



**model IR400**

**DUAL ZONE  
INFRARED HEATER  
OWNER'S GUIDE**

GUÍA DEL PROPIETARIO  
CALEFACTOR INFRARROJO  
DE ZONA DUAL

**READ AND SAVE  
THESE INSTRUCTIONS**

LEER Y GUARDAR  
ESTAS INSTRUCCIONES

**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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# 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 our website 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 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**

- Extreme caution is required during the installation, operation, cleaning and maintenance of this product by or around children under age 12 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:**

- 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 in a window, 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 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.

### **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. Note: GFCI outlets are typically found in bathrooms and kitchens and feature a "reset" button to prevent tripping of an electrical circuit.
- 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.
- **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. 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. 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.
- Risk of fire. Do not operate if it has been dropped or if damage is apparent to any part of the unit including the cord and plug. Only original replacement parts may be used.
- 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 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.
- 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.
- 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.
- 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.

**DISPOSAL WARNING**

**To reduce waste and environmental harm, observe the following:**



**PACKAGE RECYCLING:** The packaging protects the appliance from transport damage. The packaging materials are selected from the point of view of their environmental friendliness and disposal technology and are therefore recyclable. Dispose of all packaging materials in an environmentally responsible manner.

**FCC CONSUMER ADVISEMENT:** This equipment may generate, use and/or radiate radio frequency energy that may cause harmful interference to radio communications. 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 contact Vornado Consumer Service. 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.

## SAVE THESE INSTRUCTIONS

# SAFETY FEATURES

## COOL-TOUCH CASE

Safe to touch, even on high heat setting.

## FINGER-FRIENDLY DESIGN

Resists curious fingers.



## POWER CORD STORAGE

Safely store excess cord on the back of heater.

## AUTOMATIC SAFETY SHUT-OFF SYSTEM

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

## AUTOMATIC TIP-OVER PROTECTION

If tipped more than 10 degrees in any direction, power to heater is cut.

**TIP-OVER:** If heater tips over, safety shut-off system cuts power to heater. Position heater back in upright position. Touch Power button and heater will return to last stored setting.

# CONTROLS

The LED Display illuminates when powered on and as settings are adjusted, then dims after 20 seconds of inactivity.

POWER ON/OFF 

POWER INDICATOR LIGHT  
The red light illuminates to indicate the heater is On.

WHOLE ROOM HEAT  
High (1500 watts), Low (750 watts) and Fan Only.

SET TEMPERATURE -/+

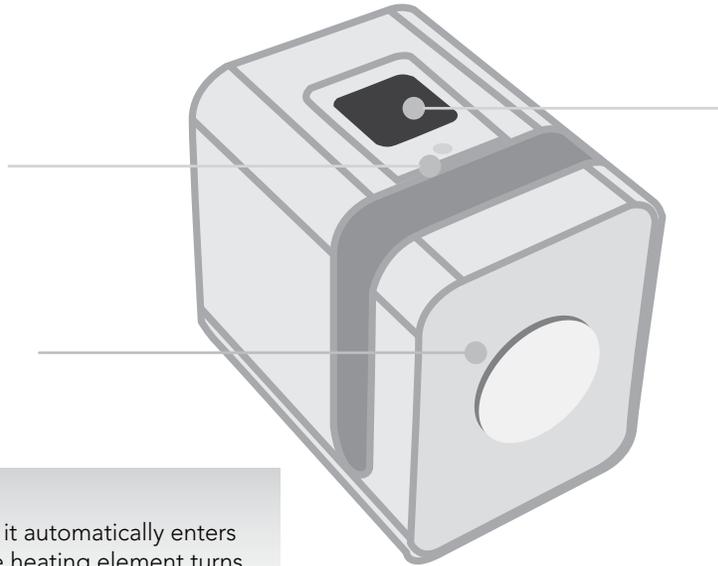
PERSONAL ZONE HEAT  
Zone (1500 watts)



# 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 for lifting and carrying.
2. Position heater so airflow is not obstructed.
3. Unwrap power cord from Cord Wrap. Plug power cord into standard grounded wall outlet.



4. Touch Power button  and select Personal Zone Heat  or Whole Room Heat . Next, set thermostat to desired temperature using  $-/+$ . You may also select Fan Only by pressing . Default settings upon first use will be Whole Room High and set temperature of 75 degrees.
5. Upon reaching set temperature, in order to remove internal excess heat and allow the thermostat to provide an accurate reading of room temperature, the unit will automatically turn on and briefly run in Low Fan mode several times per hour. If room temperature drops below set temperature, the heater will turn back on.

## COOL DOWN

When you power off your heater, it automatically enters a Cool Down routine in which the heating element turns off and the fan exhausts remaining heat. During Cool Down, the display counts down from 60 seconds, then powers off completely.

# 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.

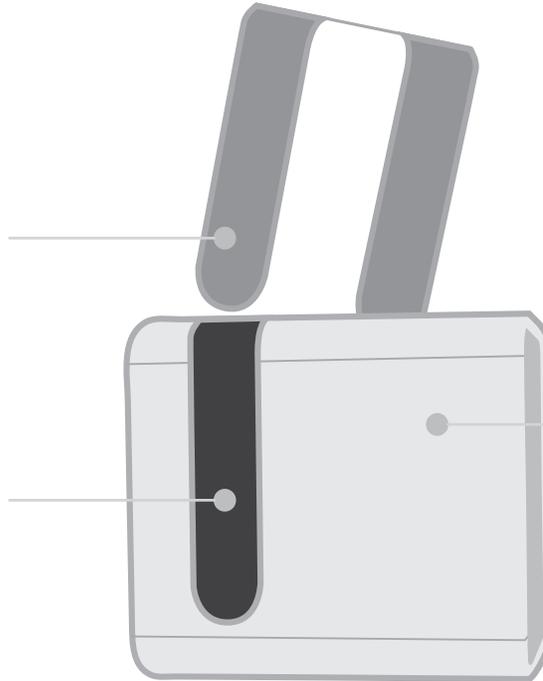
**1.** Unplug heater before cleaning.

**2.** Remove U-shaped Inlet Grill by sliding it up until it comes off the heater. Wipe with a soft cloth and/or run it under running water. Dry thoroughly before replacing.

**3.** Use brush attachment on household vacuum cleaner to softly vacuum permanent Screen Filter on heater.



It is recommended to clean Steel Filter 1x per month.



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

**4.** Use brush attachment on your household vacuum cleaner to vacuum any accumulated dust off Front Outlet Grill. Wipe down the entire surface with a soft cloth.

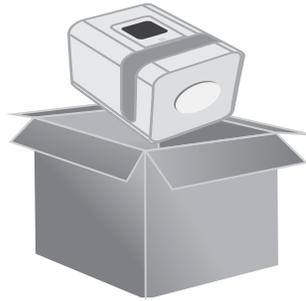
# STORAGE

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:



Tip Cleaning is recommended before storage.

1. Unplug power cord and wrap around Cord Wrap 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. Touch Power button On. Your Vornado Heater should now function normally and return to last stored setting.

**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 Whole Room High Heat or Personal Zone Heat and set temperature at highest 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® Dual Zone Infrared 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](mailto: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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