

SHARPER IMAGE®



# PORTAL

## WINDOW FAN

### OWNER'S GUIDE



MODELS

PDF **PORTAL, PORTAL XT**





# CONTENTS

Important Safety Instructions.....	4
Product Information.....	10
Getting Started .....	11
Controls.....	12
Cleaning & Storage.....	13
Troubleshooting .....	14
Warranty.....	15

# 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 [sihomecomfort.com](http://sihomecomfort.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 and Canada. 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:**

- 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.
- The 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 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 (833.800.8669) or ([help@sihomecomfort.com](mailto:help@sihomecomfort.com)) 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.
- Never use the cord as a handle or otherwise yank, strain or stretch the power cord.
- Do not sit or stand on product.
- 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.

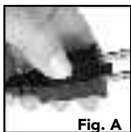
**SERVICING WARNING—To reduce risk of fire, electrical shock and injury to persons, observe the following:**

- 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. To avoid risk of shock, all service and/or repairs must be done by an Authorized Service Center.

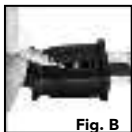
- This product employs overload protection (fuse). A blown fuse indicates an overload or short-circuit situation. If the fuse blows, unplug the product from the outlet. Replace the fuse as per the user servicing instructions (follow product marking for proper fuse rating) and check the product. If the 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 Consumer Service. For an authorized replacement fuse, please contact 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 next page, Fig. A).
5. Remove fuse by using the screwdriver to gently lift each end of the fuse (See next page, 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.
7. 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 next page, Fig. C).
8. Plug your appliance into the outlet and turn the power on.
9. 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.



**Fig. A**



**Fig. B**



**Fig. C**

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**

This device 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 Customer Service or dealer or an experienced radio/TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003.

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: Sharper Image Models PORTAL, PORTAL XT

Responsible Party: Vornado Air LLC

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

Contact: [www.sihomecomfort.com](http://www.sihomecomfort.com)

**SAVE THESE INSTRUCTIONS**

# PRODUCT INFORMATION

Your product includes the following:

- |   |                          |
|---|--------------------------|
| 1 | Fan Body                 |
| 2 | 1" Foam Breeze Block (2) |
| 3 | 2" Foam Breeze Block (2) |
| 4 | 4" Foam Breeze Block (2) |

1



2

3

4



# 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.

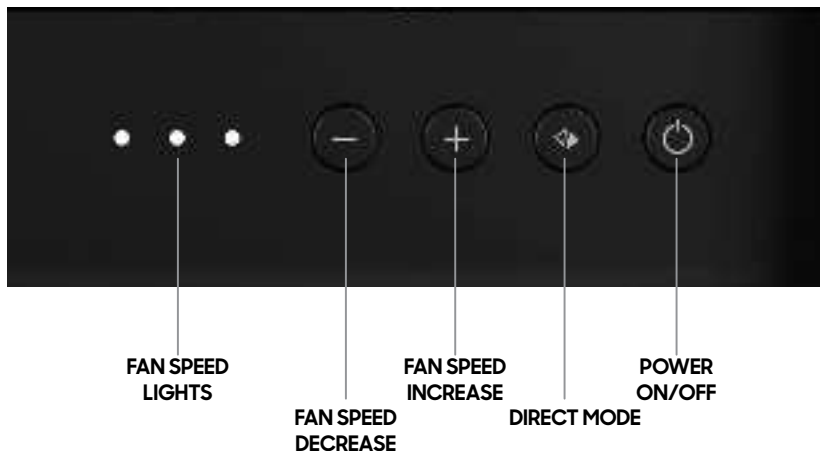
**FOR HORIZONTAL INSTALLATION ONLY. DO NOT ATTEMPT VERTICAL WINDOW INSTALLATION.**

**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 Foam Breeze Blocks on either side of the product, tucking them securely into the window casing.




# 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 & STORAGE

Your fan will need regular cleaning. The fan has no user serviceable parts inside and cannot be opened for cleaning. Never clean the product in any manner other than instructed in this owner's guide.

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

1. Power off and unplug the unit prior to cleaning.
2. Dust or wipe the fan with a damp cloth.
3. Use the brush attachment on your household vacuum cleaner to vacuum any accumulated dust.

**Note:** The motor is permanently lubricated and requires no oiling.

During the off-season or after extended periods of non-use, you may choose to store your fan. To ensure long life of the product, it is recommended to store your fan by following these instructions:

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

# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE AND SOLUTION
The 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 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.



# 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® Fan ("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, Vornado, 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.

All company names and product names are trademarks of their respective owners. © All rights reserved. All technical information, data, and instructions for the installation, connection, and operation contained in these instructions for use correspond to the latest available information at time of printing. The contents of this manual may differ slightly from the actual product. Observe any additional supplements.

©2021 Vornado Air LLC, Andover, Kansas 67002 USA.

Specifications subject to change without notice.

Sharper Image® name and logo are registered trademarks.

Manufactured, marketed and distributed under license by Vornado Air LLC, Andover, Kansas 67002.

Manufactured in China.

U.S. Patents Pending.

Sharper Image® Distributed under license by Vornado Air LLC, Andover, Kansas 67002.



# SHARPER IMAGE®

833.800.8669 | [sihomecomfort.com](http://sihomecomfort.com) | [help@sihomecomfort.com](mailto:help@sihomecomfort.com)