



5
YEAR
SATISFACTION
GUARANTEE

model VH10 & VH30

**WHOLE ROOM HEATER
OWNER'S GUIDE**

GUÍA DEL PROPIETARIO EL
CALENTADOR PARA AMBIENTES

**READ AND SAVE
THESE INSTRUCTIONS**

LEER Y GUARDAR
ESTAS INSTRUCCIONES

vornado.com

we expect
this product
to be **PERFECT**

if it's not,
WE will make
it right

vornado.com
800.234.0604
help@vornado.com

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IMPORTANT INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING.

This owner's guide and any additional inserts are considered part of the product. They contain important information about safety, use and disposal. Before using the product, please familiarize yourself with all operating and safety instructions. Please keep all documents for future reference and pass these documents on, together with the product, to any future owner. Please refer to our website for the most current version of our owner's guide.

The following Warning messages are throughout this owner's guide:

DANGER

Indicates a hazard with a HIGH level of risk which, if not avoided, will result in death or serious injury. Please pay special attention to any instructions given to avoid this threateningly dangerous risk.

WARNING

Indicates a hazard with a MEDIUM level of risk which, if not avoided, could result in death, serious injury, minor or moderate injury or potential property damage.

INTENDED USE: This product is intended to heat and circulate the air in indoor living spaces only. This product is not intended for commercial or industrial uses.

The manufacturer assumes no responsibility for damage or injury caused by failure to follow these instructions, improper product use or unauthorized product modification. Any such actions will invalidate the product warranty.

 **WARNING** – When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

WARNING

Risk From Unintended Use and Handling. Please take care to follow these guidelines to avoid risks to people or property.

- **Do Not** tamper with or modify this product in any way.
- **Do Not** use this product on an elevated surface, such as shelf or desktop. Use only while placed on the floor. Operate only in the upright position.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into bathtub, swimming pool or other water container.
- **Do Not** run cord under carpeting. Do not cover cord with throw rugs, runners or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- **Do Not** operate any heater with a damaged cord or plug after the heater malfunctions or has been dropped or damaged in any manner. Discard heater or return to authorized service facility for examination and/or repair in order to avoid a hazard.
- **Do Not** attempt to repair or replace parts.

DANGER

Risk From Electrical Shock. Contact with wires or components that are under voltage could be potentially fatal!

- **Do Not** use this product outdoors or exposed to weather or elements.
- **Do Not** use this product on wet surfaces, in bathtub or shower.

- **Do Not** immerse this product in water or allow water to drip into the motor housing.
- **Do Not** use this product if it has a damaged power cord or plug. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- To reduce the risk of fire or electrical shock, do not use this product with any solid-state speed-control device.
- **Do Not** stretch the power cord or put the cord under strain.
- **Do Not** insert or allow foreign objects to enter any input or output opening as this may cause risk of electric shock or fire or damage the product.
- This appliance has a polarized plug. (One blade is wider than the other.) To reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

DANGER

Risk From Electrical Connections. Please pay attention to any instructions given to avoid personal injury or property damage.

- A loose fit between wall outlet (receptacle) and plug may cause overheating and distortion of the plug. Discontinue use of the product in this outlet. Contact qualified electrician to replace loose or worn outlet.
- **Do Not** use this heater on a circuit that is shared with another high-power device, such as a vacuum or circular saw.
- **Do Not** use this heater on a circuit that has a variable-speed device operating, such as a blender or variable-speed fan.
- **Do Not** use this heater on a surge-protected circuit.

- **Do Not** use this heater with any kind of timer designed to turn the unit on or off.
- **Do Not** use the heater on any Ground Fault Circuit Interrupted (GFCI) outlet. A GFCI outlet has a reset button in the middle of the outlet.
- **Do Not** use this heater in an RV, boat or any application where a DC/AC inverter is converting battery power to AC power.
- **Do Not** insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
- Always plug heaters directly into wall outlet/receptacle. Never use with an extension cord or re-locatable power tab (outlet/power).
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- This heater is equipped with a thermal safety shut-off system, designed to turn off the heater when an internal overheating condition is detected. See "RESET HEATER" to determine how to check and reset the heater.
- In order to avoid a hazard due to inadvertent resetting of thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Always unplug when not in use or when leaving the dwelling or premises for extended periods of time.
- **Do not** place the heater directly below a socket outlet.
- To disconnect heater, turn controls off, then remove plug from outlet.
- The VH10/VH30, like any other 1500-watt electric heater, draws up to 12.5 amps of electric current. If using your VH10/VH30 on the High Heat mode setting causes your home circuit breaker

IMPORTANT INSTRUCTIONS

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or fuse to trip, we offer the following suggestions:

- Try turning off other electrical appliances that run on the same electrical circuit as your VH10/VH30.
- Run the VH10/VH30 on Low Heat mode.
- Have your electrician add an additional circuit to your home's electrical system.
- ALWAYS USE COMMON SENSE WHEN USING THIS AND/OR ANY ELECTRICAL APPLIANCE.
- **Do Not** use more than one heater at a time on the same circuit.
- Never ignore or take lightly the signs of an electrical problem, such as:
 - Warm outlet cover plates
 - Sparking at outlet when plugging in or during operation
 - Light flickering or dimming (indicates a shared circuit or problem)
- Investigate the cause of these before continuing to use the heater.



WARNING

Risk of burn.

- **Do Not** use heater to dry human or animal hair or articles of clothing.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Use handle when moving this heater. Keep combustible materials, such as furniture, pillows, bedding,

papers, clothes and curtains, at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.



Warning: In order to avoid overheating, do not cover the heater.

- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, such as a bed, where openings may become blocked.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.



WARNING

Risk to Children and Other At-Risk Groups of People.

- This appliance can be used by children ages 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- This product and its packaging material are not toys and should be kept out of reach of children.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC CONSUMER ADVISEMENT: This equipment may generate, use and/or radiate radio frequency energy that may cause harmful interference to radio communications. Unauthorized use or modification of this product increases interference risk and may cause FCC revocation of permission to operate. To determine whether the equipment causes harmful interference, please turn the equipment on and off while simultaneously using a radio or television. If interference is suspected, the user is encouraged to contact Vornado Consumer Service at 1-800-234-0604.

SAFETY FEATURES

COOL-TOUCH CASE

Safe to touch, even on high heat setting.

AUTOMATIC SAFETY SHUT-OFF SYSTEM

If airflow becomes blocked, power to heater is shut off to prevent overheating.

POWER CORD STORAGE

Safely store excess cord on bottom of heater.

FINGER-FRIENDLY DESIGN

Resists curious fingers.

AUTOMATIC TIP-OVER PROTECTION

If tipped more than 10 degrees in any direction, power is cut to heater.

TIP-OVER: If heater tips over, safety shut-off system cuts power to heater. Position heater back in upright position and power is restored.

CONTROLS



THERMOSTAT

POWER ON/OFF (O)

POWER INDICATOR LIGHT
The red light illuminates to indicate the heater is on.

MODE
(Model VH10 Only)
High Heat (H) 1500 watts, or
Low Heat (L) 750 watts.



MODE
(Model VH30 Only)
High Heat (H) 1500 watts,
Medium Heat (M) 1125 watts or
Low Heat (L) 750 watts.

HOW TO USE

Before use, check appliance for visible damage. DO NOT USE THIS HEATER if there is evidence of damage. If any damage is found, contact Vornado Air LLC at 1-800-234-0604.

1. Use integrated handle on back of heater for lifting and carrying.

2. Position heater so airflow is not obstructed.

3. Unwrap power cord from bottom of heater. Plug power cord into standard grounded wall outlet.

Tip Wrap excess cord inside Cord Storage. Use notches inside the Cord Storage, to secure power cord in place or adjust length during use.



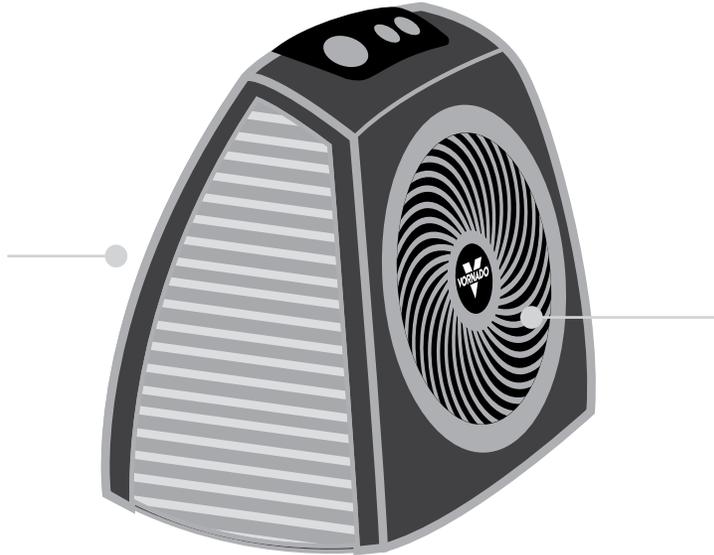
4. Press the power button  and select Mode . Next, set thermostat to the highest setting by turning clockwise. When room reaches desired comfort level, turn thermostat slowly counterclockwise until heat cycles off.

CLEANING

Because your heater moves a substantial amount of air, it will need regular cleaning. Cleaning the outside of the heater is recommended on a bi-weekly basis. If service is required, return your heater to Vornado. See WARRANTY for instructions.

1. Unplug heater before cleaning.

2. Use brush attachment on your household vacuum cleaner to vacuum any accumulated dust off Air Inlets on the back of heater.



You may also clean the heater with high-pressured air, as well.

3. Use brush attachment on your household vacuum cleaner to vacuum any accumulated dust off the Front Outlet Grill.

4. Wipe down the entire heater with soft cloth.

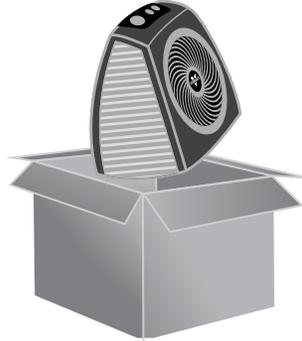
STORAGE

During the off-season or after extended periods of non-use, you may choose to store your heater. To ensure long life of the product, it is recommended to store your heater by following these instructions:



Cleaning is recommended before storage.

1. Unplug power cord and wrap around Cord Storage on bottom of heater.
2. Cover, or place back in retail carton if available. This will prevent the heater from accumulating dust overtime.
3. Store heater in cool and dry location.



DISPOSAL

Dispose of all packaging materials in an environmentally responsible manner.

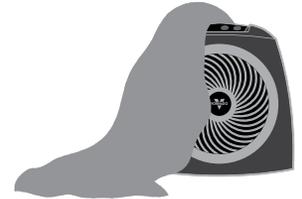
RESET HEATER

RESETTING YOUR VORNADO HEATER

Your Vornado Heater has a multilevel safety shut-off system designed to prevent overheating. Overheating may occur when the inlets or outlet are blocked. If this happens, the safety shut-off system cuts power to the heater and you must manually reset the heater.

1. Power heater off, then unplug power cord.
2. Remove any obstructions.
3. Wait 5–10 minutes, allowing heater to cool down.
4. Plug in power cord and place heater in desired position.
5. Press Power button On. Your Vornado Heater should now function normally.

Note: If the safety shut-off system repeatedly shuts off your heater or if it will not reset after following the above procedure, call Vornado Consumer Services Department toll-free at 1-800-234-0604.



TROUBLESHOOTING

PROBLEM

POSSIBLE CAUSE AND SOLUTION

Unit fails to power on.

Unit is not plugged in. Plug power cord into electrical outlet.

Household circuit breaker / ground fault circuit interrupter has tripped or blown fuse. Reset circuit breaker / ground fault circuit interrupter, or replace fuse. See IMPORTANT INSTRUCTIONS.

Unit has overheated. Automatic Safety Shut Off has initiated. See RESET HEATER.

Tip-over switch on bottom of unit has been tripped and safety shut off-system has cut power to heater. Place heater on level surface. See SAFETY FEATURES.

Unit is damaged or in need of repair. Cease usage and unplug. Contact Consumer Service for assistance.

Unit is not producing a sufficient amount of heat.

Ensure unit is set to High Heat, and thermostat is set to highest temperature setting.

Close all doors and windows to trap heat.

Allow the unit to fully circulate the heat throughout the room, may take several minutes.

Unit is powered on but there is no heat.

Press Power button Off and unplug unit. A cylindrical plunger is on bottom of unit. Push in 4–5 times, ensuring it is not stuck. Set unit down on flat surface. Be sure power cord lays completely flat and extends from power cord opening on back of heater. Plug unit in and press the Power button On. Turn to highest heat setting.



WARRANTY

We expect this product to be perfect. If you're not satisfied with this product, let us know.

We're Here To Help
800.234.0604
vornado.com
help@vornado.com

Vornado Air LLC ("Vornado") warrants to the original consumer or purchaser this Vornado® Whole Room Heater ("Product") is free from defects in material or workmanship for a period of five (5) years from the date of purchase. If any such defect is discovered within the warranty period, Vornado, at its discretion, will repair or replace the Product at no cost.

For warranty or repair service:

Call 1-800-234-0604 or email help@vornado.com to obtain a Return Authorization ("RA") form. Please have or include your Product's model number and serial number, as well as your name, address, city, state, Zip code and phone number when contacting Vornado for warranty service.

After receiving the RA form, ship your Product to:

Vornado Air LLC Attn: Warranty & Repair 415 East 13th Street, Andover, KS 67002. For your convenience, please have your model number and serial number when contacting Vornado with service inquiries. To ensure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock. Please allow 1-2 weeks for repair and return of your Product after the Product is received.

Repairs not covered by the warranty or outside the warranty period will require a fee to cover the cost of materials, labor, handling and shipping.

This warranty does not apply to defects resulting from abuse of the Product, modification, alteration, mishandling, improper maintenance, commercial use or repair or service of the Product by anyone other than Vornado; damages which occur in shipment or are attributed

to acts of God. Improper product use, which includes using an external device that alters or converts the voltage or frequency of electricity, or shipping a Vornado product to a country not intended for use will void all warranties. Any unauthorized product modification, repair by unauthorized repair center or use of non-approved replacement parts is not recommended and any consequences will not be covered by support services or product warranties. The product warranty will be honored only on models that are being used in the country intended. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. VORNADO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state. The manufacturer assumes no responsibility for damage or injury caused by failure to follow these instructions, improper product use or unauthorized product modifications. Any such actions will invalidate the product warranty.

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Designed, engineered and supported in USA

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Vornado Air, LLC
415 East 13th Street, Andover, Kansas 67002
800.234.0604 | vornado.com