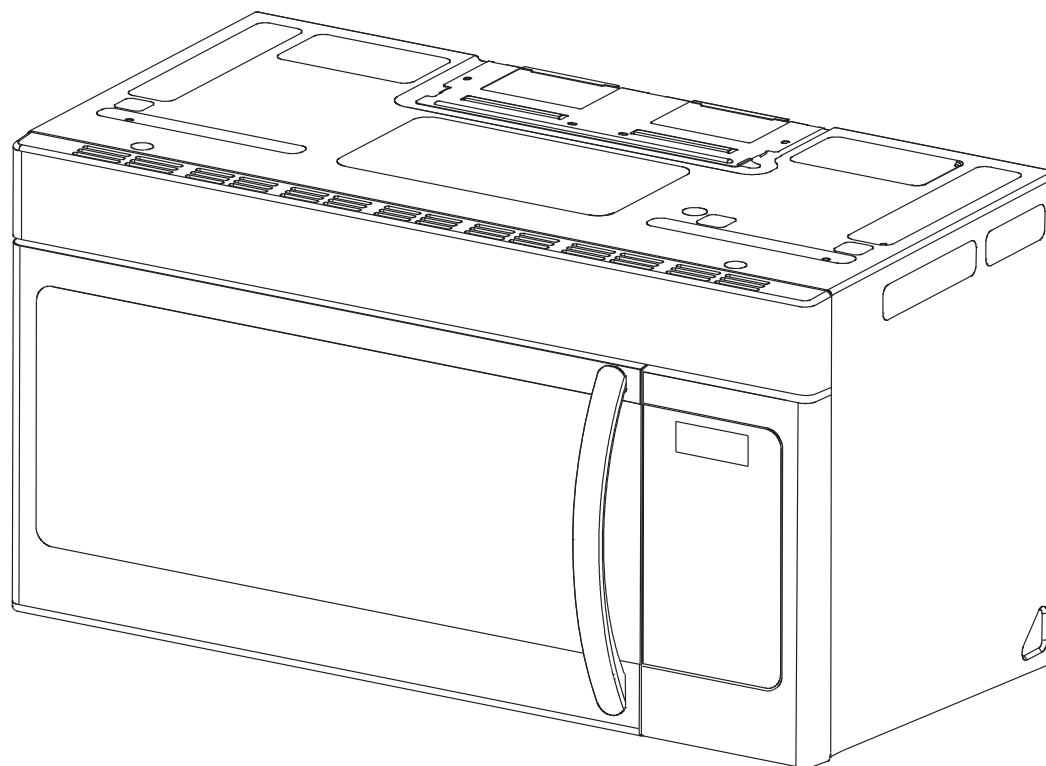


# USER GUIDE

INSIGNIA™

# 1.5 Cu. Ft. Over-the-Range Convection Microwave

NS-OTRC15SS9



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



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# Over-the-Range Convection Microwave

## Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-OTRC15SS9 represents the state of the art in microwave design and is designed for reliable and trouble-free performance.

## IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be followed, including the following:

**WARNING:** To reduce the risk of burns, electric shock, fire, injury to persons, or exposure to excessive microwave energy:

- 1 Read all instructions before using the appliance.
- 2 Read and follow the specific "Precautions to avoid possible exposure to excessive microwave energy" on page 4.
- 3 This appliance must be grounded. Connect only to 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 (for example, closed glass jars) are able to explode and should not be heated in this microwave.
- 6 Use this appliance only for its intended use as described in the manual. Do not use corrosive chemicals or vapors in this appliance. This type of oven is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
- 7 As with any appliance, close supervision is necessary when used by children.
- 8 Do not operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
- 9 This appliance should be serviced only by qualified service personnel. Contact the nearest authorized service facility for examination, repair, or adjustment.
- 10 Do not cover or block any openings on the appliance.
- 11 Do not store 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 location.
- 12 Do not immerse the cord or plug in water.
- 13 Keep the cord away from heated surfaces.
- 14 Do not let the cord hang over the edge of the table or counter.
- 15 When cleaning the surface between the door and the compartment, use only mild, nonabrasive soaps, or detergent applied with a sponge or soft cloth.
- 16 To reduce the risk of fire in the oven cavity:
  - Do not overcook food. Carefully attend to the appliance when paper, plastic, or other combustible materials are placed inside the oven.
  - Remove wire twist-ties from paper or plastic bags before placing them in the oven.
  - If material inside of the oven ignites, keep the oven door closed, turn the oven off, and disconnect the power cord, or shut off power at the fuse or circuit breaker panel.
  - Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- 17 Liquids, such as water, coffee, or tea, may overheat beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. **THIS COULD RESULT IN VERY HOT LIQUID SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A UTENSIL IS INSERTED INTO THE LIQUID.** To reduce the risk of injury to persons:
  - Do not overheat the liquid.
  - Stir the liquid both before and halfway through heating it.
  - Do not use straight-sided containers with narrow necks.
  - After heating, allow the container to stand in the microwave oven for a short time before removing the container.
  - Use extreme care when inserting a spoon or other utensil into the container.
- 18 Do not mount over the sink.
- 19 Do not store anything directly on top of the appliance surface when the appliance is in operation.
- 20 Oversized food or oversized, metal utensils should not be inserted in a microwave as they may create fire or risk of electric shock.
- 21 Do not use paper products when the appliance is operated in convection mode.
- 22 Do not store any materials, other than the manufacturer's recommended accessories, in this oven when not in use.
- 23 Do not cover racks or any other part of the oven with metal foil. This will cause overheating of the oven.
- 24 Clean ventilation hoods frequently. Grease should not be allowed to accumulate on the hood or filter.
- 25 When cooking foods under the hood, turn the fan on.

**26** Use care when cleaning the vent-hood filter. Corrosive cleaning agents, such as lye-based oven cleaners, may damage the filter.

**27** Suitable for use above both gas and electric cooking equipment.

### 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.



#### **DANGER - Electric Shock Hazard**

Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.



#### **WARNING - Electric Shock Hazard**

Improper use of the grounding plug can result in electric shock. Do not plug into an outlet until the appliance is properly installed and grounded.

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.

- 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:
  - The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
  - The extension cord must be a grounding-type 3-wire cord.
  - The longer cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over unintentionally.

### Radio interference

- 1** Operation of the microwave oven may cause interference to your radio, TV, or similar equipment.
- 2** When there is interference, it may be reduced or eliminated by taking the following measures:
  - Clean the door and sealing surface of the oven.
  - Reorient the receiving antenna of the radio or television.
  - Move the receiver away from the microwave.
  - Plug the receiver into a different outlet so that the microwave and receiver are on different branch circuits.

### Precautions to avoid possible exposure to excessive microwave energy

- 1** Do not attempt to operate this oven with the door open since operation 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 oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- 3** Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the:
  - Door (bent)
  - Hinges and latches (broken or loosened)
  - Door seals and sealing surface
- 4** The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

## 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 “Materials you can use” on page 5 and “Materials to be avoided” on page 5 as a guide, then test before using.

### Cookware and Materials Test:

- 1 Fill a microwave-safe container with 1 cup (250 ml) of cold water, along with the cookware or materials in question.
- 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 oven walls. The foil should be at least 1 inch (2.5 cm) away from oven walls. |
| Browning dish         | Follow the manufacturer's instructions. The bottom of the browning dish must be at least 3/16-in. (5mm) 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 that 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 oven 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

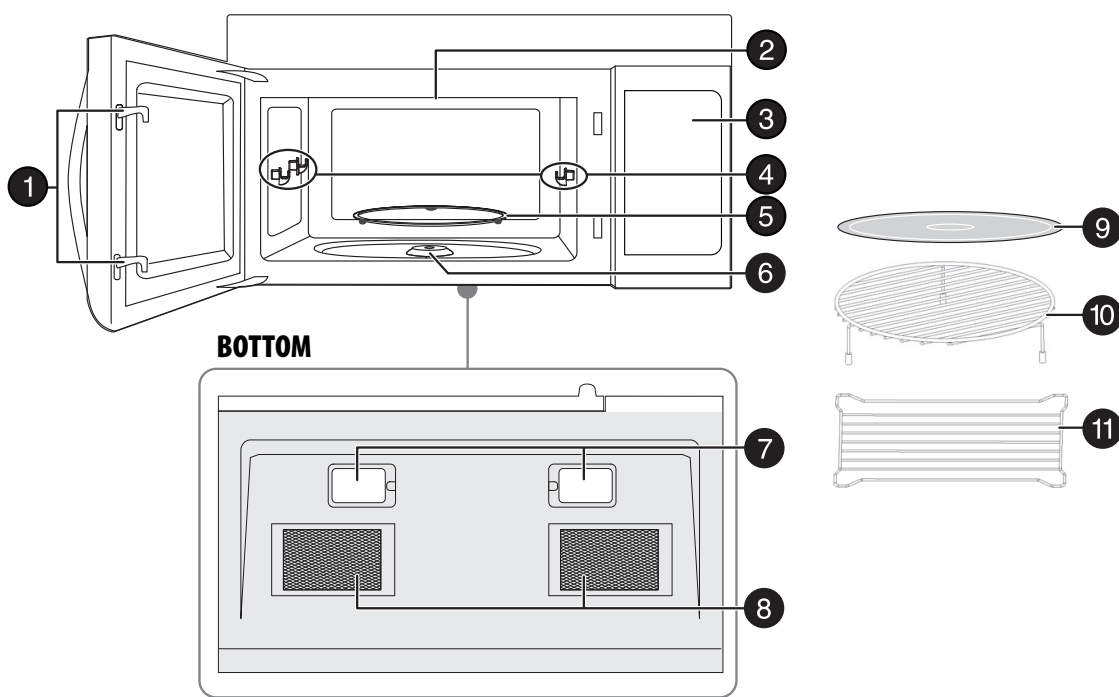
| MATERIAL                        | REMARKS  |
|---------------------------------|--|
| Aluminum tray                   | May cause arcing. Use a microwave-safe dish instead.                                     |
| Food carton with metal handle   | May cause arcing. Use a microwave-safe dish instead.                                     |
| 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 oven.                                     |
| Paper bags                      | May cause a fire in the oven.  |
| Plastic foam                    | Plastic foam may melt or contaminate the liquid inside when exposed to high temperature. |
| Wood                            | Wood will dry out when used in the microwave oven and may split or crack.                |

## Features

### Package contents

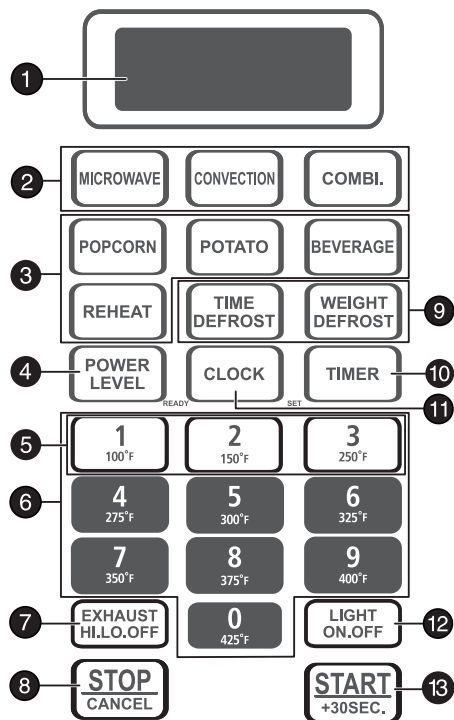
- 1.5 Cu. Ft. Over-the-Range Convection Microwave
- Turntable (with ring)
- Wire rack
- Shelf
- Installation hardware
- Grease filter
- Exhaust damper
- *Installation Guide*
- *User Guide*

### Microwave oven



| #  | ITEM                    | DESCRIPTION  |
|----|-------------------------|--|
| 1  | Safety interlock system | Prevents the microwave from operating when the door is open.   |
| 2  | Waveguide cover         | Covers the waveguide. <b>DO NOT REMOVE.</b>  |
| 3  | Control panel           | Use to set cooking times and enter other information as needed. See " <a href="#">Control panel</a> " on page 7. |
| 4  | Shelf supports          | Holds up your shelf during cooking.  |
| 5  | Turntable ring assembly | Allows the turntable to rotate to cook food evenly.  |
| 6  | Turntable shaft         | Rotates the turntable assembly.  |
| 7  | Surface lights          | Lights up your stovetop underneath the microwave.  |
| 8  | Ventilation filters     | Filters the air when the exhaust is turned on.   |
| 9  | Glass turntable         | Allows food to cook evenly.  |
| 10 | Wire rack               | Holds dishes when in convection or combination mode.   |
| 11 | Shelf                   | Holds dishes when in microwave mode.   |

## Control panel



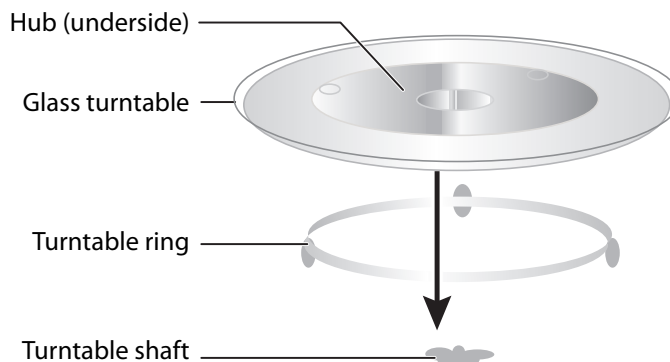
| #  | ITEM                 | DESCRIPTION   |
|----|----------------------|---|
| 1  | Display              | In standby mode, displays the time.<br>In cooking mode, displays cooking time, weight, and other information.   |
| 2  | Heat modes           | Press to heat your food using the microwave, convection, or a microwave/convection combination heat mode.   |
| 3  | Auto menu            | Press one of these buttons to automatically cook the item indicated. See <a href="#">“Cooking with the auto menu” on page 11.</a>   |
| 4  | Power level          | Press to set the power level of your microwave, then press the number buttons to set the level you want (1-10).   |
| 5  | Quick start          | In standby mode, press to quickly start cooking for 1, 2, or 3 minutes. See <a href="#">“Cooking quickly” on page 11.</a>   |
| 6  | Number pad           | Press to enter cook time, defrost time, clock time, and other information.  |
| 7  | Exhaust              | Press to turn on/off your vent fan and remove odors from cooking. See <a href="#">“Using the vent fan” on page 12.</a>  |
| 8  | Stop/Cancel          | Press to stop the cooking process. Press again to cancel the cooking operation.   |
| 9  | Defrost              | Press <b>TIME DEFROST</b> , then enter the time you want for an item to defrost. See <a href="#">“Defrosting by time” on page 11.</a><br>Press <b>WEIGHT DEFROST</b> , then enter the weight of the item you want to defrost. The cooking time is set automatically. See <a href="#">“Defrosting by weight” on page 11.</a> |
| 10 | Timer                | Press this button, then enter the time you want to count down. See <a href="#">“Using the kitchen timer” on page 10.</a>  |
| 11 | Clock                | Press to set or check the clock. See <a href="#">“Setting the clock” on page 10.</a>  |
| 12 | Light                | Press to turn on/off the light underneath your microwave. See <a href="#">“Using the light” on page 12.</a>   |
| 13 | Start/Add 30 seconds | In standby mode, press this button to begin cooking.<br>While cooking, press this button to add 30 seconds to the cooking time.   |

## Setting up your microwave oven

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](http://www.insigniaproducts.com) by searching for **NS-OTRC15SS9**. 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 the microwave oven 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 oven. The glass turntable should not turn freely when it is correctly installed.

## Using your microwave

### Microwave cooking

- 1 Press **MICROWAVE**, 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 (1-10).

| Level   | 10   | 9   | 8   | 7   | 6   | 5   | 4   | 3   | 2   | 1   |
|---------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Power   | 100% | 90% | 80% | 70% | 60% | 50% | 40% | 30% | 20% | 10% |
| Display | PL10 | PL9 | PL8 | PL7 | PL6 | PL5 | PL4 | PL3 | PL2 | PL1 |

- 3 Press **START** to begin heating.  
OR  
For two-stage cooking, repeat steps 1-2 to program the second stage, then press **START**. The buzzer rings between stages and automatically move on to the second stage.

**Notes:**

- Two-stage cooking lets you program two cook times and power levels at the same time.
- You can check the power level during cooking by pressing **POWER LEVEL**.

### Convection cooking

**Note:** You can check the temperature during cooking by pressing **CONVECTION**.

#### With preheating convection

- 1 Press **CONVECTION**. The display shows "100F."
- 2 Press the temperature button (0-9 on the number pad) to select the temperature that you want. Do not enter the cook time yet.

**Note:** There are ten convection temperatures: 100°F, 150°F, 250°F, 275°F, 300°F, 325°F, 350°F, 375°F, 400°F, and 425°F.

- 3 Press **START** to start preheating.
- 4 Place your food in the microwave, then use the number pad to enter the cooking time that you want.
- 5 Press **START** to begin cooking.



**Convection baking****Notes:**

- Use the wire rack during convection baking.
- Always preheat the oven before convection baking.
- Avoid opening the microwave door while cooking. Each time the door is opened the microwave loses heat and this can cause uneven baking.

**Biscuits and bread**

| TYPE                     | TEMPERATURE     | TIME          | NOTES  |
|--------------------------|-----------------|---------------|--|
| Biscuits                 | 400°F (204.4°C) | 20-30 minutes | Canned refrigerated biscuits take 2-4 minutes less time. |
| Muffins                  | 350°F (176.7°C) | 15-20 minutes | Remove from tin straight away and place on cooling rack. |
| Nut bread or fruit bread | 350°F (176.7°C) | 55-70 minutes |  |
| Bread                    | 350°F (176.7°C) | 55-65 minutes |  |
| Plain or sweet rolls     | 350°F (176.7°C) | 40-50 minutes | Lightly grease your baking sheet.                        |

**Cakes**

| TYPE        | TEMPERATURE     | TIME          | NOTES   |
|-------------|-----------------|---------------|---|
| Cheesecake  | 350°F (176.7°C) | 65-75 minutes | After baking, open the microwave door slightly and let the cheesecake stand in the oven for 30 minutes. |
| Coffee cake | 350°F (176.7°C) | 30-40 minutes |   |
| Cupcakes    | 350°F (176.7°C) | 20-30 minutes |   |
| Fruit cake  | 350°F (176.7°C) | 85-95 minutes |   |
| Gingerbread | 350°F (176.7°C) | 40-45 minutes |   |

**Without preheating convection**

- 1 Place your food in the microwave.
- 2 Press **CONVECTION**. The display shows "100F."
- 3 Press the temperature button (0-9 on the number pad) to select the temperature that you want.

**Note:** There are ten convection temperatures: 100°F, 150°F, 250°F, 275°F, 300°F, 325°F, 350°F, 375°F, 400°F, and 425°F.

- 4 Press **CONVECTION** to confirm the temperature.
- 5 Use the number pad to enter the cooking time that you want, then press **START** to begin cooking.

### Microwave and convection combination cooking

Microwave and convection combination cooking helps brown and crisp foods.

- 1 Press **COMBI**.
- 2 Use the number pad to enter the cooking time that you want, then press **START** to begin cooking.

| TYPE                              | QUANTITY          | TIME  | NOTES   |
|-----------------------------------|-------------------|---|---|
| Hamburgers                        | 4 oz. (.1 kg)     | 16-19 minutes for two   | Place on a microwave-proof plate, drain fat, and turn halfway through cooking.  |
| Beef rump roast                   | 2.2 lbs. (1.0 kg) | Rare: 15-20 min.<br>Medium: 21-25 min.<br>Well done: 26-30 min. | Place fat-side down on the low rack, season, and shield if necessary.<br>After cooking, leave to stand for 15 minutes.  |
| Lamb roast, roasted, boneless     | 2.2 lbs. (1.0 kg) | Rare: 15-20 min.<br>Medium: 21-25 min.<br>Well done: 26-30 min. | Place fat-side down on the low rack, brush with marinade, season, and shield if necessary.<br>After cooking, leave to stand for 15 minutes.   |
| Pork                              | 2 chops           | Rare: 13-17 min.<br>Medium: 18-23 min.<br>Well done: 24-29 min. | Place on the high rack, brush with marinade and season. Turn halfway through cooking. Cook until no longer pink or internal temperature reaches 170°F (76.7°C).<br>After cooking, cover with foil and leave to stand for 5 minutes.   |
|                                   | 4 chops           | Rare: 15-19 min.<br>Medium: 20-25 min.<br>Well done: 26-32 min. |   |
| Pork loin roast, rolled, boneless | 2.2 lbs. (1.0 kg) | Rare: 20-25 min.<br>Medium: 26-30 min.<br>Well done: 30-35 min. | Place fat-side down on the low rack, season, and shield if necessary.<br>After cooking, cover with foil and leave to stand for 15 minutes.  |
| Chicken breasts                   | 1 lb. (.45 kg)    | 16-26 minutes   | Remove skin, then place the thickest portion toward the outside on the high rack.   |
| Chicken boneless portions         | 1 lb. (.5 kg)     | 13-24 minutes   | Place on the high rack, brush with butter, and season as boneless portions required. Turn halfway through cooking. Cook until no longer pink and juices run clear.<br>After cooking, cover with foil and leave to stand for 3-5 minutes.  |
| Chicken, whole                    | 2.9 lbs. (1.3 kg) | 25-40 minutes   | Place breast down on the low rack, brush with butter, and season as required. Turn and drain halfway through cooking. Cook until no longer pink and juices run clear.<br>After cooking, cover with foil and leave to stand for 10 minutes. The temperature in the thigh should be about 185°F (85°C). |

### Setting the clock

- 1 Press **CLOCK** repeatedly to select AM or PM. The display shows "A" for AM or "P" for PM for about two seconds, then "0:00" flashes on the screen.
- 2 Use the number pad to enter the current time (1:00–12:59), then press **CLOCK** to confirm the setting. The ":" flashes and the time is displayed.

#### Notes:

- If the time you enter is invalid, the display flashes "A/P", then "0:00" is shown.
- You can check the time while cooking by pressing **CLOCK**.

### Using the kitchen timer

- 1 Press **Timer**. The display shows "0:00".
- 2 Use the number pad to enter the time (the maximum time is 99 minutes and 99 seconds), then press **TIMER**. When the time reaches 0, the buzzer rings and the display shows "OFF".

**Note:** While the timer is running, the microwave will not run and the oven light will not turn on.

### Cooking quickly

- 1 Press **START/+30SEC** to instantly cook something at 100% power for 30 seconds.  
OR  
Press **1, 2, or 3** on the number pad to instantly cook something at 100% power for 1-3 minutes.
- 2 To increase the time in 30 second increments, press **START/+30SEC** repeatedly. The maximum cooking time is 99 minutes and 99 seconds.

**Note:** You cannot increase cook time when using multi-stage cooking, defrost, or auto-menu items.

### Defrosting in your microwave

#### Defrosting by weight

- 1 Press **WEIGHT DEFROST**. The display shows "0.0".
- 2 Use the number pad to enter the weight of the item to be defrosted (in pounds). The input weight must be between 0.1~6.0 pounds.
- 3 Press **START** to start defrosting. The remaining cooking time is displayed.

#### Defrosting by time

- 1 Press **TIME DEFROST**. The display shows "0:00".
- 2 Use the number pad to enter the defrosting time you want. The time range must be between 00:01 and 99:99.
- 3 Press **START** to start defrosting. The remaining cooking time is displayed.

### Cooking with the auto menu

- 1 Repeatedly press the button of a food item (**POPCORN, POTATO, BEVERAGE, or REHEAT**) until the display shows the correct serving amount (see table below).

| AUTO MENU BUTTON | AMOUNT     | POWER LEVEL |
|------------------|------------|-------------|
| Popcorn          | 1.75 oz.   | 100%        |
|                  | 3.00 oz.   |             |
|                  | 3.5 oz.    |             |
| Potato           | 1 serving  | 100%        |
|                  | 2 servings |             |
|                  | 3 servings |             |
|                  | 4 servings |             |
| Beverage         | 1 cup      | 100%        |
|                  | 2 cups     |             |
|                  | 3 cups     |             |
| Re-heat          | 8.0 oz.    | 100%        |
|                  | 16.0 oz.   |             |
|                  | 24.0 oz.   |             |

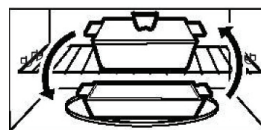
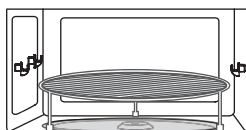
- 2 Press **START**.

### Checking the time, power level, or temperature while cooking

- To check the time while cooking a meal, press **CLOCK**. The display shows the current time for three seconds, then returns to the cooking time remaining.
- 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.
- To check the temperature while cooking in convection mode, press **CONVECTION**. The display shows the power level being used for three seconds, then returns to the cooking time remaining. If you need to change the temperature, you must stop cooking, then restart.

### Using the wire rack and shelf

- The wire rack and shelf let you heat multiple dishes of food at the same time. To cook evenly, switch the food (on the turntable or rack) around after half of the cook time has expired.



### Using the light

- Press **Light/On/Off** to turn on or off the light underneath your microwave.

**Note:** To change a light bulb, see “Changing the light bulbs” on page 14.

### Using the vent fan

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

- Press **Exhaust HI.LO.OFF** repeatedly to cycle between high speed, low speed, or off.

**Note:** You can use the vent fan while cooking in the microwave.

- The fan automatically starts when heat rises from range surface units or burners and stays on until the temperature decreases. It cannot be turned off manually during this time. This protects the microwave from excessive temperatures.

### Using the child lock

- To lock the microwave, press and hold **STOP/CANCEL** for three seconds while in standby mode. The microwave beeps and a lock indicator appears on the display.
- To unlock the microwave, press and hold **STOP/CANCEL** until the lock indicator disappears (about three seconds).

## 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 are 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 microwave door 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 ceiling inside the microwave cavity. It is made from mica so requires special care. Keep the waveguide cover clean to assure good microwave performance. Carefully wipe with a damp cloth any food spatters from the surface of the cover immediately after they occur. 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 the microwave. To remove, combine one cup water, 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 the microwave. Wipe the interior with a soft cloth.

#### *Turntable*

Remove the turntable and wash it 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.

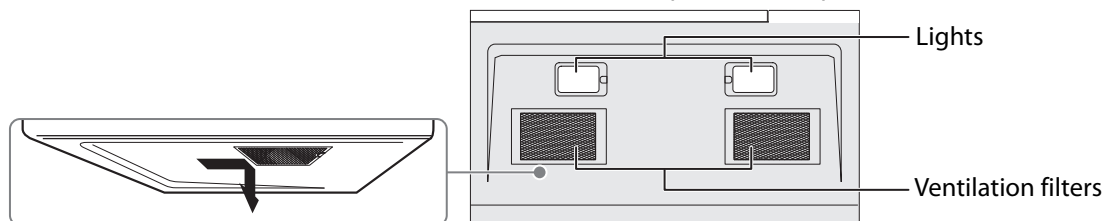
## Cleaning and replacing the filters

### Cleaning the exhaust filters

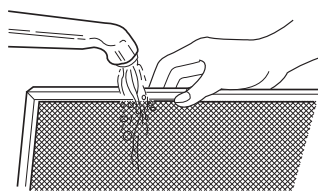
Clean the filters at least once a month.

**CAUTION:** To avoid risk of personal injury or property damage, do not use the fan or microwave without the filters in place.

- 1 To remove a filter, slide it toward the back of the microwave and pull down. Repeat to remove the second filter.

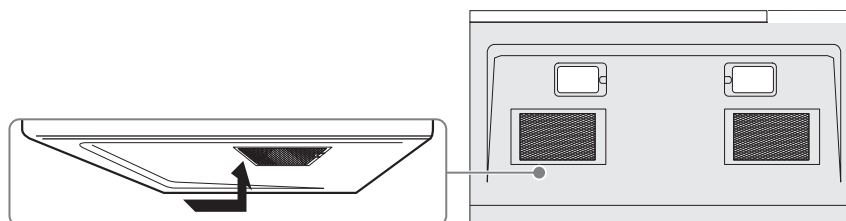


- 2 Soak the filters in a sink or dish pan filled with hot water and detergent, then scrub the filter with a brush to remove embedded dirt.  
OR  
Wash your filters in a dishwasher.



**CAUTION:** DO NOT use ammonia or other alkali. They will corrode and darken your filters.

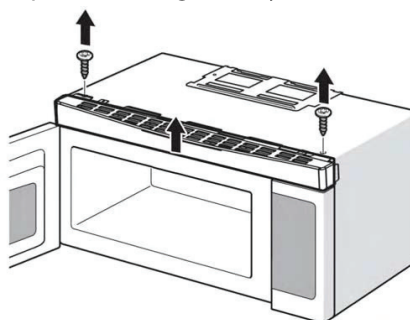
- 3 Rinse thoroughly and shake dry.
- 4 To reinstall your filter, slide it into the slot underneath your microwave, then push up to secure it. Repeat to install the second filter.



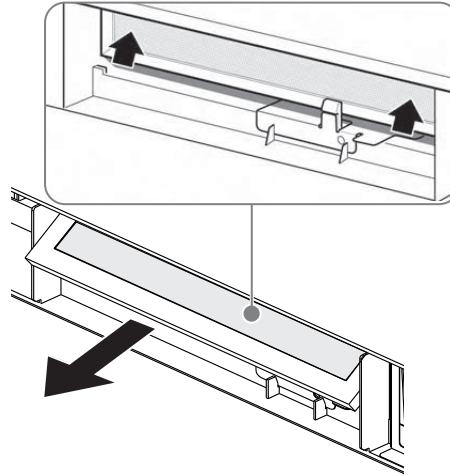
### Replacing the charcoal filter

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

- 1 Disconnect power to the microwave at the circuit breaker or by unplugging it.
- 2 Remove the two vent grill screws, then pull the vent grill away from the microwave.



- 3 To remove the charcoal filter, push it inward, then lift it up and pull it away from the microwave.

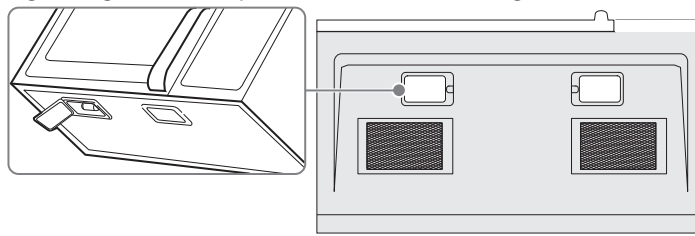


- 4 Insert a new charcoal filter. Make sure that the wire mesh is visible from the front.  
 5 Replace the vent grill (make sure that its tabs lock into place) and secure it with the two screws.  
 6 Turn your circuit breaker back on, or plug in your microwave.

### Changing the light bulbs

#### Countertop light (exterior)

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

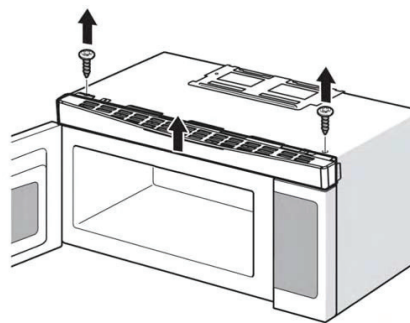


**CAUTION:** The light cover may become very hot. Do not touch the glass when the light is on.

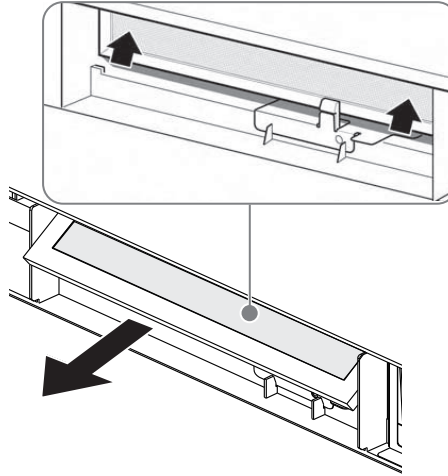
- 3 Remove the old light bulb, then replace with a new, equivalent bulb. Do not use a bulb larger than 30W.  
 4 Replace the light cover and secure it with the screw.  
 5 Turn your circuit breaker back on, or plug in your microwave.

#### Microwave light (interior)

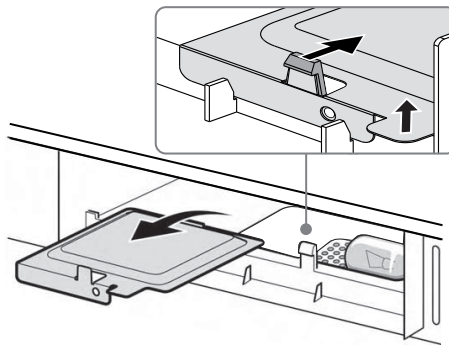
- 1 Disconnect power to the microwave at the circuit breaker or by unplugging it.  
 2 Remove the two vent grill screws, then pull the vent grill away from the microwave.



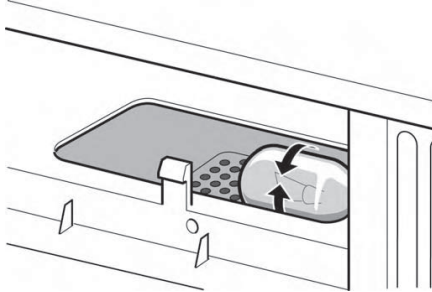
- 3** To remove the charcoal filter, push it inward, then lift it up and pull it away from the microwave.



- 4** Open the light cover (behind the filter mount) by carefully pulling up on its front edge.



- 5** Remove the old light bulb and replace with a new, equivalent bulb. Do not use a bulb larger than 30W.



- 6** Push the light cover back into place and replace the charcoal filter.  
**7** Replace the vent grill (make sure that the tabs lock into place) and secure with the two screws.  
**8** Turn your circuit breaker back on, or plug in your microwave.

## Troubleshooting

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

| PROBLEM                                 | POSSIBLE CAUSE  | POSSIBLE SOLUTION   |
|---|---|---|
| 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.   |
| Arcing or sparking in the microwave     | You are attempting to use incorrect materials in the microwave.   | Use only microwave-safe materials.  |
|   | You are attempting to use the microwave when it's empty.  | Do not operate the microwave when it's empty.   |
|   | Spilled food remains in the microwave.  | Clean the microwave with a wet towel.   |
| Unevenly cooked foods                   | You are attempting to use incorrect materials in the 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.  |
| Overcooked foods                        | The cooking time or power level is not adequate to cook the food.   | Use the correct cooking time and power level.   |
| Undercooked foods                       | You are attempting to use incorrect materials in the 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.                           |
| Improper defrosting                     | You are attempting to use incorrect materials in the 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.  |
| The vent fan turns on by itself         | The fan automatically starts when heat rises from range surface units or burners and stays on until the temperature decreases. This protects the microwave from excessive temperatures. | Your microwave is operating normally. The fan cannot be turned off manually during this time. |
| The ":" colon on my display is blinking | This is normal behavior.  | The colon blinks to count seconds when the clock is set.                                      |

### Customer service

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



## Specifications

|                                    |  |
|------------------------------------|--|
| Model                              | NS-OTRC15SS9                                   |
| Rated voltage                      | 120V / 60 Hz                                   |
| Rated input power                  | 1500W  |
| Rated output power                 | Microwave: 900W<br>Convection: 1450W           |
| Microwave capacity                 | 1.5 cu. ft. (42 L)                             |
| Turntable diameter                 | 13.6 in. (34.5 cm)                             |
| External dimensions (L × W × D)    | 29.9 × 15.0 × 16.4 in. (75.9 × 38.2 × 41.7 cm) |
| Internal dimensions (L × W × D)    | 20.2 × 14 × 8.9 in. (51.4 × 35.6 × 22.7 cm)    |
| Charcoal filter dimensions (L × W) | 10.2 × 2.3 in. (26.0 × 6.0 cm)                 |
| Power cord length                  | 39 in. (100 cm)                                |
| Net weight                         | 62.2 lbs. (28.2 kg)                            |

INSIGNIA™

1.5 Cu. Ft. Over-the-Range Convection Microwave

**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](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, 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](http://www.bestbuy.com) or [www.bestbuy.ca](http://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.

REPAIR 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 EXPRESS 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 EXPRESS 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 EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION 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.

Contact Insignia:

For customer service please call 1-877-467-4289

[www.insigniaproducts.com](http://www.insigniaproducts.com)

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