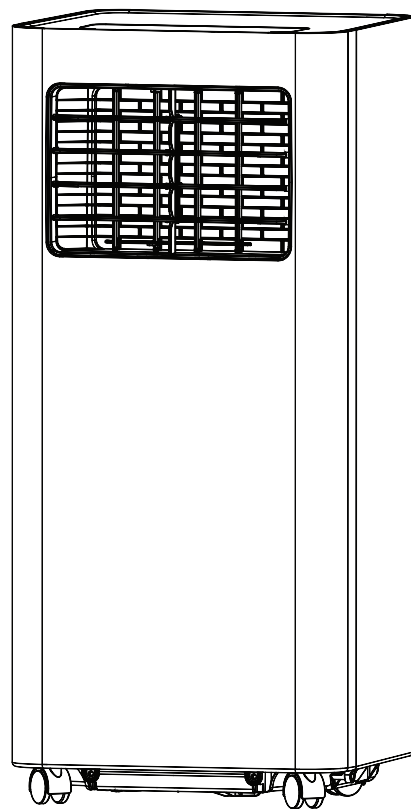
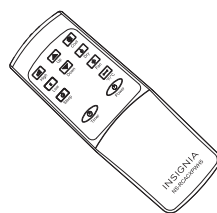


INSIGNIA™

3-in-1 Portable Air Conditioner

NS-AC10PWH5-C/NS-AC12PWH5-C



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

Contents

Introduction	3
IMPORTANT SAFETY INSTRUCTIONS	3
Features	9
Package contents	9
Main components	10
Remote control	13
Setting up your air conditioner	14
Placing your air conditioner	14
Installing the exhaust hose assembly	14
Installing your air conditioner	15
Using your air conditioner	18
Inserting the batteries in the remote control	18
Using your air conditioner	19
Cleaning and maintaining your air conditioner	20
Cleaning the case	20
Cleaning the air filter	20
Emptying the water collection tank	21
Storing your air conditioner	21
Restarting your air conditioner after storage	22
Troubleshooting	22
Intelligent error indication	23
Understanding your air conditioner's automatic protection	23
Specifications	24
ONE-YEAR LIMITED WARRANTY	25

Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-AC10PWH5-C or NS-AC12PWH5-C represents state of the art design in portable air conditioning, designed for reliable and trouble-free performance.

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE.

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and follow all safety messages.



This symbol shows that this appliance uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.



This symbol shows that the operation manual should be read carefully.



This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.



This symbol shows that information is available such as the operating manual or installation manual.



WARNING

To reduce the risk of explosion, fire, death, electric shock, scalding or injury to persons when using this product, follow basic precautions, including the following:

OPERATION

- Use this appliance only for its intended purpose.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- Repair or immediately replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- Do not run cord under carpets or mats where it could be stepped on and damaged.
- Keep the cord out from under heavy objects like tables or chairs.
- Do not place the power cord near a heat source.
- Do not use an adapter or plug the product into a shared outlet.
- Do not tamper with controls.
- If you detect a strange sound, a chemical or burning smell, or smoke coming from the appliance, unplug it immediately.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- Do not grasp the power cord or touch the appliance controls with wet hands.
- If water enters the product, turn off the power at the main circuit, then unplug the product and call for service.
- Unplug the product when unused for long periods.
- Unplug the product before cleaning. In the event of a gas leak (propane gas, etc.) do not operate this or any other appliance. Open a window or door to ventilate the area immediately.
- 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 the use of the appliance by a person responsible for their safety.
- Do not use solvent-based detergent on the product. Doing so can cause corrosion or damage, product failure, electrical shock, or fire.

INSTALLATION

- Before use, the appliance must be properly installed as described in this manual.
- If the cord/plug is damaged, have it replaced by an authorized service person using authorized replacement parts.
- Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.
- Connect to a properly rated, protected, and sized power circuit to avoid electrical overload. Always plug into a grounded outlet.
- Do not under any circumstances, cut or remove the third (ground) prong from the power cord.
- When installing or moving the appliance, be careful not to pinch, crush, or damage the power cord.
- Plug in the power plug properly.
- Do not modify or extend the power cord.
- Do not start/stop operation by plugging/unplugging the power cord.
- Do not disassemble or modify the product.
- Adhere to all industry recommended safety procedures including the use of long-sleeved gloves and safety glasses.
- Use care when unpacking and installing. The edges of the product may be sharp.
- Disconnect the power cord or circuit breaker before installing or servicing the appliance.
- Keep packaging materials out of the reach of children. These materials can pose a suffocation risk to children.
- Store and install the product where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions.
- Do not stored or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- The unit should sit upright for at least 2 hours after lying on its side.

REFRIGERANT (FOR R32 ONLY)



CAUTION ON FIRE

Warnings

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater)
- Do not pierce or burn.
- Be aware that refrigerants may not contain an odor.
- When using the product, the room should keep any required ventilation openings clear of obstruction. Notice that servicing shall be performed only as recommended by the manufacturer.

Unventilated area

- That an unventilated area where the appliance using flammable refrigerants is installed shall be so constructed that should any refrigerant leak, it will not stagnate so as to create a fire or explosion hazard.
- The non-fixed appliance shall be stored in an area where the size corresponds to the room area as specified for operation.
- The non-fixed appliance shall be stored in a room without continuously operating open flames or other potential ignition sources.
- The manufacturer should specify other potential continuously operating sources known to cause ignition of the refrigerant used.
- The appliance shall be stored so as to prevent mechanical damage from occurring.
- Non-duct connected appliances containing A2L refrigerants with the supply and return air openings in the conditioned space may have the body of the appliance may be installed in open areas such as false ceilings not being used as return air plenums, as long as the conditioned air does not directly communicate with the air of the false ceiling.

Qualification of workers

- All operators or refrigeration circuit maintenance personnel should obtain a valid certificate issued by an industry-recognized evaluation agency to determine that they have the qualifications to safely handle refrigerants as required by the industry-recognized evaluation scope.
- Only perform equipment maintenance and repairs in accordance with the methods recommended by the appliance manufacturer. If other professional is required to assist in maintenance and repairs, they should be carried out under the supervision of personnel qualified to use **flammable refrigerants**.

1 Transport of equipment containing flammable refrigerants

See transport regulations

2 Marking of equipment using signs

See local regulations

3 Disposal of equipment using flammable refrigerants

See national regulations.

4 Storage of equipment/appliances

The storage of equipment should be in accordance with the manufacturer's instructions.

5 Storage of packed (unsold) equipment

Storage package protection should be constructed such that mechanical damage to the equipment inside the package will not cause a leak of the refrigerant charge. The maximum number of pieces of equipment permitted to be stored together will be determined by local regulations.

6 Information on servicing

1) Checks to the area

Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimized. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.

2) Work procedure

Work shall be undertaken under a controlled procedure so as to minimize the risk of a flammable gas or vapour being present while the work is being performed.

3) General work area

All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided. The area around the workspace shall be sectioned off. Ensure that the conditions within the area have been made safe by control of flammable material.

4) Checking for presence of refrigerant

The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants, i.e. non-sparking, adequately sealed or intrinsically safe.

5) Presence of fire extinguisher

If any hot work is to be conducted on the refrigeration equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO₂ fire extinguisher adjacent to the charging area.

6) No ignition sources

No person carrying out work in relation to a refrigeration system which involves exposing any pipe work that contains or has contained flammable refrigerant shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which flammable refrigerant can possibly be released to the surrounding space. Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. No Smoking signs shall be displayed.

7) Ventilated area

Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out. The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.

7 Cabling

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

8 Detection of flammable refrigerants

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

9 Leak detection methods

The following leak detection methods are deemed acceptable for systems containing flammable refrigerants. Electronic leak detectors shall be used to detect flammable refrigerants, but the sensitivity may not be adequate, or may need re-calibration.

(Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used.

Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed and the appropriate percentage of gas (25% maximum) is confirmed. Leak detection fluids are suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipe-work. If a leak is suspected, all naked flames shall be removed/ extinguished.

If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak.

Oxygen free nitrogen (OFN) shall then be purged through the system both before and during the brazing process.

10 Removal and evacuation

When breaking into the refrigerant circuit to make repairs or for any other purpose conventional procedures shall be used. However, it is important that best practice is followed since flammability is a consideration. The following procedure shall be adhered to:

Remove refrigerant; Purge the circuit with inert gas; Evacuate; Purge again with inert gas; Open the circuit by cutting or brazing.

The refrigerant charge shall be recovered into the correct recovery cylinders. The system shall be flushed with OFN to render the unit safe. This process may need to be repeated several times. Compressed air or oxygen shall not be used for this task. Flushing shall be achieved by breaking the vacuum in the system with OFN and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum. This process shall be repeated until no refrigerant is within the system. When the final OFN charge is used, the system shall be vented down to atmospheric pressure to enable work to take place. This operation is absolutely vital if brazing operations on the pipe-work are to take place. Ensure that the outlet for the vacuum pump is not close to any ignition sources and there is ventilation available.

11 Charging procedures

In addition to conventional charging procedures, the following requirements shall be followed. Ensure that contamination of different refrigerants does not occur when using charging equipment. Hoses or lines shall be as short as possible to minimize the amount of refrigerant contained in them.

Cylinders shall be kept upright.

Ensure that the refrigeration system is earthed prior to charging the system with refrigerant.

Label the system when charging is complete (if not already).

Extreme care shall be taken not to overfill the refrigeration system. Prior to recharging the system it shall be pressure tested with OFN. The system shall be leak tested on completion of charging but prior to commissioning. A follow up leak test shall be carried out prior to leaving the site.

12 Decommissioning

Before carrying out this procedure, it is essential that the technician is completely familiar with the equipment and all its detail. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of reclaimed refrigerant. It is essential that electrical power is available before the task is commenced.

a) Become familiar with the equipment and its operation.

b) Isolate system electrically.

c) Before attempting the procedure ensure that: Mechanical handling equipment is available, if required, for handling refrigerant cylinders; All personal protective equipment is available and being used correctly; The recovery process is supervised at all times by a competent person; Recovery equipment and cylinders conform to the appropriate standards.

d) Pump down refrigerant system, if possible.

e) If a vacuum is not possible, make a manifold so that refrigerant can be removed from various parts of the system.

f) Make sure that cylinder is situated on the scales before recovery takes place.

g) Start the recovery machine and operate in accordance with manufacturer's instructions.

h) Do not overfill cylinders. (No more than 80% volume liquid charge).

i) Do not exceed the maximum working pressure of the cylinder, even temporarily.

j) When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off.

k) Recovered refrigerant shall not be charged into another refrigeration system unless it has been cleaned and checked.

13 Labeling

Equipment shall be labeled stating that it has been decommissioned and emptied of refrigerant. The label shall be dated and signed. Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

14 Recovery

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely. When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge is available. All cylinders to be used are designated for the recovered refrigerant and labeled for that refrigerant (i.e. special cylinders for the recovery of refrigerant).

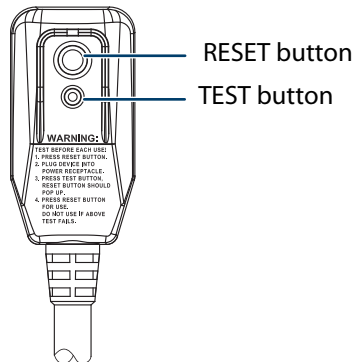
Cylinders shall be complete with pressure relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs. The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of flammable refrigerants. In addition, a set of calibrated weighing scales shall be available and in good working order. Hoses shall be complete with leak-free disconnect couplings and in good condition. Before using the recovery machine, check that it is in satisfactory working order, has been properly maintained and that any associated electrical components are sealed to prevent ignition in the event of a refrigerant release.

Consult manufacturer if in doubt. The recovered refrigerant shall be returned to the refrigerant supplier in the correct recovery cylinder, and the relevant Waste Transfer Note arranged. Do not mix refrigerants in recovery units and especially not in cylinders. If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant. The evacuation process shall be carried out prior to returning the compressor to the suppliers. Only electric heating to the compressor body shall be employed to accelerate this process. When oil is drained from a system, it shall be carried out safely.

Electrical Safety

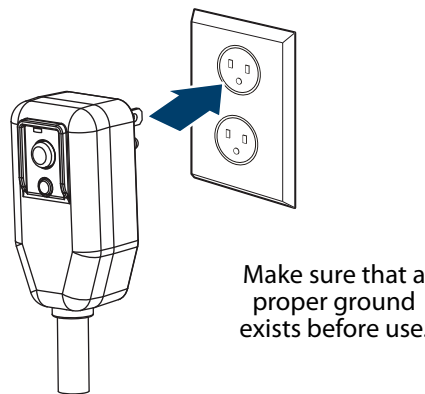
Integrated circuit breaker

For additional safety, the power cord on this air conditioner features an integrated circuit breaker. You can test and reset the circuit breaker using the buttons provided on the plug case.



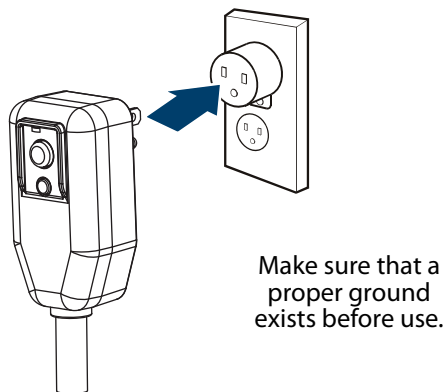
The circuit breaker should be tested periodically by pressing the **TEST** button then the **RESET** button. If the **TEST** button does not cause the circuit breaker to trip, or if the **RESET** button will not stay engaged, unplug the air conditioner immediately and contact an Insignia technician.

Preferred grounding method



Temporary grounding

Due to potential safety hazards, we strongly discourage the use of an adapter plug. If an adapter plug must be used for a temporary connection, use only a UL-listed adapter with a minimum capacity of 120V~60Hz, 15A, and 1800W. Make sure that the large slot of the adapter is aligned with the large slot in the outlet.



To prevent damage to the adapter's ground terminal, hold the adapter in place while plugging or unplugging the air conditioner.

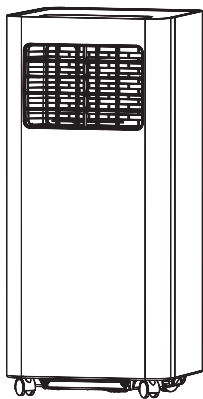
Attaching the adapter ground terminal to the wall receptacle cover screw does not ground the appliance unless the cover screw is metal and not insulated and the wall receptacle is grounded through the house wiring.

Frequent connection and disconnection can damage the ground terminal on the adapter. Never use a broken or damaged adapter.

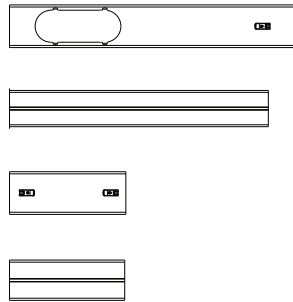
Features

- 10K - 6,500 BTU DOE/ 10,000 BTU ASHRAE efficiently cools rooms with up to 23.23 sq. m (250 sq. ft.) of living space
- 12K - 7,000 BTU DOE/ 12,000 BTU ASHRAE efficiently cools rooms with up to 27.89 sq. m (300 sq. ft.) of living space
- Fits both horizontal and vertical sliding windows
 - Horizontal sliding window: height within 50.8–124.46 cm (20–49 inches)
 - Vertical sliding window: width within 50.8–124.46 cm (20–49 inches)
- 2 fan speeds ensure comfortable air circulation
- Temperature range of 16° to 30° C offers a wide range of comfortable temperature options
- Programmable timer and remote control give you control over your space
- Attached wheels make it easy to move around your house or apartment
- Auto-restart function resumes your previous temperature settings after a power outage
- Digital control panel is easy to read and program

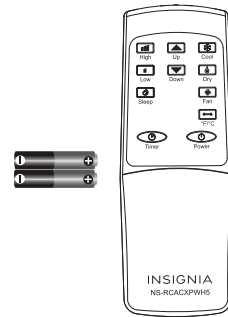
Package contents



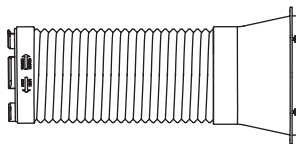
Air conditioner



Window sealing kit with three different types of plates and a vent panel



Remote control with two AAA batteries



Exhaust hose assembly



Quick Start Guide



Sealing sponge



Window security bracket



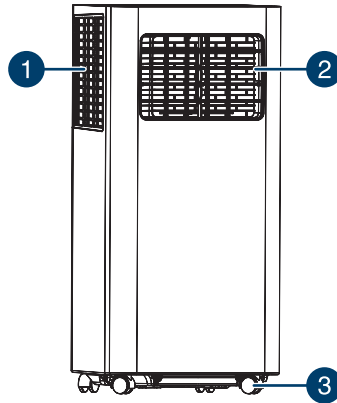
Screw B: ST 2.9*10mm
Screw C: ST 3.9*10mm



Drain hose

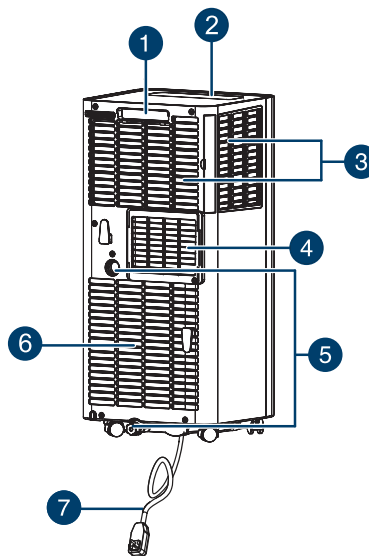
Main components

Front



#	Item	Description
1	Upper air inlet filter and filter case	Allows air to enter into your air conditioner. Do not block. Remove the filter from this case to clean it at least every two weeks. See Cleaning the air filter on page 20.
2	Air outlet and manually adjustable louver	Allows air to flow out from your air conditioner. Do not block. Move the louver manually to adjust air flow direction.
3	Swiveling casters	Allows you to move your air conditioner easily on most surfaces.

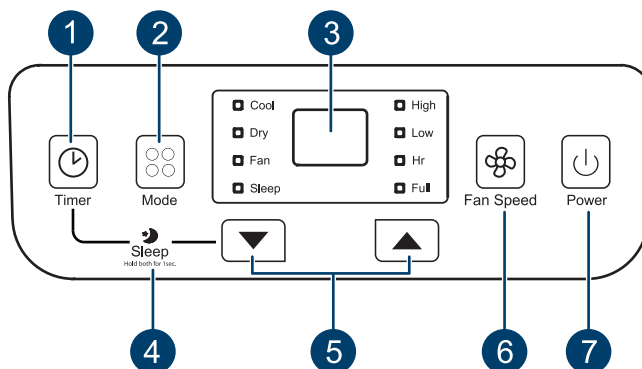
Back



#	Item	Description
1	Handle	Provides a convenient grip when moving your air conditioner.
2	Control panel and display	Displays air conditioner settings. Press the buttons to change settings.
3	Air inlet filter and filter case	Allows air to enter your air conditioner. Do not block. Remove the filter from this case to clean it at least every two weeks. See Cleaning the air filter on page 20.
4	Exhaust outlet	Allows warm air to exit the back of your air conditioner into the exhaust hose. Do not block.
5	Drain outlet	Allows you to drain the condensation from your air conditioner. Upper drain outlet is used for dry mode. Lower drain outlet is used for "FL." See Manually drain water when the internal tank is full ("FL" appears on the display) on page 21.

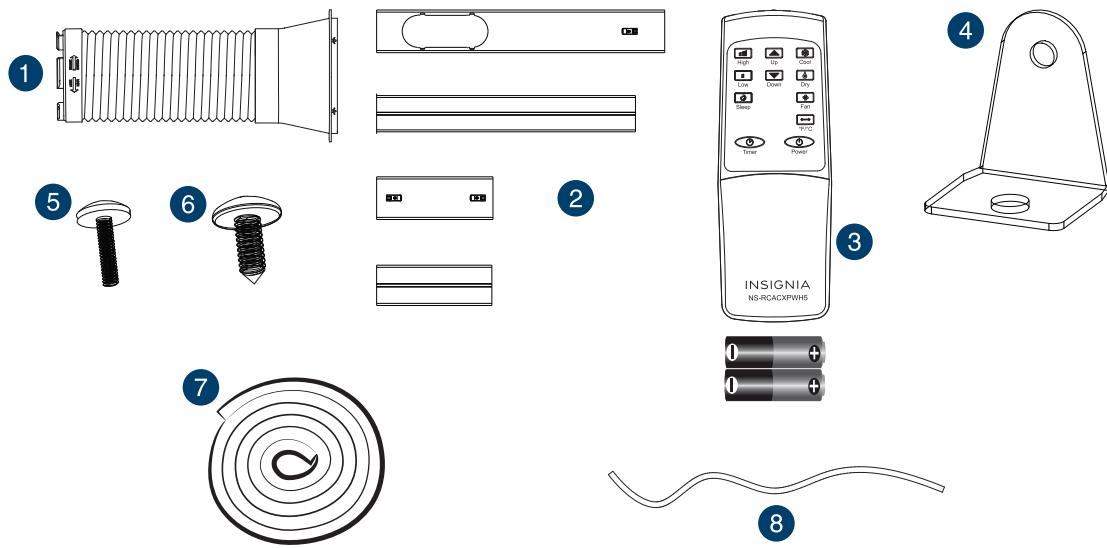
#	Item	Description
6	Lower air inlet	Allows air to enter into your air conditioner. Do not block.
7	Power cord	Plug this into a 115V 60Hz AC outlet to power your air conditioner.

Control panel



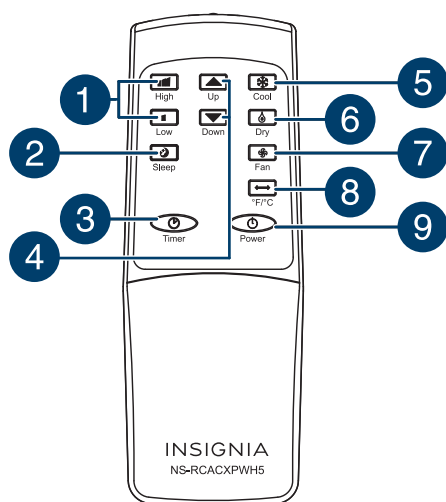
#	Buttons and display	Function
1	Timer	Sets your air conditioner to turn on or off automatically.
2	Mode	Cycles your air conditioner through the available modes. Options include Cool , Dry , and Fan .
3	LED Temperature/Time display	Displays the temperature and time left on the timer. The default temperature is °C.
4	Sleep	Press the Timer button and down button ▼ at the same time to enter sleep mode. Only cooling mode can use sleep mode. When the unit enters into sleep mode, the display shows "SL" for 5 seconds, then returns to temperature setting.
5	▼▲ (TEMP/TIMER)	Cooling mode: Press to raise or lower the temperature setting. Press the ▼ (down) and ▲ (up) buttons at the same time to change from Celsius to Fahrenheit. Timer mode: Press to increase or decrease the time.
6	Fan Speed	Sets fan speed in cooling mode and fan mode.
7	⏻ Power	Turns your air conditioner on and off.

Accessories



#	Item	Description
1	Exhaust hose assembly	Connects your air conditioner to the window installation kit to vent exhaust air outside.
2	Window seal plate assembly	Routes your air conditioner exhaust through a vertical or horizontal window opening and seals your window at the correct height/width. Fits both horizontal and vertical sliding windows. Horizontal sliding window: height within 50.8-124.46 cm (20-49 in.) Vertical sliding window: width within 50.8-124.46 cm (20-49 in.)
3	Remote control	Controls your air conditioner remotely.
4	Window security bracket	Holds the window in place with the seal plate installed.
5	Screw B: ST 2.9*10mm	Secures the hose adapter to the window sealing plate.
6	Screw C: ST 3.9*10mm	Holds the window security bracket in place.
7	Sealing sponge	Seals the window to prevent warm air from entering the room.
8	Drain hose	Used for dry mode. See Automatically drain water with a hose for dry mode on page 21.

Remote control



#	Button	Function
1	High and Low speed settings	Raises or lowers the fan speed.
2	Sleep	Activates sleep mode.
3	Timer	Sets your air conditioner to turn on or off automatically.
4	▲ (up) and ▼ (down)	In cool or fan mode, press to raise (▲) or lower (▼) the temperature setting. In timer mode, press to increase or decrease the time.
5	Cool	Sets your air conditioner to cooling mode.
6	Dry	Turns on the dehumidifier only (no cooling).
7	Fan	Turns on the fan only (no cooling).
8	°F / °C	Switches between Fahrenheit and Celsius. Note: The default temperature setting is °C
9	⏻ Power	Turns your air conditioner on or off.

Setting up your air conditioner

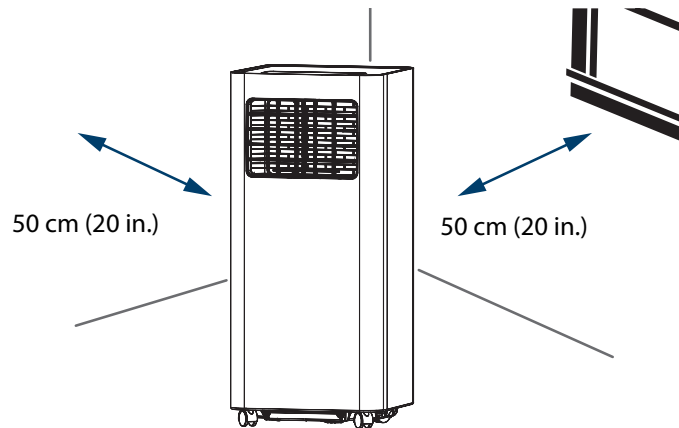
Remove and store packing materials for reuse. Remove any shipping tape before using your air conditioner. Remove tape residue with liquid dish soap and a damp cloth. Do not use sharp tools, alcohol, thinners, or abrasive cleaners to remove adhesive, which could damage the finish.

Notes:

- Do not remain in the direct airflow from your air conditioner for extended periods.
- When used at the same time as stoves, fireplaces, or other combustion/heating devices, make sure that there is sufficient flow of fresh air into the room. Do not use in tightly closed spaces with these types of devices.
- This air conditioner is intended for household use as a consumer comfort appliance. Do not use it as a precision climate control system for the purpose of cooling precision equipment, food, pets, plants, artwork, and so on. Such items could be damaged.
- Do not bend the exhaust hose downward when the window installation kit is not being used. Doing so may cause inferior performance or failure of your air conditioner.

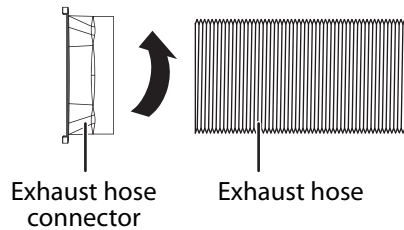
Placing your air conditioner

Place the unit on a flat, dry area near a window, so that the air conditioner can properly vent the exhaust air outside. To maintain good air circulation and optimum performance, leave a 50 cm (20 in.) space around your air conditioner.

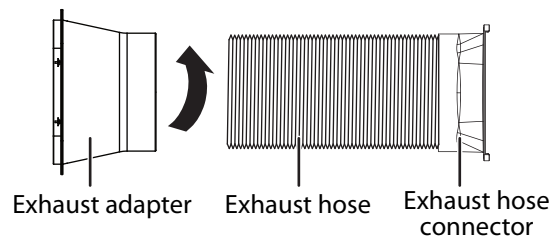


Installing the exhaust hose assembly

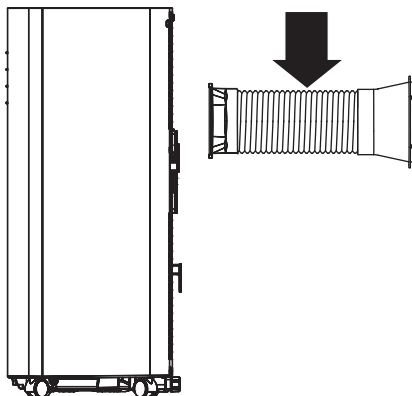
- 1 Place the exhaust hose vertically on the floor, pull out the upper end by 10 cm (4 in.), then rotate the exhaust hose connector counter-clockwise onto the exhaust hose until it is fully tightened.



- 2 Rotate the exhaust adapter onto the other end of the exhaust hose the same way as step 1.

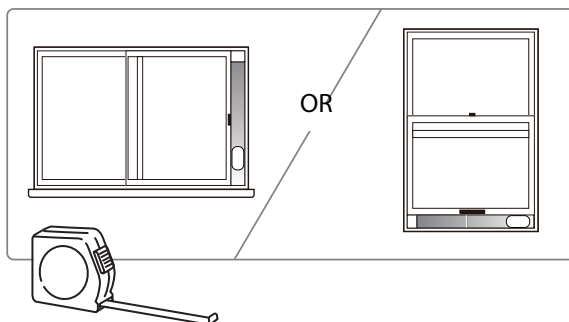


3 Clip the exhaust hose assembly (exhaust hose connector) into the exhaust outlet from top to bottom.



Installing your air conditioner

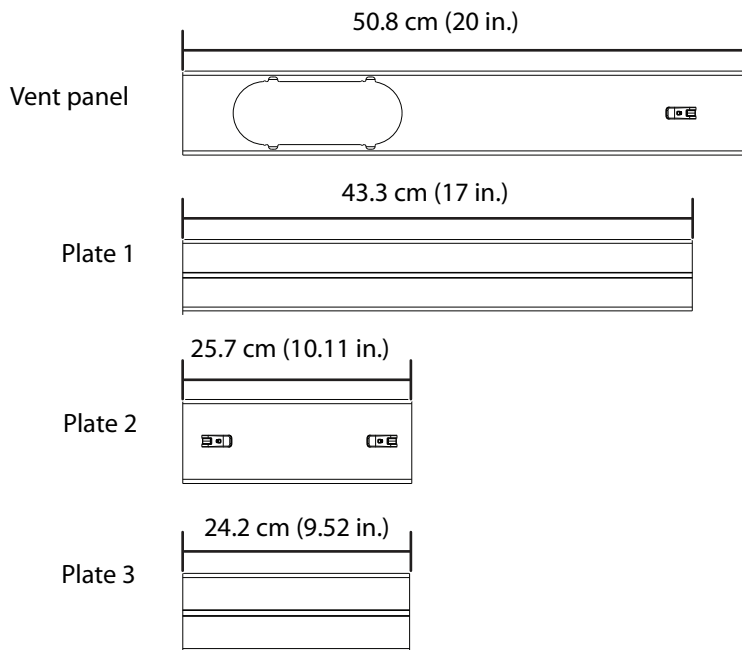
1 Measure the window size.

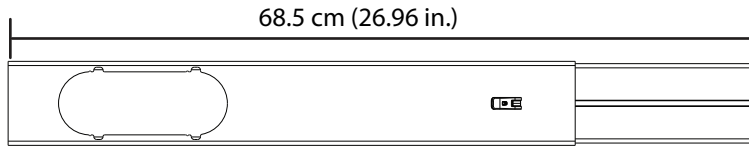


2 Install the window sealing plate(s) and vent panel in the window opening, adjusting the length to fit the window opening. You may need to cut the plate(s) to fit your window. Double-check the length before you cut.

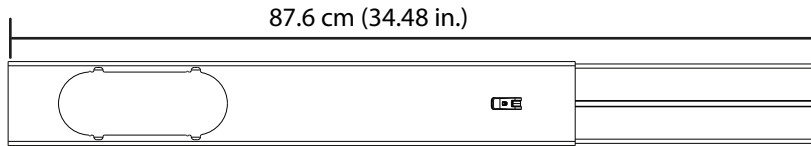
Notes:

- The window sealing kit works with vertical and horizontal sliding windows.
- You do not need to remove your window screen.

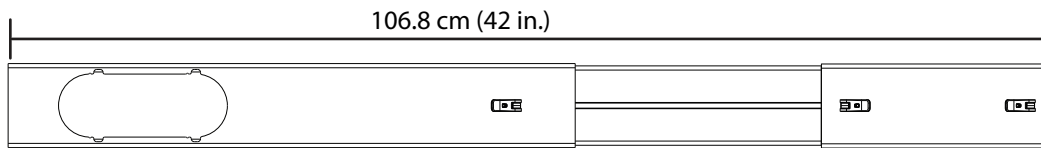




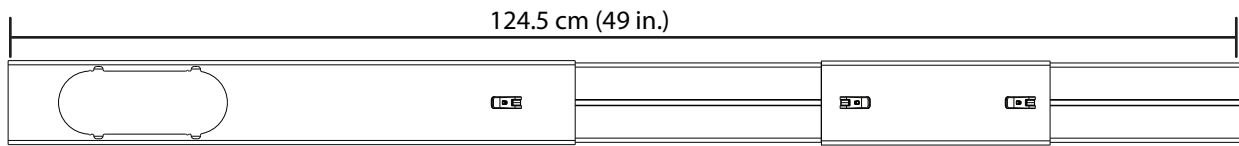
Length of vent panel and plate 3: 50.8~68.5 cm (20.0~27.0 in.)



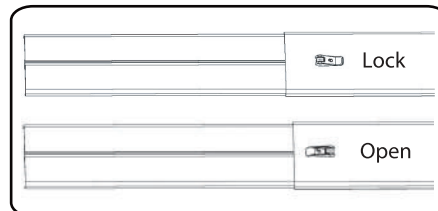
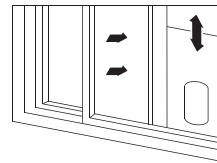
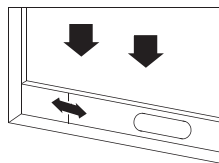
Length of vent panel and plate 1: 68.5~87.6 cm (27.0~34.5 in.)



Length of vent panel and plates 1 and 2: 87.6~106.8 cm (34.5~42.0 in.)

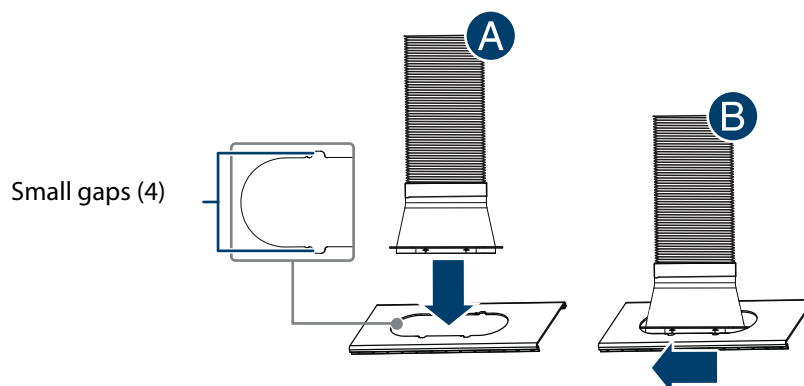


Length of vent panel and plates 1, 2, and 3: 106.8~124.5 cm (42.0~49.0 in.)

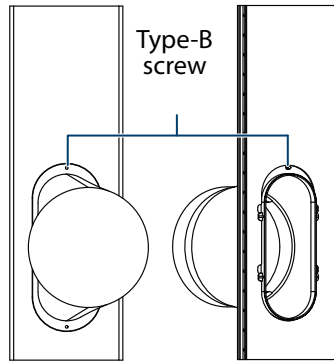


3 Insert the exhaust hose adapter into the vent panel (A), then slide the vent panel until it clicks into place (B).

Note: Make sure to line up the notches on the exhaust adapter with the small gaps (4) on the vent panel.

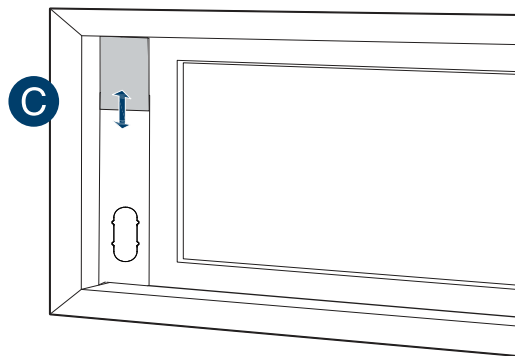
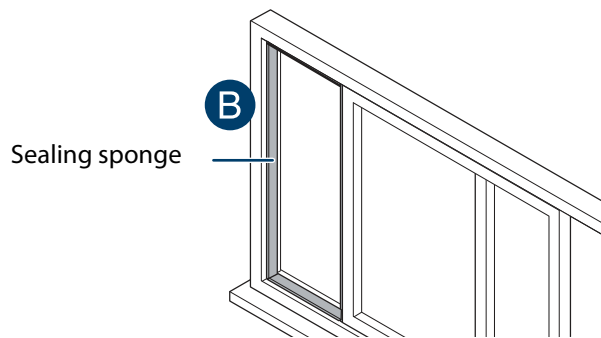


- 4 Secure the exhaust hose adapter to the vent panel with the type B screw (provided).



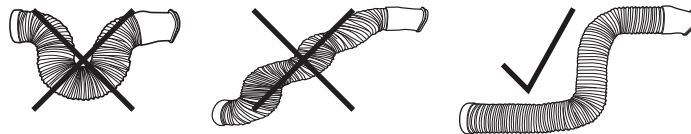
- 5 Install the sealing sponge:

- A Remove the sealing sponge from the packaging. Sponge can be cut to fit the opening as needed. Extra sponge can be used to fill any remaining gaps (see step 7).
- B Remove the paper on the sealing sponge to expose the adhesive, then stick the sealing sponge to the edges of the opening where the sealing plate(s) and vent panel will go to prevent warm air from entering the room when installed.
- C Adjust the sealing plate(s) and vent panel to fit the opening.
- D Install the sealing plate(s) and vent panel.

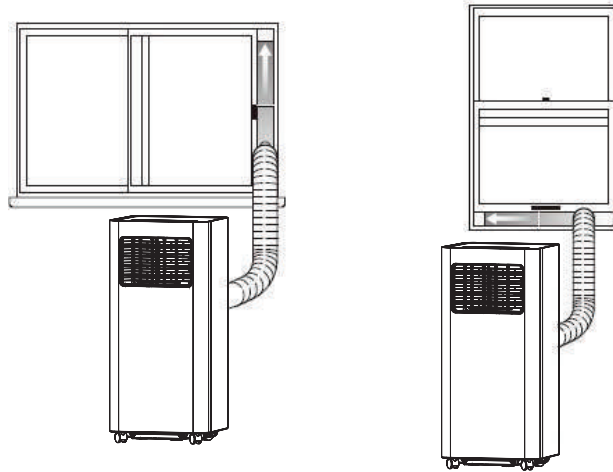


- 6 Install the sealing plate into the window opening.

Note: For optimum performance, make sure that the exhaust hose is not twisted and is free of kinks. For better efficiency, shorten the hose by squeezing its sections together.

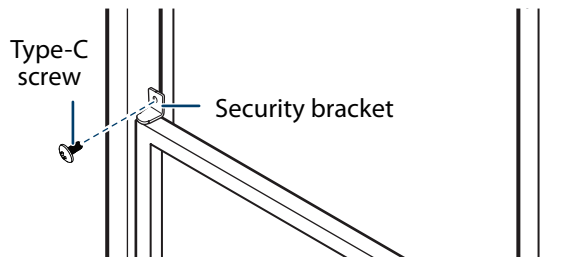


CAUTION: The exhaust hose is designed especially for this air conditioner. Replacing or lengthening the hose could result in damage to your unit.



- 7 Install the window security bracket with the type C screw (provided).

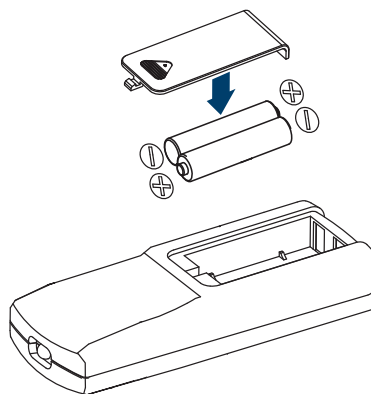
Note: Check if there is a gap between the window and the sealing plate. If there is a gap, apply additional sponge.



Using your air conditioner

Inserting the batteries in the remote control

- 1 Press down on the arrow on the back of the remote control, then slide the battery cover from the battery compartment.
- 2 Insert two AAA batteries (included) into the battery compartment. Note the proper orientation of the + and – polarity of the batteries.



- 3 Reinstall the battery compartment cover, making sure that the tab locks into place.

Notes:






- Use only carbon-zinc or alkaline batteries. Do not use rechargeable batteries.
- When you replace the batteries, always replace them with new batteries. Do not mix old and new batteries.
- If your air conditioner will not be used for an extended period of time, remove the batteries from the remote control.

Cautions:

- If the fluid from inside the batteries comes into contact with your skin or clothes, wash immediately with clean water.
- Do not use the remote control if the batteries are leaking.
- If the fluid from inside the batteries gets into your mouth or eyes, flush immediately with clean water and contact a doctor for treatment.

Using your air conditioner

You can control your air conditioner by using the control panel on the **top** of the unit or by using the remote control. If using the remote control, always point it at your air conditioner.

Button	Description
	<p>Press to turn your air conditioner on or off:</p> <ul style="list-style-type: none"> When you turn your air conditioner on, a tone sounds. When you turn your air conditioner off, a tone sounds. Control settings, such as Mode, Set Temperature, and so on, are retained in memory when the power is off (unless the unit has been unplugged). When the product is in standby mode, the display shows ambient temperature.
	<p>Press to cycle through the modes (COOL, DRY, or FAN):</p> <ul style="list-style-type: none"> COOL: The compressor runs and cools the room. Use the ▼ or ▲ and FAN Speed button to set the desired temperature and fan speed. FAN: The fan circulates the air, but the compressor does not run to cool it. Use the FAN Speed button to set the desired fan speed. Temperature cannot be changed on fan mode. DRY: The dehumidifier runs to remove humidity from the air. When entering dry mode, if the room temperature is $\geq 17^{\circ}\text{C}$ (or 62°F), the compressor turns on. Afterwards, the unit will run as below: <ul style="list-style-type: none"> When the room temperature is $\leq 15^{\circ}\text{C}$ (or 59°F), compressor will turn off. When room temperature $\geq 17^{\circ}\text{C}$, the compressor will restart. (When the compressor restarts it will have three minute delay protection function). In dry mode, the fan defaults to running at low speed. Fan speed and temperature are not adjustable We recommend that you use a drain hose in dry mode (see Automatically drain water with a hose for dry mode on page 21 for more information). <p>Note: The LED next to the Mode button displays the active mode.</p>
	<p>Cycles through the available fan speeds. The LED next to the Fan Speed button displays the fan speed. The speed can be selected in either the COOL or FAN modes.</p>
	<ul style="list-style-type: none"> COOL mode: Press to adjust the temperature setting up to 30°C (86°F) or down to 16°C (60°F), in one degree increments. The temperature can be switched between Fahrenheit and Celsius by pressing ▼ and ▲ at the same time or by pressing the °F/°C button on the remote control. The default temperature of the unit is °C. <p>Note: In fan and dry modes, the temperature displayed is the room temperature (not the set temperature). In Cool mode, the temperature displayed is the set temperature.</p> <ul style="list-style-type: none"> TIMER mode: Press ▼ or ▲ to adjust the delay time from one to 24 hours, in one hour increments.
	<p>Press to set your air conditioner to turn off or turn on after a delay of up to 24 hours.</p> <ul style="list-style-type: none"> Automatic off: Press ▼ or ▲ while your air conditioner is running to set the delay time from one to 24 hours, in one hour increments. Your air conditioner automatically turns off when the set delay time is reached. Automatic on: Press ▼ or ▲ while your air conditioner is in standby to set the delay time from one to 24 hours, in one hour increments. Your air conditioner automatically turns on when the set delay time is reached. <p>To change the set delay time (on or off): Press the TIMER button, then adjust the time with the ▼ or ▲ buttons when the number begins to blink.</p> <p>To cancel the Timer function: Press the TIMER button, then press it again when the number begins to blink.</p>

Cleaning and maintaining your air conditioner

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

For maximum efficiency, we recommend that you have the cooling coils inspected and cleaned annually by a professional technician.

Warning:

- Unplug your air conditioner before cleaning or performing any maintenance or service.
- Be careful when cleaning coils or removing or reinstalling the filter. The cooling fins are very sharp.
- Failure to follow the above precautions could result in electric shock or personal injury.

Cleaning the case

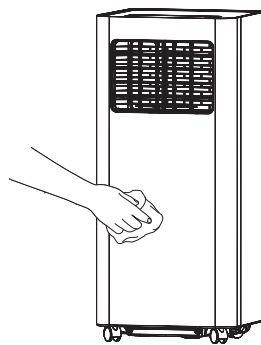
- Wipe the case with a slightly damp cloth, then wipe dry with a dry cloth.

Caution:

To prevent damage to the finish, do not use:

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

Never pour water onto or into your air conditioner. It could damage the internal components and create a shock or fire hazard.

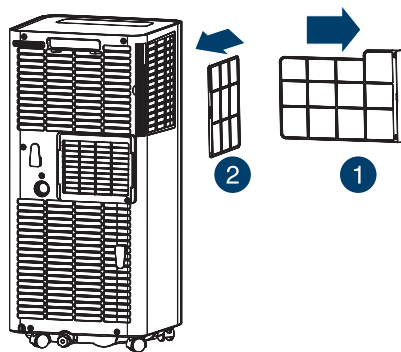


Cleaning the air filter

The air filter should be cleaned every two weeks. Depending on indoor air quality, the filter may require cleaning more often. A dirty air filter decreases the airflow and reduces the efficiency of your air conditioner.

Do not operate your air conditioner without the air filter in place.

- 1 Pull the air filter out the side of the unit by the filter handle.



- 2 Clean the filter with a vacuum cleaner. If the filter is very dirty, it can be washed by hand in warm water with a mild detergent.

Cautions:

- Do not use harsh cleaners or very hot water.
- Do not wash in a dishwasher or washing machine.

- 3 Let the filter dry completely, then reinstall it in your air conditioner.

Note: When the filter is not replaced in your air conditioner correctly, there is a gap between the filter case and the unit.

Emptying the water collection tank

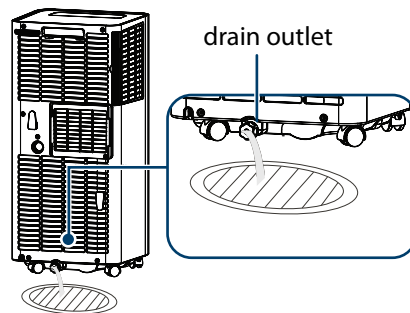
When the internal water collection tank is full, "FL" appears on the LED display and your air conditioner turns off until the tank is emptied. For "FL," the water should be drained out from the lowest drainage outlet. See [Manually drain water when the internal tank is full \("FL" appears on the display\)](#) on page 21.

Notes:

- When operating or draining water from your air conditioner, always protect carpeting and floors from possible water spillage.
- When you drain the water from your air conditioner, be sure to wipe up any spilled water with a dry cloth or towel.

Manually drain water when the internal tank is full ("FL" appears on the display)

- 1 Unplug your air conditioner, then disconnect the exhaust hose from the back.
- 2 Move your air conditioner to a location where a suitable drain is available or place a drain pan under the unit that can hold up to 1.2 liters (2.6 pints) of water.
- 3 Remove the plug cover and the rubber plug from the drain outlet and allow the water to drain from the unit.

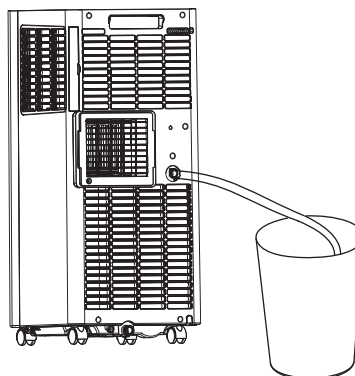


- 4 After you have drained the water collection tank, replace the rubber plug and plug cover, making sure that the cover is secure.
- 5 Place your air conditioner in the desired location, reconnect the exhaust hose, then plug the power cord in.

Automatically drain water with a hose for dry mode

Note: Drain your air conditioner manually before connecting a drain hose. See [Manually drain water when the internal tank is full \("FL" appears on the display\)](#) on page 21.

- 1 Unplug your air conditioner.
- 2 Remove the plug cover and the rubber plug from the drain outlet.
- 3 Connect one end of a 13 mm (0.51 in.) outside diameter drain hose to your air conditioner and place the other end where you want to drain your water to (for example, in a drain or bucket). For dry mode, use this method to drain out the water.



Storing your air conditioner

If your air conditioner will not be used for an extended period of time, we suggest that you prepare it for storage by doing the following:

- 1 Unplug your air conditioner.
- 2 Remove the rubber plug and drain the water collection tank completely.
- 3 Reinstall the rubber plug.
- 4 Remove the filter case and clean the filter. Allow it to dry completely, then reinstall it.
- 5 Remove the batteries from the remote control.

- 6 Store your air conditioner in a cool, dry place, away from direct sunlight, extreme temperatures, and excessive dust.

Restarting your air conditioner after storage

- 1 Make sure that the filter case and rubber plug are in place.
- 2 Make sure that the power cord and plug are in good condition.
- 3 Install two new AAA batteries in the remote control.
- 4 Move your air conditioner to the location where you plan to use it and reconnect the exhaust hose and electrical plug.
- 5 Restart your air conditioner and make sure that everything runs smoothly.

Troubleshooting

Caution: Do not try to repair your air conditioner yourself. Doing so invalidates the warranty.

Problem	Possible issue	Possible solution
Your air conditioner does not start	Your air conditioner is unplugged.	Make sure that your air conditioner is plugged in and that the plug is pushed completely into the outlet.
	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, your air conditioner turns off. When the power is restored, wait three minutes to restart your air conditioner to prevent tripping the compressor overload.
	The current interrupter device in the power cord has tripped.	Press the RESET button located on the power cord plug. If the RESET button will not stay engaged, discontinue use of your air conditioner and contact a qualified service technician.
	"FL" appears on the display.	The water collection tank is full and must be drained. Drain the tank and reset your settings. See Emptying the water collection tank on page 21.
	Room temperature is less than the set temperature.	This is normal. Your air conditioner automatically shuts off when the room temperature equals, or is less than, the set temperature. Adjust the temperature setting, if needed.
Your air conditioner does not cool	Airflow is restricted.	Make sure that there are no curtains, blinds, or furniture blocking the front of your air conditioner.
	The temperature control may not be set correctly.	In COOL mode, decrease the temperature setting by pressing the ▼ button on the panel or the remote control.
	The air filter is dirty.	Clean the filter at least every two weeks. See Cleaning and maintaining your air conditioner on page 20.
	The room may have been hot.	You need to allow time for the room to cool down after you first turn on your air conditioner.
	The exhaust hose is not connected or is blocked.	Connect the exhaust hose and make sure that it is not obstructed and is functioning properly.
Your air conditioner is freezing up	The cooling coils are iced over.	Ice may block the air flow and obstruct your air conditioner from properly cooling the room. Set the mode control to High Fan .
Your air conditioner runs too often or too long	The area to be cooled is too large for your air conditioner.	Contact Insignia Customer Care for the air conditioner capacity required to cool the desired area.
	Doors or windows are open.	Make sure that doors and windows are closed.
The venting hose is hot	When the your conditioner runs continuously for a long time, the hose becomes hot.	This is normal.

Problem	Possible issue	Possible solution
Your air conditioner is too loud	The unit may seem rather loud for the first two or three minutes of operation.	This is the sound of the compressor starting up and is normal.
	A soft, swishing noise can be heard immediately after turning the unit on or off, and during operation.	This is the sound of the liquid refrigerant flowing in the unit and is normal.
Your air conditioner makes an odd noise	An audible gurgling noise may be heard when the unit is operated on a gently sloping floor.	Place the unit on a level floor.

Intelligent error indication

If an E1, E2, E4, or E5 error appears on the LED display, turn off your air conditioner and call a professional maintenance technician or service center.

Error code	Description
E1	Coil temperature sensor error.
E2	Indoor temperature sensor error.
E4	Anti-freezing protection. Your air conditioner coil temperature is too low and the unit has turned off automatically. The unit resets itself when the temperature reaches 8° C (46.4° F).
FL	The internal water tank is full and needs to be emptied.
E5	Splash motor error.

Understanding your air conditioner's automatic protection

- **Anti-freezing protection** - When the ambient temperature is very low under **Cooling** mode, the compressor and motor will stop working if the coil temperature is below 2° C (35.6° F). When the coil temperature increases to above 8° C (46.4° F), the protection turns off and the previous mode resumes. When anti-freezing protection is active, E4 appears on the display.
- **Water-full protection** - When the water level in the bottom water pan exceeds the warning level, the unit will alert automatically, "FL" and "Water Full" will flash on the display. Turn off your air conditioner and drain the water as described in [Emptying the water collection tank](#) on page 21. After you have drained the water, restart your air conditioner.
- **Compressor delay protection** - Except for the first power-on, the compressor can start instantly. In other cases, the compressor will start after three minutes delay protection.

Specifications

NS-AC12PWH5-C

Dimensions (H × W × D)	70.2 × 32.5 × 29.5 cm (27.64 × 12.8 × 11.61 in.)
Net weight	22.3 kg (49.17 lbs.)
Gross weight	26.5 kg (58.4 lbs.)
Power cord length	1.8 m (70.87 in.)
Exhaust hose dimensions	Minimum length: 270 ± 10 mm Maximum length: 1500 ± 50 mm
Noise level during operation	For 12k: Minimum: 57 ± 3dB(A) Maximum: 61 ± 3dB(A)

NS-AC10PWH5-C

Dimensions (H × W × D)	70.2 × 32.5 × 29.5 cm (27.64 × 12.8 × 11.61 in.)
Net weight	21.3 kg (46.97 lbs.)
Gross weight	25.5 kg (56.23 lbs.)
Power cord length	1.8 m (70.87 in.)
Exhaust hose dimensions	Minimum length: 270 ± 10 mm Maximum length: 1500 ± 50 mm
Noise level during operation	For 10k: Minimum: 57 ± 3dB(A) Maximum: 61 ± 3dB(A)

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, 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.

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

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