Reverse this procedure to reinstall the drawer.

Removing, cleaning, and reinstalling the ice maker

If the ice maker isn't used for a long period of time, the ice cubes that are produced might have unpleasant smell. You must take out and clean the ice maker.

1 Turn the dial to the Unlocked position, then pull to remove the ice maker.



2 Rinse the ice maker in clean, warm (not hot) water (don't use detergent).

3 Air dry the ice maker completely, otherwise water droplets in the ice maker might cause it to function abnormally.

4 Insert the ice maker onto the ice maker and rotate to the Locked position.

Defrosting the freezer

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

Shutting down your refrigerator - long vacations (several months)

1 Turn off the refrigerator and unplug it from the wall outlet.

2 Remove all food.

3 Clean the refrigerator.

4 Leave the door open slightly to avoid possible formation of condensation, mold, or odor.

Caution

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

Moving your refrigerator

1 Turn off the refrigerator and unplug it from the wall outlet.

2 Remove all food.

3 Securely tape down all loose items inside your refrigerator.

4 Tape the doors shut.

Be sure the refrigerator stays in the upright position during transportation.

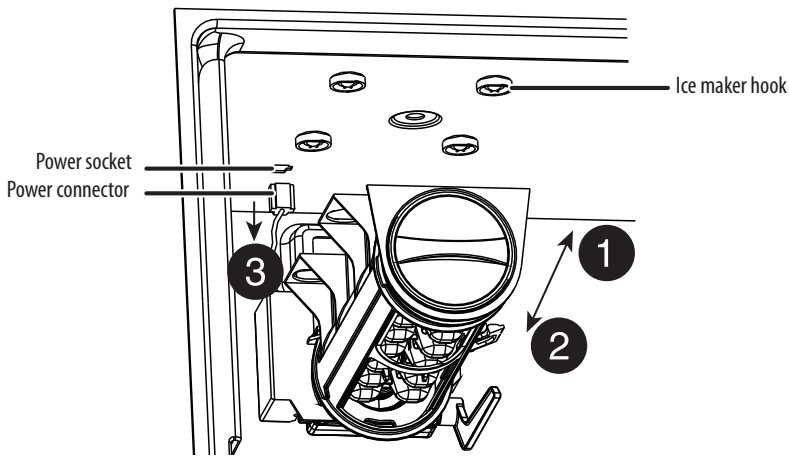
Removing and installing the ice maker

When the ice maker isn't going to be used, you can remove it and use the the space as a part of the freezer compartment.

1 Turn the ice maker off.

2 Open top freezer drawer.

3 Pull the ice-maker out (1) then downwards, so that the ice maker is unhooked (2).



4 Pull down the ice maker's power plug so that it is detached from the ice maker's power socket (3), then remove the ice maker.

5 Reinstall the big drawer and close it.

6 To reinstall, reverse this procedure, then turn the ice maker on.

Tips on saving energy

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

Tips on storing food

- You cannot store a gallon of milk in the refrigerator unless you lower the top shelf so far that the bottom shelf becomes unusable. We suggest purchasing two half gallons and storing them in the door.
- Do not store food which goes bad easily at low temperature, such as banana, and melon.
- Allow hot food to cool prior to storing. Placing hot food in the fridge-freezer could spoil other food, and lead to higher electric bills.
- When storing food, use a container with a lid whenever possible. This prevents moisture from evaporating, and helps food to keep its taste and nutrients.
- Do not block air vents with food. Smooth circulation of cold air keeps the refrigerator and freezer temperatures even.
- Do not open the door frequently. Opening the door lets warm air enter the unit, and can cause the temperature to rise.
- To adjust the temperature control easily, do not store food near the temperature control dial.
- Never keep too many foods in the door rack, as this may stop the door from fully closing.
- Do not store bottles in the freezer compartment - they may break when frozen.
- Do not refreeze food that has been thawed. This causes a loss of taste and nutrition.
- Frozen foodstuffs should be stored packed (in polyethylene film, aluminum foil, etc.) in the freezer compartment.

The light-wave freshness lamps in the crispers

This feature uses light waves to promote and extend photosynthesis, in order to preserve fruits and vegetables.

The light-wave freshness lamps turn on when the refrigerator door is opened. The lamps turn off when the door has been open for one minute or more. After the refrigerator door is closed, the lamps cycle on for 10 minutes, then turn off for five minutes.

Troubleshooting

Caution

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

Error codes

LED display	Problem
LED 1 and LED 2 lit	Refrigerator temperature sensor circuit
LED 1 and LED 3 lit	Freezer defrost sensor
LED 1 and LED 4 lit	Ambient temperature sensor

Problem	Possible cause	Possible solution
The refrigerator does not operate.	The refrigerator is unplugged.	Make sure that the refrigerator is plugged in and that the plug is pushed completely into the outlet.
	The thermostat is set to the STANDBY position.	Press the SET button until LED 3 lights.
	The fuse on the circuit is blown or the circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the circuit breaker.
	Power failure.	If a power failure occurs, the refrigerator turns off. Wait until the power is restored.
The compressor turns on and off frequently.	The door has been opened too often or was not closed properly. The door seal may be dirty.	Make sure that the door is closed properly. Clean the door seal if necessary.
	The room temperature is hotter than normal.	This is normal, under the circumstances.
	A large amount of food was recently added to the refrigerator.	This is normal, under the circumstances.
	The thermostat is not set correctly.	Reset the thermostat correctly.
	The refrigerator does not have the correct clearances.	The refrigerator should be no closer than 7.87 inches (20.04 cm) inches from the adjacent walls.
	The refrigerator has recently been disconnected for a period of time.	Allow four hours for the refrigerator to cool down completely.

Problem	Possible cause	Possible solution
Food in the refrigerator compartment is freezing.	The thermostat is set too cold.	Set the thermostat to a warmer setting.
Food in the refrigerator compartment is not cold.	The door has been opened too often or was not closed properly.	Make sure that the door is closed properly.
	You have just added a large amount of food to the refrigerator or freezer compartments.	Allow time for the new food to cool, then check again.
	The thermostat is set too warm.	Adjust the thermostat to a colder setting.
	The door gasket does not seal properly.	Clean the gasket.
	The refrigerator has recently been disconnected for a period of time.	Allow four hours for the refrigerator to cool completely.
The refrigerator makes unusual noises.	The refrigerator may not be level on the floor.	Level the refrigerator with the leveling feet.
	The body of the refrigerator is touching a wall.	Move the refrigerator out from the wall.
	The pump may be supplying water to the ice maker.	This is normal.
Moisture is building up in the interior of the refrigerator.	The door has been opened too often or was not closed properly.	Make sure that the door is closed properly.
	The refrigerator is in a location that is very humid.	Move the refrigerator to a dryer location.
	The food in the refrigerator is not packaged properly.	Repackage the food in the refrigerator to make sure that it is sealed.
The refrigerator door does not close completely.	Food packages are interfering with the door.	Move the food packages or remove some food.
	The shelves are out of position.	Adjust the shelves properly.
	The door gaskets are dirty.	Clean the door gaskets.
	The refrigerator is not level.	Level the refrigerator with the leveling feet.
The exterior of the refrigerator is warm.	This is normal.	
There is a popping or crackling sound when the compressor comes on.	This is normal.	The sound should level off or disappear as the refrigerator continues to run.

Problem	Possible cause	Possible solution
There is a bubbling or gurgling sound, like water boiling.	This is normal.	
Vibrations.	The refrigerator is not on a level or sturdy surface.	Make sure that the refrigerator is on a level, sturdy surface. Level the refrigerator with the leveling legs.
	The refrigerator may be touching a wall.	Make sure that the refrigerator is not touching a wall.
There is moisture forming on the external walls of the refrigerator.	The door may be slightly open.	Make sure that the door closes completely.
The refrigerator enclosure emits heat during operation especially in the summer	This is caused by heat from the condenser and it is a normal phenomenon.	
You may notice condensation on the exterior surface and door seals of the freezer when the ambient humidity is high	This is a normal phenomenon. The condensation can be wiped away with a dry towel.	
A buzz will be emitted by the compressor running, especially when starting up or shutting down	This is normal.	

Specifications

Dimensions (WxDxH)	35.9 x 28.7 x 69.9 in. (91.1 x 72.9 x 177.5 cm)
Weight	293.2 lbs.(133 kg)
Power requirements	115 V~60Hz
Current	2.7A

ONE-YEAR LIMITED WARRANTY

Definitions:

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

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at www.bestbuy.com or 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, 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 the Product from a Best Buy online web site (www.bestbuy.com or www.bestbuy.ca), mail your original receipt and the Product to the address listed on the web site. Make sure that you put 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 call 1-888-BESTBUY, Canada call 1-866-BESTBUY. 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 county where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Food loss/spoilage due to failure of refrigerator or freezer
- 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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