VORNADO

5 YEAR SATISFACTION GUARANTEE

model Velocity HD



WHOLE ROOM HEATER OWNER'S GUIDE

READ AND SAVE THESE INSTRUCTIONS

vornado.com

We expect this product to be perfect.

If it is not, we will make it right.

vornado.com
800-234-0604
help@vornado.com

CONTENTS

Important Safety Instructions 4

Safety & Features 8

Controls 9

How to Use 10

Cleaning 11

Storage 12

Reset Heater 12

Troubleshooting 13

Warranty 14

READ ALL INSTRUCTIONS BEFORE USING THIS HEATER
IMPORTANT SAFETY INSTRUCTIONS

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. See www.vornado.com to view, download and print the most current version of this owner's guide.

INTENDED USE: This product is intended to heat and circulate the air in indoor living spaces only. This product is intended for floor use only. This product is not intended for commercial or industrial use. This heater is not intended for use in bathrooms, laundry areas, and similar damp locations. The manufacturer assumes no responsibility for damage or injury due to unauthorized use or product modification. Failure to follow these directions will void the product warranty.

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

WARNING: Risk to Children and Impaired Persons

- Extreme caution is required during the installation, operation, cleaning and maintenance of this product by or around children 12 years of age and younger and anyone with reduced physical, sensory or mental capabilities, and whenever the heater is left operating and unattended. Children should be supervised to ensure that they do not play with the appliance, its parts and packaging material.

WARNING: Risk for Heat Stroke (Hyperthermia)

- Hyperthermia can result in death. Symptoms of hyperthermia include high body temperature, headache, nausea, vomiting, tiredness, dizziness, fainting, and rapid pulse. If you begin to experience symptoms related to hyperthermia, turn off the heater and seek medical attention.
- To avoid excessive room temperatures which can cause hyperthermia: DO NOT leave product running unattended in a confined space around infants, or individuals with reduced physical, sensory, or mental capabilities.

INSTALLATION WARNING—To reduce risk of fire, electrical shock and injury to persons, observe the following:

- 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.
- Do not use this heater in an RV, boat or during any application where battery power is converted to AC power.
- Place this product at least 3 feet away on all sides from electrical outlets, furniture, pillows, bedding, papers, clothes, curtains and other objects that may cause or catch on fire. Do not place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- To prevent a possible fire, do not place the heater on soft surfaces, like a bed, where air intakes or exhaust can be blocked in any manner.
- No part of this product (the appliance, power cord, plug, packaging, etc.) should be placed near furnaces, fireplaces, stoves or other high temperature heat sources.
- Do not use on an uneven or unstable surface.
- Do not use this product on an elevated surface such as a shelf or desktop. Use only while placed on the floor. Operate only in the upright position.
- This appliance, power supply, power cord and plug cannot come into contact with water. Do not use this product on wet surfaces. Do not use this product in a bathtub or shower or position where it may fall into a bathtub, shower, laundry, swimming pool or other water container. Do not use in a window, outdoors, or exposed to weather or elements.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over. The cord should not hang over edges of counters or be placed where it can be crimped or closed in doors. Place appliance near an easily accessible outlet so the product can be unplugged quickly during an emergency.
- Do not modify the product with any aftermarket accessory.

SAFE USE WARNING—To reduce risk of fire, electrical shock and injury to persons, observe the following:
- 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.
- Extreme caution is required at all times a heater is in operation. Always unplug heater when not in use. Vornado does not recommend unattended and unsupervised use of this heater.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater.
- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- Do not use this heater on a surge-protected unit or Ground Fault Circuit Interrupted (GFCI) outlet.
- Before plugging power cord into electrical outlet, be sure that all electrical information on the rating label, including voltage, is compatible with your outlet's power supply.
- To reduce likelihood of circuit overload, fire and electric

shock, do not operate with a solid state speed device, such as a dimmer control switch. Do not use this heater with a timer designed to automatically turn the unit on or off, as this may accidentally disable the heater's thermal cutout safety feature. Use of this appliance on the same electrical circuit as another high energy use product, such as a vacuum cleaner, blender, variable speed fan or circular saw is not advised.

- Risk of fire. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
- Do not sit or stand on product.
- Never use the cord as a handle or otherwise yank, strain or stretch the power cord.
- 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.
- Check your heater cord and plug connections. A loose fitting outlet can cause the plug to overheat or cause a fire. Be sure plug fits tight in the outlet. Check frequently during use to make sure plug and outlet are not hot. If so, discontinue using heater and have outlet replaced by a qualified electrician.
- Never ignore the signs of an electrical problem, such as: warm outlet coverplates, sparks when plugging in or operating, lights flickering/dimming during operation. Immediately turn off and unplug the appliance if any such problems are noticed. Contact a qualified electrician to investigate possible causes before operating the appliance again.
- **Note:** Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the other appliances.
- Before moving, repositioning, servicing, cleaning and when not in use, use the product controls to turn off the power and then unplug. To disconnect from outlet, grasp and pull only the plug. Also, power off and unplug if the product will be left unattended for an extended period of time or during electrical storms.
- This product's power cord is equipped with a three-prong, grounded plug that must be inserted into a grounded receptacle. Connect to properly grounded outlets only.
- This heater is for use with 120 volt electrical outlets. The cord has a plug as shown at A in Figure 68.1, below. 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.

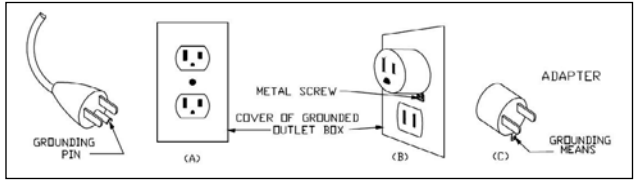

Figure 68.1

- If your heater suddenly stops working:
  - This heater is equipped with a thermal cutout safety feature designed to automatically shut off when overheating is detected. See the "RESET HEATER" instructions in this guide to determine how to check and reset the heater.
  - If the heater and other electrical products suddenly stop working at the same time, your home circuit breaker or fuse may have tripped due to an overload of power. Consider only running your heater on the "low" setting, only running one heater at once and unplugging all other electrical products while running the heater, and/or hiring an electrician to install an additional circuit to your home's electrical system.

SERVICING WARNING—To reduce risk of fire, electrical shock and injury to persons, observe the following:

- Clean your product regularly, only as is instructed in this manual. Prior to cleaning, turn off the power on your product and unplug. Do not use gasoline, thinners, solvents, ammonias or other chemicals for cleaning. Refer to the CLEANING instructions provided.
- Do not open appliance housing while product is plugged in. To avoid risk of shock, all service and/or repairs must be done by a Vornado Authorized Service Center.

SAVE THESE INSTRUCTIONS

SAFETY & FEATURES

AUTOMATIC SAFETY SHUT-OFF SYSTEM

AUTOMATIC TIP-OVER PROTECTION

FINGER-FRIENDLY DESIGN

STURDY STEEL FRAME

IMPACT-ABSORBING NON-SLIP FEET

⚠ WARNING: Burn Hazard. Front grille is a HOT surface, do not touch while in use or during cool down.



30° HEAD TILT WITH ANTI-FATIGUE HINGE

INTEGRATED CARRY HANDLE

NO-NONSENSE CONTROLS

REMOVABLE / WASHABLE PRE-FILTER

CONTROLS



INTEGRATED CARRY HANDLE

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

TILT LEVER

POWER ON/OFF

MODE
Low Heat
Fan Only
High Heat

HOW TO 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. Do not hang product while in use.

3. Check and clean the prefilter before each use.

4. Position heater so airflow is not obstructed.

5. Plug power cord into standard grounded wall outlet.



6. Press Power Switch (▬) and select mode. The red light power indicator illuminates to indicate the heater is on. To use as a fan, select the center position on the switch for Fan Only.

7. Use the Tilt Lever to adjust the angle of airflow to desired position.

Tip: If your heater has been stored or transported in an environment colder than 40° F, run in Fan Only Mode for 10 minutes (recommended) before selecting your heat setting to ensure optimal performance.

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 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 Grille.

3. Remove the Pre-Filter by gently pulling the sides of the green filter frame off the unit. Use the brush attachment on your household vacuum cleaner to vacuum any accumulated dust and large debris off the Pre-Filter. If desired, wash the Pre-Filter using soap and warm water. Ensure the filter is completely dry before replacing it on the product. DO NOT use soap or water on any other part of the product, see important safety instructions.

4. Before replacing the Pre-Filter, use brush attachment on household vacuum cleaner to vacuum any accumulated dust off the air inlet on back of heater.

5. Wipe down entire heater with a soft, dry cloth.

⚠**WARNING: Risk of Fire** - Do not modify the product with any aftermarket accessory. Do not add additional media to pre-filter.

Tip You should periodically blow out the heater with pressurized air to keep heat element and motor clear of dust, hair and debris that can build up inside the heater as it moves air during use. This also eliminates unwanted odors caused by accumulation of these particles inside the unit.



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 loosely around base of steel frame.

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.

4. When removing from storage prior to next use, inspect heater for dust, damage or debris.

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 inlet and / 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 has tripped or blown fuse. Reset circuit breaker or replace fuse. See IMPORTANT SAFETY INSTRUCTIONS. Ground fault circuit interrupter (GFCI) has tripped. Ground fault circuit interrupters are not recommended for use and may cause nuisance tripping. If tripping does occur, relocate the unit to a standard wall outlet. 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 Pre-Filter and clean heater as necessary. See CLEANING.
Unit is not producing sufficient amount of heat.	Ensure unit is set to High Heat. Close all doors and windows to trap heat. Allow unit to fully circulate heat throughout room; may take several minutes.

5 YEAR SATISFACTION GUARANTEE

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. Or to file a contactless warranty claim, visit vornado.com/contact-us.

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.

All company names and product names are trademarks of their respective owners. ©All rights reserved. All technical information, data and instructions for the installation, connection and operation contained in these instructions for use correspond to the latest available information at time of printing. The contents of this manual may differ slightly from the actual product. Observe any additional supplements.

Designed, engineered and supported in USA.

© 2023 Vornado Air LLC Andover, KS 67002 Specifications subject to change without notice.
Vornado® is a trademark owned by Vornado Air LLC.



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

CL3-0765 RB, V00