



VELUX®

TRANSFORMING
SPACES

Care and Maintenance Guide

For Your Sun Tunnel® Skylight

Thank you.

From all of us here at VELUX, we want to thank you for your recent purchase. You have really brightened our day! As a token of our gratitude, we created this handy guide to help you maintain and care for your Sun Tunnel® skylight for years to come. For more than 80 years, **VELUX** has produced superior quality and reliability in our daylighting products, and we’re sure they will bring light to life for your home, too. Enjoy!

Stay Safe and Always Use Caution Sun Tunnel skylights are typically installed out-of-reach where it takes ladders, scaffolding, or other equipment to reach them. VELUX strongly urges customers to please, be safe. Use fall protection and know your safe working limits when you are inspecting or caring for your Sun Tunnel skylights.

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01 Care and Maintenance

Diffuser Lens Care and Cleaning

The beauty of a Sun Tunnel® skylight is how discreetly one brings natural light into any space. Since the majority of your Sun Tunnel skylight is

tucked away in the attic, your focus when it comes to regular care and maintenance will be the diffuser lens. Regular care and cleaning of the diffuser can help prevent condensation while ensuring consistently bright natural light.

Your Sun Tunnel® skylight's diffuser is made of acrylic, so you should **AVOID** using these products when cleaning it:

- Cleaning materials containing abrasives (such as scouring powder) or alkaline cleaners
- Brushes, abrasives, gritty cloths, or strong solvents
- Gasoline, acetone, chlorinated solvents, carbon tetrachloride, denatured alcohol, etc.
- Harsh solvents like methyl ethyl ketone or muriatic acid
- Razor blades, squeegees, or sharp implements
- Do NOT clean either type of lens in hot temperatures or in the hot sun.

Now that you know what not to use, gather your supplies and follow the instructions below to remove the diffuser lens and clean it.

REMOVING DIFFUSER LENS

To remove your diffuser lenses, rotate the bottom lens counterclockwise until it releases. Both lenses should detach easily from the end of the tube. The upper frosted lens and lower clear lens will come apart and should be cleaned separately.

CLEANING ACRYLIC LENSES

Acrylic plastic has a highly polished lustrous surface. Given proper care, it will retain its appearance for many years to come. Once you have removed your acrylic diffuser lens:

- **WASH** your diffuser lens with a mild soap or detergent and lukewarm water. Use a clean, soft cloth and as much liquid as possible. Rinse well and remove any excess water with a damp soft cloth. Allow to dry before reinstalling the diffuser.
- **FINE SCRATCHES.** Because of the diffuser's material and its positioning on the ceiling, you should not experience fine scratches on your Sun Tunnel skylights's diffuser. If you notice any fine scratches or lines after installation, please contact us so we can replace your diffuser.



02 Accessories and Upgrades



Decorative Diffusers

Finish the look of your space with a decorative diffuser, available in six modern styles! These micro-engineered diffusers softly disperse incoming light to prevent any glare while complementing the design of your entire room..

DIFFUSER STYLES



Micro Fresnel



Triple Wave



Brushed Metal



Prismatic



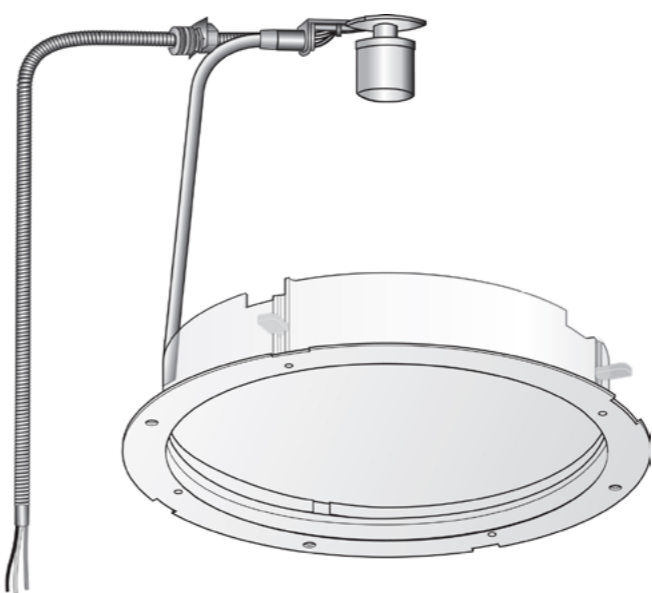
Bubbles



Neutral Light

Electric Light Kit

Sun Tunnel skylights are a great way to add natural light to a room. But how do you use them at night? With our Electric Light Kit, of course! The easy-to-install Electric Light Kit is compatible with rigid and flexible tubes and can be set up in just a few minutes. It is installed inside the tube just above the diffuser for easy access to change the light bulb as needed.



ELECTRIC LIGHT KIT BULBS

To ensure safety and the longevity of the Electric Light Kit, only certain light bulbs should be used.

- For 10" Sun Tunnel skylights, use a 9-13-Watt GU24 compact fluorescent light bulb.
- For 14" Sun Tunnel skylights, use a 13-26-Watt GU24 compact fluorescent light bulb.

Important: Do NOT use incandescent bulbs as they accumulate heat. Only the fluorescent light bulbs listed above should be used. GU24 bulbs are sold separately from Electric Light Kits.

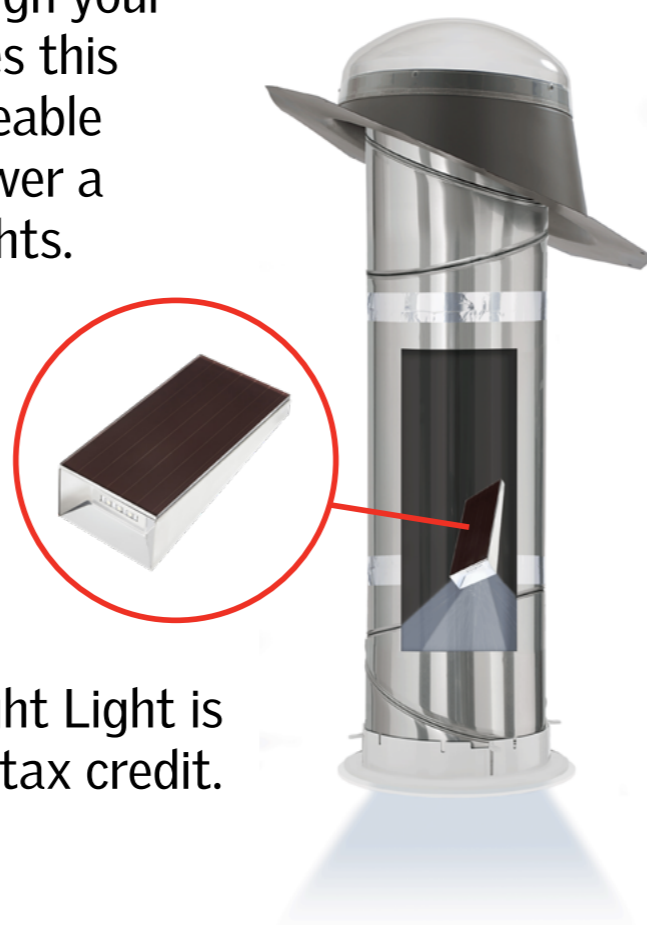
Solar Night Light

Your Sun Tunnel® skylight can light the way for those late-night trips to the bathroom or kitchen with the Solar Night Light! Compatible with rigid tubes, the Solar Night Light emits a soft, moon-like glow at night so you can safely make your way in the dark.

HOW IT WORKS

The Solar Night Light is a small device that attaches discreetly to the inside of rigid tubes. On its top is a solar panel that collects the natural light coming through your tube during the day. It uses this to power a set of rechargeable batteries that, in turn, power a series of powerful LED lights. When the night light's sensor is unable to detect any natural light, it turns these LEDs on to softly light your space.

Go Solar, Save Big: For a limited time, the Solar Night Light is eligible for a federal solar tax credit.



Sun Tunnel® Skylight Upgrades

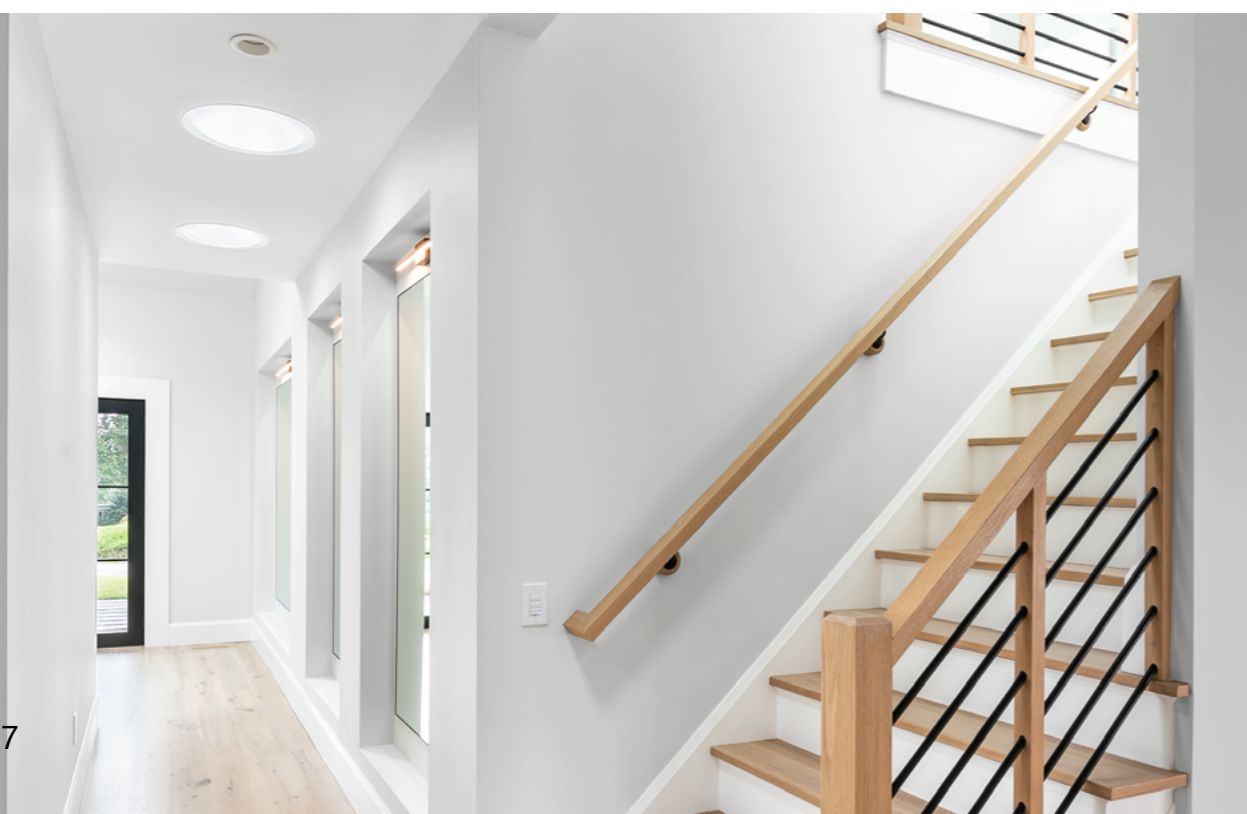
These additional accessories can enhance your overall Sun Tunnel skylight experience.



Diffusion Enhancer (ZTZ 209): All the beauty of a diffuser with minimal decoration. This highly reflective, obscure 6" band attaches to the inside of your Sun Tunnel skylight to diffuse direct sunlight.

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Energy Kit (ZTC): The ZTC Energy Kit is another diffuser that focuses more on diffusion than decoration. This kit is made up of an upper prismatic tube cap (for the top of your tube) and a clear lower tube cap (for the bottom), both of which increase the overall energy efficiency of your Sun Tunnel skylight.



04 Troubleshooting



Issue: *"How do I clean the diffuser lens and/or change the light bulb in my Sun Tunnel® skylight?"*

Resolution: *You'll need to gently remove the diffuser components for interior access and clean the interior of the diffuser.*

Step 1: Rotate the diffuser counterclockwise to remove the diffuser and clear lens and release them from the ceiling. These components should come off together.

Step 2: Tip the diffuser upside down to separate the diffuser from the lens.

Step 3: Clean each component separately with mild soap and water. Dry with a clean, soft cloth.

Step 4: To reassemble, place the frosted diffuser back onto the lens. Twist the components clockwise into the ceiling. Make sure to twist the diffuser completely into place to ensure a proper seal.



Issue: *It's very humid and I am getting moisture and condensation inside my Sun Tunnel skylight.*

Resolution: *Condensation on the dome end of your Sun Tunnel skylight is normal with average temperature and weather changes. Some condensation is normal on the diffuser end. However, if you experience excessive amounts of condensation, please contact VELUX Technical Support for further assistance.*

Issue: *I keep getting bugs inside my Sun Tunnel skylight.*

Resolution: *You'll need to visually inspect the Sun Tunnel skylight tubing to ensure there are no exposed seams, holes, or tears.*

Step 1: Visually inspect the Sun Tunnel skylight tubing for any exposed seams, holes, tears, or screw heads exposed.

Step 2: If you find any of these areas uncovered, use aluminum tape to seal those areas. Aluminum tape can be purchased at your local hardware store.

Note: *If you have a flexible tubing model, you may also need to ensure the zip tie located around the ceiling ring is secure. This should prevent most bugs from getting into the tubing space again.*

Issue: *The incoming daylight is too bright or looks blue/yellow.*

Resolution: *VELUX offers six Decorative Diffuser options to soften incoming light. For light that looks too blue or yellow, the Natural Light Diffuser adjusts the tint of the light coming through.*

Visit [veluxusa.com/products/accessories/sun-tunnel-accessories](https://www.veluxusa.com/products/accessories/sun-tunnel-accessories) to view these options. Once you decide on your desired decorative diffuser, you can call 1-800-888-3589 and our team can assist you with your preferred diffuser option.



05 Product and Customer Support



We hope you will enjoy your Sun Tunnel® skylight for years to come, but we know things happen. Inclement weather, reroofing, accidents, or even remodeling and replacement issues. Don't worry: VELUX has you covered! With our industry-leading warranties and our team of customer care experts, we're here to help.

CUSTOMER SERVICE

For questions regarding products, installation, remote controls, maintenance, warranty, and repairs, reach out to the VELUX Customer Service team. Our team is available via chat or phone at 800-888-3589 Mon-Fri 7:30-8AM EST and Sat 9-5PM EST or you can **email** via our website.

TECH SUPPORT

For questions regarding product installation, programming remotes, maintenance, warranty repairs, etc. reach out to our technical support team **through our website**. You can also reach them by calling the customer service number and selecting the prompt for tech support.

REGISTERING YOUR SKYLIGHT:

Remember to always **register** your new VELUX products. Registering your Sun Tunnel® skylight helps you stay in the know on any product updates and makes it easier for our Customer Service Team to help should any issues arise.

WARRANTY INFORMATION

As the world leader in residential daylighting, we stand behind our products with an industry-leading warranty, a commitment we have kept for over 80 years. VELUX Sun Tunnel skylights are covered and guaranteed to be free from defects in material and workmanship for 10 years. Learn more about your specific coverage in our **VELUX Warranty (PDF)** or call us toll free at 1-800-88-VELUX for a printed copy.

RIGID TUBE WARRANTY

VELUX Sun Tunnel® skylights with rigid tubes feature a reflection-enhanced material that is covered under a 20-year warranty to be free from defects in material and workmanship. Under normal interior environment conditions, this material will not splinter, yellow, darken, peel-off, blister, or crack so you can enjoy brilliant, natural light for many years to come.

HOW TO OBTAIN WARRANTY PROTECTION:

If you have concerns with your VELUX Sun Tunnel skylights installation, please contact your builder, remodeler, or installer, who should inspect the tube and installation to verify that installation is according to VELUX instructions.

We find most of the concerns by consumers can easily be resolved in this step. However, if there is still a concern, have the builder, remodeler, or installer contact VELUX customer service directly.

Prefer to request Technical Assistance online? Great! **Contact** our After Sales & Technical Support Team.

For the VELUX team to respond appropriately, we ask that you have the following information ready:

- Your name, address, and phone number
- A description of the product and the product model number (located on the identification label attached to each product)
- A description of the product concern
- Details of any attempts to address concern

A trained customer service team member will work to solve your concern over the phone. In many cases, we can identify and solve concerns over the phone without the inconvenience of an on-site visit.

Remember, it is the responsibility of the end user to mitigate and minimize water damage or other damage that a covered VELUX product may cause. Our team is passionate about customer service and will work to address any issues. We believe our superior products should come with superior customer service, too.



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