



model VELOCITY 5

WHOLE ROOM HEATER  
OWNER'S GUIDE

READ AND SAVE  
THESE INSTRUCTIONS

[vornado.com](http://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 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](http://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 a Vornado 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 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.
- 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 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.

**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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Contact Vornado Customer 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 product.

**Supplier's FCC Declaration of Conformity**

Unique Identifier: Vornado Model VELOCITY 5

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


# SAFETY FEATURES

## AUTOMATIC SAFETY SHUT-OFF SYSTEM

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

## FINGER-FRIENDLY DESIGN

Resists curious fingers.

 **WARNING - BURN HAZARD.**  
FRONT GRILLE IS HOT SURFACE.  
AVOID CONTACT WHILE HEATER IS IN USE OR IN COOL DOWN.



## LOCKING CONTROLS

Keep the unit off when not in use or lock in your desired settings.

## COOL TOUCH CASE

Safe to touch, even on high heat setting.

**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

⏻ POWER ON / OFF

🌀 MODE

High Heat  
Low Heat  
Fan Only

+/- TEMPERATURE ADJUSTMENT

🕒 TIMER

🌙 NIGHTTIME MODE

With the Nighttime setting, all non-essential lights are turned off, illuminating only when you make an adjustment.

🔒 LOCK MODE

Locking Controls keeps settings where you left them.

To change temperature display from Fahrenheit to Celsius, gently press and hold (+) and (-) for 3-5 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. Plug power cord into standard grounded wall outlet.
4. Press the power button (⏻) and select Mode (📶). Room temperature will illuminate on both heat settings and fan only mode. Next, set thermostat to desired temperature using the (+) and (-) buttons.
5. To enter Nighttime mode, press (🌙). All lights will turn off with the exception of the Nighttime (🌙) button. The first touch of the controls will wake up the unit and dim to off again until you exit the nighttime mode. To exit nighttime mode, press (🌙) again.
6. Set timer to automatically power the unit off by pressing (🕒). The number of hours will display above the icon. Using the (+) or (-) buttons, select the amount of time in one-hour intervals, up to 12 hours. If timer is set while in nighttime mode, the nighttime and countdown clock will remain illuminated and dimmed. To cancel the timer operation, select 0 hours.
7. Lock the controls by pressing and holding (🔒) for 3 seconds. None of the control buttons will function or be illuminated until the controls are unlocked by pressing and holding (🔒) again for 3 seconds. If any of the controls are pressed while the unit is in lock mode, the lock icon will flash indicating the need to unlock the controls before continuing use. If the unit is in Lock mode and is also in Nighttime Mode, then only the Nighttime button and Lock buttons will be illuminated. Pressing any button will wake the heat setting, room temp and set temp displays. If the unit wakes, then the Lock button will illuminate and flash for 3 seconds to indicate that the product is locked. Follow the instructions above to unlock and access the controls.
8. When turning the unit off by pressing (⏻), a 20 second timer will display and the unit will run in fan only mode to remove excess heat from the unit before shutting 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 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.



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:** 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 and bundle loosely within the cord storage slot on the back of the unit.
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 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.

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

Unit fails to power off.

Check to see if the unit is locked. If lock icon is lit, hold down on icon (for 3 seconds) until the light turns off. If the unit is unlocked and still does not power off, unplug unit and contact consumer service.

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.

Unit displays "EE" error code.

This code is displayed when the unit has reached a high internal temperature and has safely turned the heating element off. This can occur if there is something obstructing the front grille, or the unit is faulty. Once the internal temperature reaches a nominal operating temperature, the unit will operate as normal. Ensure that all obstructions are cleared from around the unit. If the problem persists, please unplug your heater and contact Consumer Service for assistance.



# 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 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 USA.

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Vornado Air, LLC  
415 East 13th Street, Andover, Kansas 67002  
800.234.0604 | [vornado.com](http://vornado.com)