



5
YEAR
SATISFACTION
GUARANTEE

model VMHi500

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	Reset Heater	15
Safety Features	10	Troubleshooting	16
Controls.....	11	Warranty.....	17
How to Use	12		
Remote Control.....	13		
Cleaning	14		
Storage.....	15		

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.

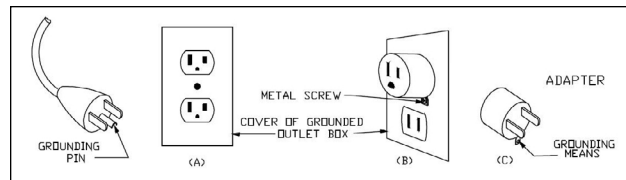


Figure 68.1

- 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.

FCC CONSUMER ADVISEMENT

This equipment has been tested and complies with Part 15 of the FCC Rules. Operation is subject to the following two

conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Contact Vornado Consumer Service or dealer or an experienced radio/TV technician for help.

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

Supplier's FCC Declaration of Conformity

Unique Identifier: Vornado Model VMHi500

Responsible Party: Vornado Air LLC

Mailing Address : 415 E. 13th St., Andover, KS 67002

Contact: www.vornado.com

SAVE THESE INSTRUCTIONS

This Product includes a remote containing a replaceable CR2032 Button Cell Battery (3V).

⚠ WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH OF CHILDREN**.
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



- Call a local poison control center for treatment information. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention. In the US call the National Poison Control Center at 1-800-222-1222 or 202-625-3333.
- Even used batteries may cause severe injury or death. New and used batteries may cause injury. Keep new and used cells (or batteries) away from children.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Do not force discharge, recharge, disassemble, heat above 104°F / 40°C or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- Non-rechargeable batteries are not to be recharged.
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- **BATTERY DISPOSAL:** Please dispose of batteries according to the local laws and regulations of your region, and while keeping them away from children. Some batteries may be recycled and accepted for disposal at your local recycling center. **DO NOT DISPOSE OF BATTERIES IN FIRE. BATTERIES MAY EXPLODE OR LEAK.**
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.

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.



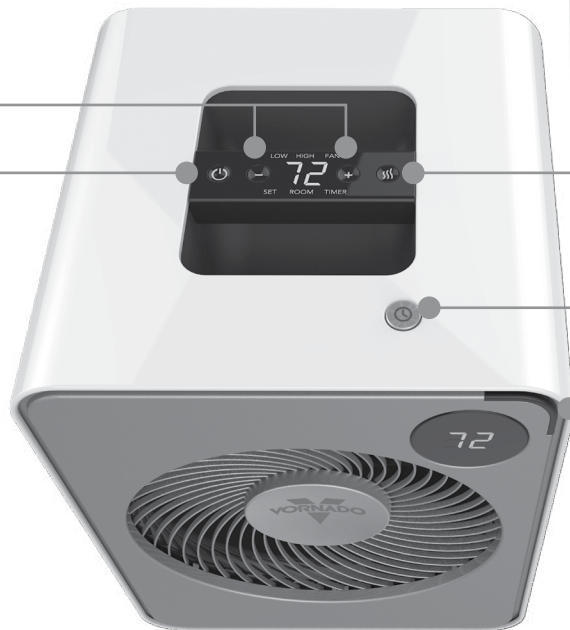
FINGER-FRIENDLY DESIGN

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, Low Heat or Fan Only


TIMER 

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



REMOTE CONTROL

Convenience at your finger tips.





To change temperature display from Fahrenheit to Celsius, press and hold (+) and  for 1 second.

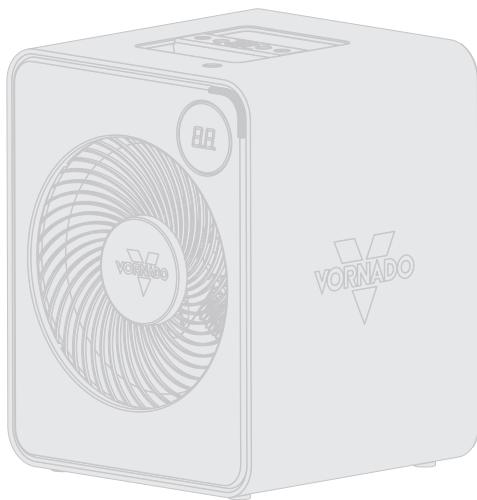
This heater has a dual display feature and both displays are synced. One display is integrated into the carry handle. The other display is located on the front of the heater.

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

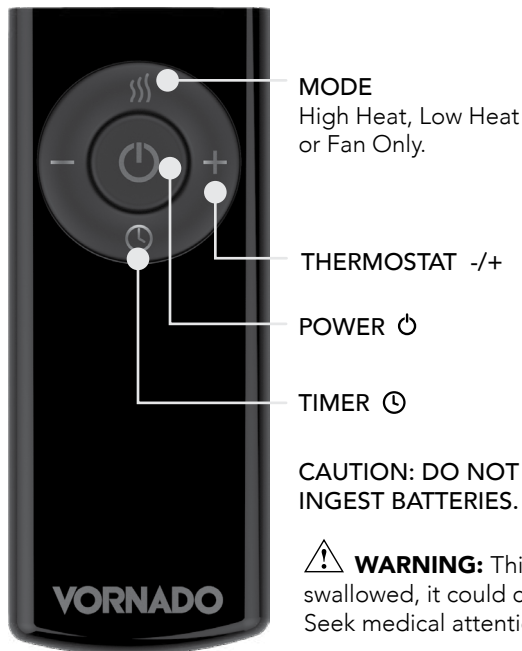
Screwdriver required. 

Your VMHi500 heater remote includes (1) coin-style CR2032 3V battery. Battery comes pre-installed. Remove battery pull tab before first use. The pre-installed battery has a 1 year life expectancy (dependent on usage) after the tab has been pulled from the remote. The remote is located inside the EPS Styrofoam surrounding the front and back of the heater. Look for the REMOTE (↓) sticker affixed to the remote polybag inside the EPS Styrofoam.

1. For battery replacement, the remote requires one coin-style CR2032 3V 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.

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. 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 a soft, dry cloth.



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.

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

Note: Do not modify the product with any aftermarket accessory.

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 SAFETY 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.

Remote Control is not working.

The battery is dead. Replace with new CR2032 3V battery. Refer to REMOTE CONTROL for instructions.



WARRANTY

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

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

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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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