



5
YEAR
SATISFACTION
GUARANTEE

model VMH500

WHOLE ROOM HEATER OWNER'S GUIDE

GUÍA DEL PROPIETARIO EL
CALENTADOR PARA AMBIENTES

TOUTE LA PIÈCE RADIATEUR
GUIDE DU PROPRIÉTAIRE

READ AND SAVE THESE INSTRUCTIONS

LEER Y GUARDAR
ESTAS INSTRUCCIONES

LIRE ET CONSERVER CES
INSTRUCTIONS

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 HEATER.

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 expose it 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 product is equipped with a 3-prong plug, with a grounding pin as a safety feature. To reduce the risk of electric shock, this plug is intended to connect to properly grounded outlets only. This plug will fit into a grounded outlet only one way. Do not alter the plug. Do not attempt to defeat this safety purpose of the grounding plug.

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 VMH500, like any other 1500-watt electric heater, draws up to 12.5 amps of electric current. If using your VMH500 on the High Heat mode setting causes your home circuit breaker or fuse to trip, we offer the following suggestions:
 - Try turning off other electrical appliances that run on the same electrical circuit as your VMH500.
 - Run the VMH500 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.
- This product must be grounded. If the product malfunctions, grounding provides a path of least resistance for the electric current to reduce the risk of electric shock. The 3-prong plug must be inserted into a grounded outlet that has been properly installed in accordance with all electric codes and ordinances.

If you are in doubt as to whether or not an outlet is properly grounded, contact a qualified electrician.

- This heater is for use on 120 volts. The cord has a plug as shown at A in Figure 65.1. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground, such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

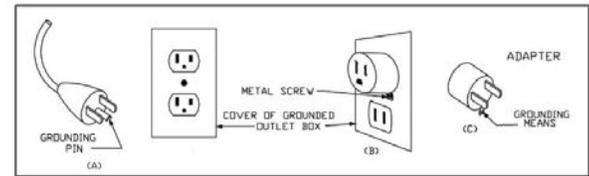


Figure 65.1

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.

SAVE THESE INSTRUCTIONS

SAFETY FEATURES

METAL CONSTRUCTION

Forged from steel to be fire-resistant, yet cool to the touch.

AUTOMATIC SAFETY SHUT-OFF SYSTEM

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

GROUNDING HEAVY-DUTY POWER CORD

Adds durability and a more-secure wall connection.

POWER CORD STORAGE

Safely store excess cord in tray on back of heater.



FINGER-FRIENDLY DESIGN

Resists curious fingers.

AUTOMATIC TIP-OVER PROTECTION

If heater tips over, safety shut-off system cuts power to heater. Position heater back in upright position. Press Power button and power is restored. Heater returns to last stored setting.

CONTROLS

THERMOSTAT +/-

POWER ON/OFF 

MODE

High Heat (1500 watts)
Low Heat (750 watts) or
Fan Only

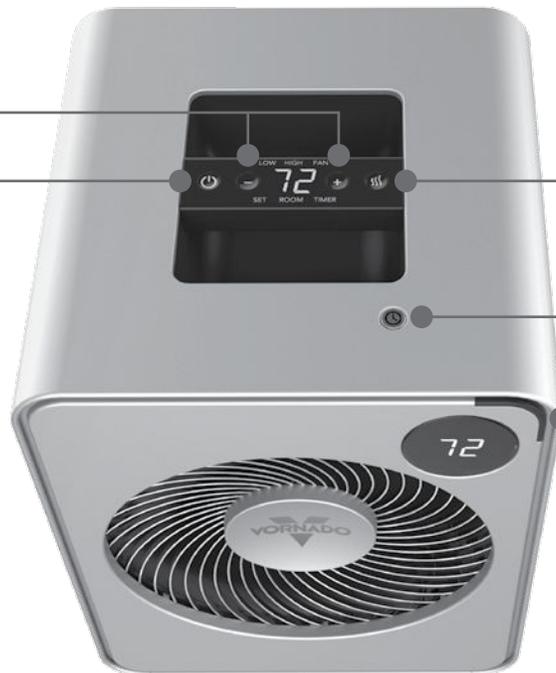
TIMER 

POWER INDICATOR LIGHT

Red light illuminates to
indicate the heater is on.

**REMOTE
CONTROL**

Convenience at
your finger tips.



This heater has a dual display feature and both displays are synced. One display is integrated into the carry handle. The other display is located on the front of the heater.

The displays illuminate when powered on and as settings are adjusted. After a selection is made the displays dim after 20 seconds.

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 top of heater for lifting and carrying.
2. Position heater so airflow is not obstructed.
3. Unwrap power cord from storage tray on back of heater. Plug power cord into standard grounded wall outlet.
4. Press the Power button  and select Mode or Fan Only . Room temperature will illuminate on both displays. Set thermostat to desired temperature using **-/+**. SET TEMP numbers will flash on both displays as you adjust. Once the selection is made it will flash for five seconds, become constant for five seconds and then returns to room temperature. The displays will then dim after 20 seconds. Default settings upon first use will be High Heat and set temperature of 75 degrees.
5. Set timer to automatically power the unit off by pressing . **0** will flash on both top and front displays. Press  to select the amount of time in



one-hour intervals, up to 12 hours. User can also use **-/+** to select the amount of time.

After a selection is made or after five seconds of inactivity, the number selection will stop flashing and become constant. It is then displayed for five seconds, before room temperature is displayed again. To cancel the timer operation, select **0** hours or hold  for three seconds.

The white indicator light on front display and **TIMER** on top display will illuminate to indicate the timer is on.

COOL DOWN

When you power off your heater while in High or Low heat mode, it automatically enters a cool down routine in which the heating element turns off and the fan exhausts remaining heat. During Cool Down, both top and front displays count down before powering off completely.

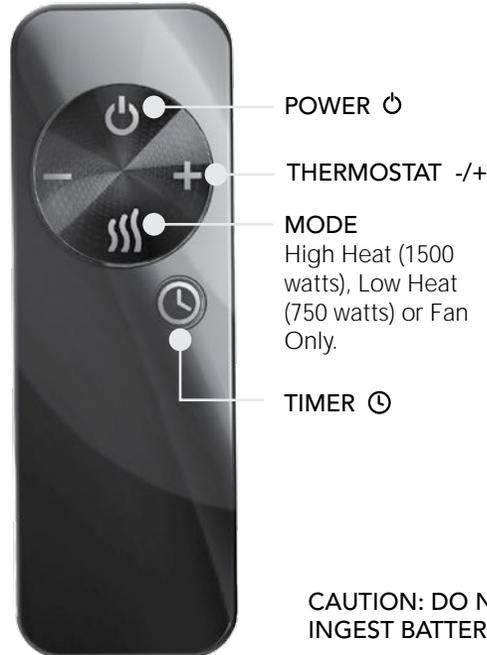
REMOTE CONTROL

Screwdriver required. 

Your VMH500 heater remote includes (1) coin-style CR2032 battery. Battery comes pre-installed. Remove battery pull tab before first use. The remote is wrapped inside a polybag and packed in the top of the product inside the retail carton.

1. For battery replacement, the remote requires one coin-style 3V CR2032 battery. Always use the correct size and grade of battery for this product.
2. To replace battery, open battery door on the back side of the remote control (you will need to loosen the small screw on door using a #1 Phillips screwdriver - screwdriver not included). If necessary, clean the battery contacts and also those of the device prior to battery installation. Remove any plastic protection from the battery and place it in the remote with the + side facing up. Replace the battery door and screw.

Note: Remove battery from the remote control when not in use for an extended period of time and always remove dead battery immediately and replace with fresh. Do not store dead battery in remote.



3. Your remote control will operate the same as the control functions located on the heater, except when changing modes. When changing modes, both displays will show either LO, HI or FA on the display as you cycle through. Once the selection is made, it will hold for eight seconds before room temperature is displayed again.

The remote requires a line-of-sight path to allow for the signal to be received by the heater. Position the heater so the receiver lens (inside the display on front of heater) is visible from the remote control.

**CAUTION: DO NOT
INGEST BATTERIES.**

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 household vacuum cleaner to vacuum any accumulated dust off Front Outlet Grill.



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

3. Use brush attachment on household vacuum cleaner to vacuum any accumulated dust off Inlet Filter on back of heater.

4. Wipe down entire heater with soft, dry cloth.

Note: Inlet Filter on back of heater is not removable.

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, wrap cord and slide inside storage tray on back of heater.
2. Cover, or place back in retail carton if available. This prevents heater from accumulating dust over time.
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. Power heater 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.

Internal tip-over switch 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.

Airflow is diminished.

Check filter and clean as necessary. See CLEANING.

Unit is not producing 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 unit to fully circulate heat throughout room; may take several minutes.



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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