

**5**  
YEAR  
SATISFACTION  
GUARANTEE

model  
**PORTAL**

**WINDOW CIRCULATOR  
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

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# READ AND SAVE THESE INSTRUCTIONS

## 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](http://www.vornado.com) to view, download and print the most current version of these instructions.

**INTENDED USE:** This product is intended to circulate indoor and outdoor air only in a window installation in the United States. This product is not intended for commercial or industrial use. 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: Risk to Children and Impaired Persons

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

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

- Place this product away from curtains, draperies, tablecloths and other fabrics, since they may be drawn into the product, damage the motor and/or cause a fire.
- This product is intended for window installation only. Only use

with product controls facing indoors (not exposed to elements). Do not use this product in a manner other than indicated by the manufacturer in the window installation instructions below.

- Pull back and secure all curtains and draperies and place this product away from tablecloths, blankets, and other fabrics, since they may be drawn into the fan, damage the motor and/or cause a fire.
- 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 this product on an uneven or unstable surface, or near water.
- The 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 product where it may fall into a bathtub, laundry, swimming pool or other water container. Do not use this product outdoors or expose it to weather or elements.
- 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. 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.

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

- **WARNING:** 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 operate any fan with a damaged cord or plug. Discard fan or return to an authorized service facility for examination and/or

repair.

- Do not operate unit if the unit has been dropped or damaged. Do not use this product if it has a damaged power cord or plug. To avoid risk of electrical shock, do not attempt to repair or replace parts. Only original replacement parts may be used. 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. Contact Vornado Consumer Service at 1-800-234-0604 (phone) or consumerservice@vornado.com (email) for further instructions about replacement and repair.
- 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.
- Do not sit or stand on product.
- Never use the cord as a handle or otherwise yank, strain or stretch the power cord.
- While the product is plugged in, 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.
- 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 a qualified electrician to replace loose or worn outlets.
- This appliance has a polarized plug (one blade is wider than the other.) To reduce the risk of electric 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.
- 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.

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

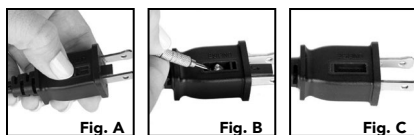
- Clean your product regularly, only as is instructed in this manual. Prior to cleaning, turn off the power on your product and unplug. Do not use gasoline, thinners, solvents, ammonias or other chemicals for cleaning. Refer to the CLEANING instructions provided.
- Do not open appliance housing while product is plugged in. To avoid risk of shock, all service and/or repairs must be done by a Vornado Authorized Service Center.
- This product employs overload protection (fuse). A blown fuse indicates an overload or short-circuit situation. If the fuse blows, unplug the product from the outlet. Replace the fuse as per the user servicing instructions (follow product marking for proper fuse rating) and check the product. If the replacement fuse blows, a short-circuit may be present and the product should be discarded or returned to an authorized service facility for examination and/or repair.

### **User Servicing Instructions**

1. Using the product controls, turn off the appliance.
2. Grasp the plug (not the cord) and disconnect from the outlet.
3. Risk of Fire. Replace fuse only with 2.5 Amp, 125 Volt fuse as approved by Vornado Consumer Service. For an authorized replacement fuse, please contact Vornado Consumer Service.
4. Once the replacement is received, use a small flat-head screwdriver to slide open the fuse cover (located on the plug) (See Fig. A).
5. Remove fuse by using the screwdriver to gently lift each end of the fuse (See Fig. B).
6. Install the replacement fuse by using the screwdriver to gently push each metal end of the fuse into the receptacle one at a

time. Do not push on the center of the fuse—it is fragile and may break.

- Slide the fuse cover closed using the screwdriver. When closed, the cover should fit completely in the plug. No part of the cover should stick out (See Fig. C).
- Plug your appliance into the outlet and turn the power on.
- If the replacement fuse blows, a short-circuit may be present and the product should be discarded or returned to an authorized service facility for examination and/or repair.



Risk of fire. Do not replace attachment plug. Contains a safety device (fuse, AFCI, LCDI) that should not be removed. Discard product if the attachment plug is damaged.

### FCC Compliance Statement

**NOTE:** 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.

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 product 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 product does cause harmful interference to radio or television reception, which can be determined by turning the product 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 product and the receiver.
- Connect the product 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 to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the product.

### Supplier's FCC Declaration of Conformity

Unique Identifier: Vornado Model PORTAL  
Responsible Party: Vornado Air LLC  
Mailing Address : 415 E. 13th St., Andover, KS 67002  
Contact: [www.vornado.com](http://www.vornado.com)

### SAVE THESE INSTRUCTIONS

# FEATURES



## INTEGRATED CARRY HANDLES

Easy to carry, easy to install.

## ELECTRONIC REVERSIBLE FAN/EXHAUST

One button, quick transition from fan to exhaust.

## SOFT-FIT MODULAR FOAM BLOCK SYSTEM

Easy installation creating barrier against outside noises & temperatures.

## WEATHER RESISTANT ENCLOSURE

## LOW PROFILE SILHOUETTE

Allows for greater visibility through window.

## 3 SPEED TOUCH CONTROLS

A setting for every comfort level.

## EXTRA LONG 8' POWER CORD

Ample cord length.

## ACCESSORIES

To order replacement soft-fit modular foam blocks, please contact Vornado consumer service at [help@vornado.com](mailto:help@vornado.com) or 800-234-0604.

# GETTING STARTED

## WINDOW INSTALLATION

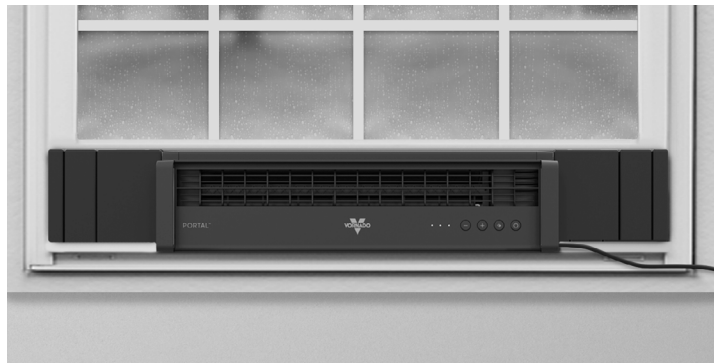
**NOTE:** the PORTAL has been designed for use with single-hung and double-hung windows. It will accommodate windows 24 to 38 inches wide and require a window opening of at least 8 inches tall.

**FOR HORIZONTAL INSTALLATION ONLY. DO NOT ATTEMPT VERTICAL WINDOW INSTALLATION.**

**DURING PRODUCT AND FOAM BLOCK INSTALLATION, KEEP ONE HAND ON PRODUCT AT ALL TIMES.**

1. We recommend keeping the window screen in place.
2. Center the PORTAL in the window, ensuring that the foam on the bottom of the product is snugly secured in the bottom of the window casing.
3. Close the window to secure the product in place.
4. Tuck the optional Soft-Fit foam blocks on either side of the product, tucking them securely into the window casing.

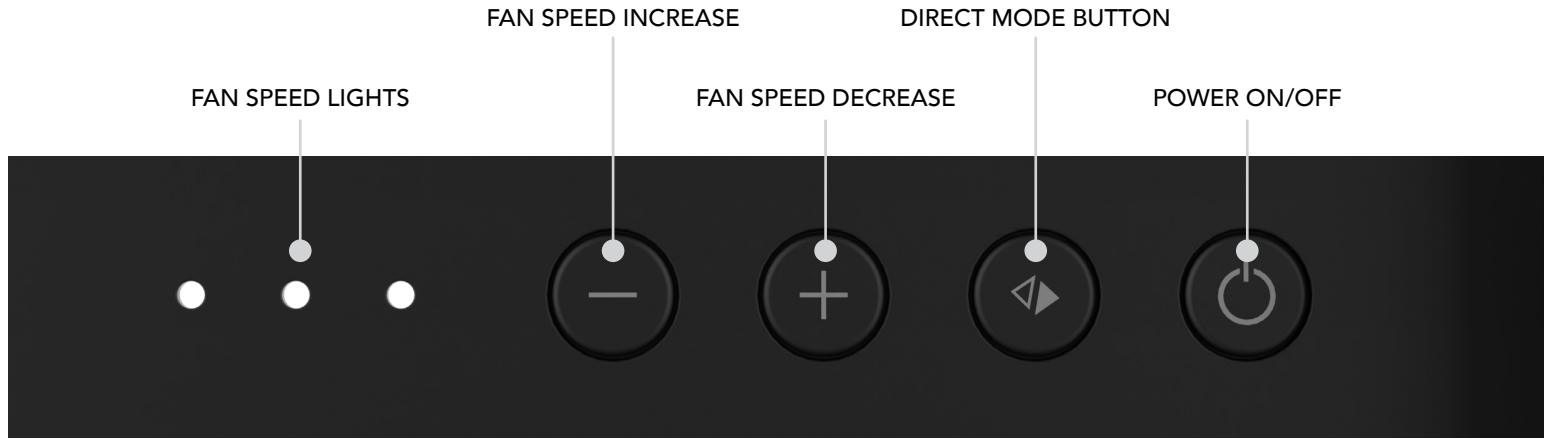
**Optional:** Route the powercord as needed, using the clips provided to secure cord in place.



**⚠️ WARNING** - Choking hazard. Keep small parts, like clips, away from children and pets.




# CONTROLS



1. Press (⏻) to power unit ON or OFF.
2. Select desired speed by pressing — or +. There are three (3) speeds: LOW, MEDIUM, HIGH. Speed is indicated by number of Fan Speed Lights illuminated.
3. Press (🌀) to change from direct airflow to exhaust. Touch the button again to change from exhaust to direct airflow.

# CLEANING

Because your product moves a substantial amount of air, it will need regular cleaning. If service is required, return your unit to Vornado (see WARRANTY for instructions).

 **WARNING:** To reduce the risk of electrical shock and injury to persons, unplug the unit before cleaning.

## REGULAR CLEANING

1. Unplug unit before cleaning.
2. Use the brush attachment on your household vacuum cleaner to vacuum any accumulated dust off the unit.
3. Wipe down the entire unit with a soft cloth.

**Note:** Do not use gasoline, thinners, solvents or other chemicals for cleaning.

# TROUBLESHOOTING

## PROBLEM

## POSSIBLE CAUSE AND SOLUTION

Unit fails to power on.

Unit is not plugged in. Plug Power Cord into electrical outlet.

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

Fuse needs to be replaced. See IMPORTANT SAFETY INSTRUCTIONS for how to replace the fuse or contact Consumer Service.

Unit is not producing sufficient amount of air.

Ensure unit is set to highest setting for maximum air circulation.

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

Ensure all air inlets and outlet grille are unobstructed.

Air is not moving in the desired direction.

Switch the direction of the airflow from DIRECT to EXHAUST (or EXHAUST to DIRECT). If problem persists, turn unit OFF and ON and adjust settings as needed.

Unit is on but there is no air moving.

Preset temperature in AUTO might be set too high. Lower the set temperature or turn AUTO off.



# 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 Circulator ("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 service: Call 1-800-234-0604 or email [help@vornado.com](mailto:help@vornado.com) to obtain a Return Authorization ("RA"). Please have or include your Product's model number and serial number, as well as your name, address, city, state, zip code, e-mail, and phone number when contacting Vornado for warranty service. To file a contactless warranty claim, visit [vornado.com/contact-us](http://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 assure 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 2-3 weeks for warranty service and return of your Product after the Product is received.

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 caused by failure to follow these instructions or improper product use. Any such actions will invalidate the product warranty.

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Designed, engineered and supported in Andover, KS

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