

SHARPER IMAGE®

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## TOWER HEATER OWNER'S GUIDE



**READ AND SAVE  
THESE INSTRUCTIONS**

MODEL

 **RISE 20H**





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

**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, and injury to

persons, 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.

**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.

- 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 product 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.
- 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.
- 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, or on a circuit that is regulated by a switch, 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 an 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.
- Note: Heaters draw more current than other small appliances, overheating of the outlet may occur even if it has not occurred with the other appliances.
- 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.
- 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. To avoid risk of shock, all service and/or repairs must be done by an Authorized Service Center.

## **SAVE THESE INSTRUCTIONS**

# SAFETY FEATURES



## COOL-TOUCH CABINET

The outer housing is safe to touch even on high heat setting.

## AUTOMATIC SAFETY SHUT OFF SYSTEM

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

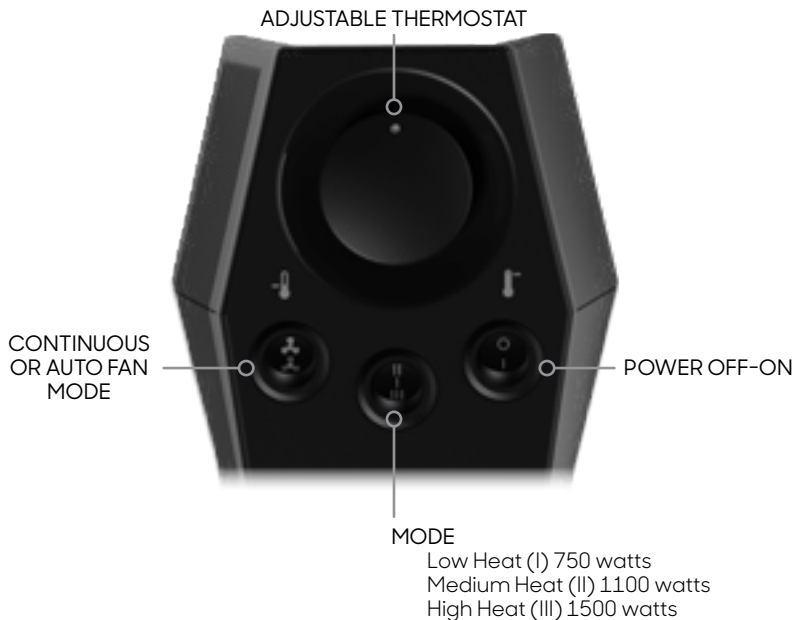
## AUTOMATIC TIP-OVER PROTECTION

If the heater tips over, the safety shut-off system cuts power to heater. Position the heater back in the upright position and power is restored.






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

# CONTROLS



# HOW TO USE


**Before use, check the heater for visible damage. DO NOT USE THIS HEATER if there is evidence of damage. If any damage is found, contact Consumer Service.**

1. Use integrated handle on back of heater for lifting and carrying.
2. Position heater so airflow is not obstructed.
3. Press power button , and select High (III), Medium (II) or Low (I) heat. Next, set thermostat to highest setting by turning clockwise. When room reaches desired comfort level, turn thermostat slowly counterclockwise until heat cycles off. To use as fan year-round, set thermostat to  and select Continuous  on Fan Switch.

## CONTINUOUS FAN MODE

In Continuous , the Fan will run continuously.

## AUTO MODE

In Auto , the Fan will cycle on and off with the heating element.

# 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 Sharper Image. (See WARRANTY for instructions.)

**NOTE:** Do not modify the product with any aftermarket accessory.

1. Unplug heater before cleaning.
2. Use brush attachment on household vacuum cleaner to vacuum any accumulated dust off Air Inlets on the sides of heater.

**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.

3. Use brush attachment on household vacuum cleaner to vacuum any accumulated dust off Front Angled Outlet Grille.
4. Wipe down entire heater with a soft, dry 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 and after storage.

1. Unplug power cord and bundle loosely.
2. Cover, or place back in retail carton if available. This prevents heater from accumulating dust over time.
3. Store heater in a cool and dry location.

**Before using after storage, check the heater for visible damage. DO NOT USE THIS HEATER if there is evidence of damage. If any damage is found, contact Consumer Service.**

# RESET HEATER

Your 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. Press Power button On. Your Sharper Image Heater should now function normally.

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.

**NOTE:** If the safety shut-off system repeatedly shuts off your heater or if it will not reset after following the above procedure, call Sharper Image Consumer Services Department toll-free at 833-800-8669.

# TROUBLESHOOTING

## PROBLEM

## POSSIBLE CAUSE AND SOLUTION

<p>The unit fails to power on.</p>	<p>Unit is not plugged in. Plug power cord into electrical outlet.</p> <p>Household circuit breaker has tripped or blown fuse. Reset circuit breaker or replace fuse. See IMPORTANT INSTRUCTIONS.</p> <p>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.</p> <p>Unit has overheated. Automatic Safety Shut Off has initiated. See RESET HEATER.</p> <p>Tip-over switch on bottom of unit has been tripped and safety shut-off system has cut power to heater. Place heater on level surface. See SAFETY FEATURES.</p> <p>Unit is damaged or in need of repair. Cease usage and unplug. Contact Consumer Service for assistance.</p>
<p>Unit is not producing sufficient amount of heat.</p>	<p>Ensure unit is set to High Heat.</p> <p>Close all doors and windows to trap heat.</p> <p>Allow unit to fully heat throughout room; this may take several minutes.</p>

**PROBLEM****POSSIBLE CAUSE AND SOLUTION**

Unit is powered but there is no heat.

Please ensure, if in Auto Mode, that thermostat dial is turned clockwise to **1**. If in Continuous Mode, or problem persists, unit may be damaged or in need of repair. Cease usage and unplug. Contact Consumer Service for assistance.

# 2

YEAR

SATISFACTION  
GUARANTEE

# WARRANTY

If you're not satisfied with this product, let us know.

Vornado Air, LLC warrants to the original consumer or purchaser this Sharper Image® Heater ("Product") is free from defects in material or workmanship for a period of two (2) years from the date of purchase. If any such defect is discovered within the warranty period, Sharper Image, at its discretion, will repair or replace the Product at no cost.

For warranty or repair service: Call 833-800-8669 or email [help@sihomecomfort.com](mailto:help@sihomecomfort.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 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 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 caused by failure to follow these instructions or improper product use. Any such actions will invalidate the product warranty.

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