

The Velux logo is a red rectangle with the word "VELUX" in white, bold, sans-serif capital letters. A registered trademark symbol (®) is located at the top right of the word.

TRANSFORMING  
SPACES

# Care and Maintenance Guide

For Your Venting Skylight



# Thank you.

From all of us here at **VELUX** Skylights, 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 venting skylight for years to come. For more than 80 years, **VELUX** has produced superior quality and reliability in our skylights, and we’re sure they will bring light—and fresh air—to life for your home, too. Enjoy!

**Stay Safe and Always Use Caution** 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 if and when you are inspecting or caring for your skylights.

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# 01 Care and Maintenance

## Exterior Care and Cleaning

You may be wondering, "How do I clean my skylights?" For VELUX skylight owners, cleaning and maintenance are minimal, but there are a few things you should consider.

### INSPECTING YOUR SKYLIGHT

Ensure all debris is removed around your skylight, and make sure all exposed fasteners are secure and cladding and flashing is in good condition (i.e. no excessive wear or scratches). Any damaged cladding or flashing should be replaced as soon as it is detected.

**Pro Tip:** *Scratches in the cladding finish can be fixed with touch up paint available from VELUX.*



## CLEANING YOUR SKYLIGHT

Follow these steps to get your skylight clean!

- We recommend not cleaning your skylight during the hottest part of the day as the glass will dry too quickly causing streaks.
- Before you get started, make sure your venting skylight is completely closed. If applicable, remember to turn off any automated settings in VELUX ACTIVE with NETATMO to ensure your skylight doesn't open while you're cleaning it.
- Up on the roof, begin by soaking the glass with a water and soap solution to loosen dirt and debris.
- Next, use a mild, non-abrasive glass cleaner along with a soft brush or other non-abrasive applicator to clean the glass, top to bottom.
- Any remaining cleaning solution should be removed with a squeegee or lint-free cloth.
- Be gentle. Remember to use care not to scrape the glass with any potential metal parts of cleaning equipment or drag abrasive materials across the glass surface.
- Do not use metal scrapers, blades, or knives for cleaning large areas of glass as these tools can easily scratch and cause permanent damage to the skylight glass and are not covered under VELUX warranty.
- For hard to remove spots (like tree sap, label adhesive, paint or other construction material) a new 1" razor blade may need to be used for small spots only.

**Pro Tip:** *If a razor blade needs to be used, scrape only in one direction, as back and forth scraping motions can cause scratches and may damage the glass.*

## Interior Care and Cleaning

Most VELUX skylights have a white, pre-painted wood frame or use maintenance-free, PVC plastic for the frame and sash. These surfaces are easy to clean with just a damp cloth. If you experience tougher dirt, however, VELUX recommends using a mild, soapy water solution.

## CLEANING YOUR SKYLIGHT

If you need to clean the interior glass of the skylight, opt for a mild, non-abrasive glass cleaner and dry with a lint free cloth. Remember, cleaning your skylight is best done during a cooler part of the day to ensure glass cleaner solution will not dry too quickly and cause streaking.







# Frames and Finishing

VELUX skylights typically have minimal maintenance required. All VELUX deck-mounted skylights are made of wood and come primed and painted unless special ordered for staining. Some older skylights may have come unfinished. To protect your skylight properly, make sure the wood frame is protected with a coat of paint.

## PRE-FINISHED WOOD FRAMES

Skylights with pre-finished wood frames should be inspected annually. The finish that is applied to the wood surface is not considered a permanent coating. As with any finished surface, it may be subject to peeling, cracking or fading and may need to be refinished or repainted periodically.

## UNFINISHED WOOD FRAMES

Skylights with an unfinished wood surface need to be painted, stained, or varnished within 6 months of installation. Failure to finish bare wood can result in discoloration or deterioration of the wood frame (sash) and possibly lead to bowing and splitting of the wood. Make sure to follow the steps below to protect your skylight for years to come.

## REFINISHING OR REPAINTING YOUR SKYLIGHT

If you need to refinish or repaint the interior wood surface of your skylight, we've got you covered. However, if your skylight includes PVC (plastic) frame or sashes, VELUX does not recommend painting over this material. Knowing this, let's get to work!

- First, prepare the skylight by removing any existing finish from the frame. If applicable, disable VELUX ACTIVE to ensure your skylight does not automatically open while you're working.
- Make sure surface is clean and dry and finish as per the manufacturer's instructions/applications.
- When the primer is dry, apply a coat of water-based acrylic varnish or paint according to the finish manufacturer's application instructions. Keep all varnish or paint off the skylight gaskets and glass.
- Voilà, you're all set and looking good!

**Pro Tip:** *Touch up paint for covering scratches on the wood surface is available from VELUX.*







# Moisture and Condensation

Condensation is generally more noticeable on skylights because warm, moist air rises to the ceiling and meets the colder glass surface. The problem doesn't usually arise from the skylight, but rather from the excess moisture in the room compared to outside. And since we can't control the weather outside, let's talk about how you can use your skylights to combat condensation inside your home.

## PREVENTING EXCESS MOISTURE

Condensation is a moisture problem, but we've compiled a list of some suggestions that can help air out your home to reduce excess moisture and humidity.

- Use VELUX ACTIVE to detect humidity levels in your home. When those levels get too high for comfort, VELUX ACTIVE will automatically open your skylights then close them again once humidity levels balance out.
- Open your skylights during everyday activities that create humidity, such as cooking, cleaning, or showering.
- Set an alarm on your phone (or use VELUX ACTIVE) three times a day to remind yourself to open your skylights for 10 minutes. Regular daily airings can help naturally reduce pollutants and humidity in your home's air.
- Open wall windows at the same time as your skylights for whole-home air circulation. Hot, humid air escapes through your skylights as cool, fresh air comes in through the windows in a phenomenon called the Chimney Effect.
- To help your skylight with the heavy lifting, run a dehumidifier during winter months and damp weather. You can also take shorter showers and cook with lids on pots to reduce moisture in the air.
- For an overall more energy-efficient home, opt for double-paned, insulated windows and doors with Low-E glazing.
- Install vents below windows to help warm the interior glass.
- Vent any tumble dryers and gas appliances to route moist air outside the home

*You can find more tips on keeping your home dry and healthy [here](#).*



# 02 Accessories and Upgrades

## Shades and Adapter Kit

Turn up (or down) your new daylight with VELUX Skylight Shades that allow you to diffuse or block daylight. With a variety of style options and over 100 colors and patterns to choose from, you can design a space that truly reflects your personality!

### ADDING SHADES AFTER INSTALLATION

If you decided to forgo shades when you initially installed your skylight, don't fret! VELUX shades can be added to skylights after installation. Depending on the age and model of your skylight, however, you may need additional parts to add shades. Reach out to our customer support team with your **skylight's product ID** and serial number for help finding the right shades and accessories for your skylight.



**Important:** Certain older model skylights will need a Sun Screen Accessory Adapter Kit to be fitted with our current model shades.

## SUN SCREEN ACCESSORY ADAPTER KIT

Available as a special order only, the Sun Screen Accessory Adapter Kit is required to add current model shades to skylights manufactured prior to January 1, 2010. Reach out to your skylight installer for help ordering and installing this part.



# Remote and Manual Controls

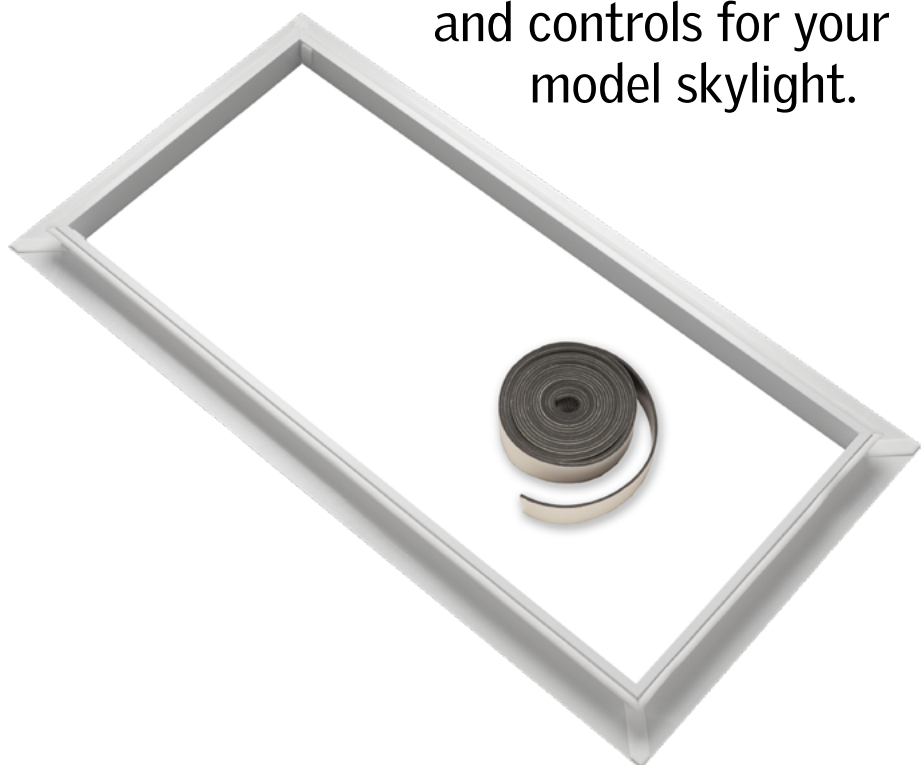
Venting VELUX skylights are available in solar, electric, and manual control options, each compatible with multiple ways to open and close the skylight and shades.

## VELUX ACTIVE WITH NETATMO

Whether you're at home or away, VELUX ACTIVE is your home's climate control and monitoring system. Trusted to create a healthier home environment, VELUX ACTIVE's sensor-based controls pair with your smartphone and automatically adjust your skylight and shades to help control indoor temperature. VELUX ACTIVE is compatible with solar-powered and electric venting skylights. It can also be used to automatically control powered shades in manually operated skylights.

## SUNSCREENING ACCESSORY TRAY

To add a shade to your VELUX Fixed Curb-Mount Skylight, you'll need the Sunscreening Accessory Tray. It has Pick&Click!™ brackets built in to provide access to a wide range of shades and controls for your model skylight.





## KLI KEYPAD REMOTES

For solar-powered and electric venting skylights and shades, the KLI Series of keypad remotes can be used for one or multiple skylights and shades. Each KLI Keypad is wireless and battery-powered for simple and portable use.



- KLI 310 Keypad Remote: Universal use for skylights and shades
- KLI 311 Keypad Remote: Used for skylight operation only
- KLI 312 Keypad Remote: Used for shade operation only.

## MANUAL CONTROLS

VELUX manual controls provide an economical option for our manual venting skylights and shades. Manual telescopic rods, hook rods, and rod extensions are available for manual skylights installed out-of-reach. For skylights installed within reach, smooth-turning crank handles are also available.



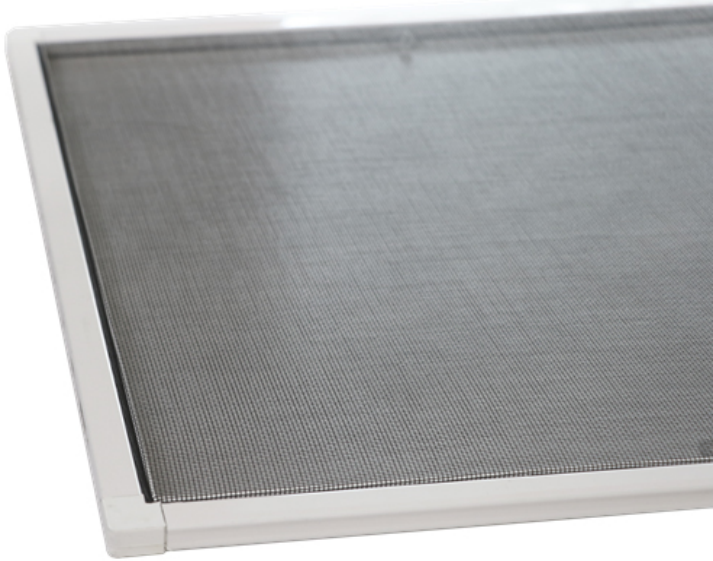
# Insect Screens

The only thing that should come through your open skylight is fresh air. That's why VELUX venting skylights are installed with an insect screen to prevent any unwanted visitors. If your insect screen does not fit correctly or if you have any questions about installing it, please call our Customer Support team.



# Fire Safety

In some areas of the country, venting skylights require added protection. For California, that means added protection against wildfires. For a fire safety upgrade, VELUX ZZZ 256 Fire Screens are made to meet California's strictest fire codes for new skylight installations. Compatible with all our venting skylights, ZZZ 256 Fire Screens feature a finer mesh to prevent embers from falling through an open skylight.





# 04 Troubleshooting



## Troubleshooting your Shades

**Issue:** *"I can't manually open my solar shades."*

**Resolution:** *Release the shade gears and manually move the shade to reset it.*

**Current solar shades** can be manually operated by pushing the bottom bar that travels with the fabric, towards the glass, at the same time pulling the top portion of the bar away from the glass, making the bar pivot. This releases the gears from the track, allowing them to move freely on the track.



**Electric shades** (hardwired shades) are not able to be manually operated.

**Issue:** *"My skylight shades are not fully opening or closing."*

**Resolution:** *You will need to recalibrate the remote control and shades. Follow the steps below.*

- Check for and clear any obstructions in the shade track.
- Press the UP/OPEN button on the remote to take the shade to the top position. Press the button again if the shade is not fully open.
- On the shade, slide the power switch to the OFF position and leave off for 30 seconds.
- Slide the power switch back to the ON position.
- Within 30 seconds, on the remote press the CENTER/STOP button for 1 second and then the DOWN/CLOSE button for 1 second.
- Cycle the shade to ensure it fully opens and closes.



You can watch the instructional video [here](#).

# Troubleshooting your Remote Control

**Issue:** *"I need to close my skylight and my remote control isn't working."*

**Resolution:** *You'll need to manually close the skylight with one of the three options below.*

## Option 1:

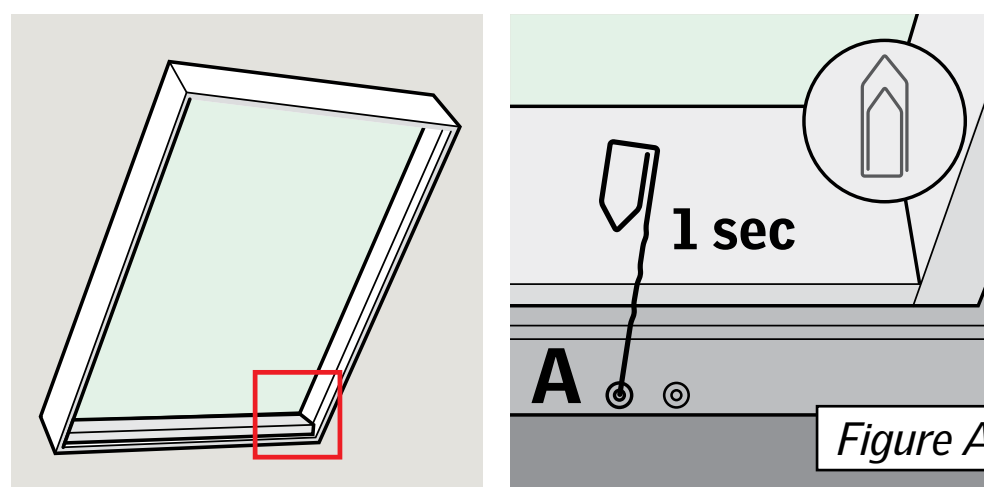
### CLOSE THE SKYLIGHT BY TRIGGERING THE RAIN SENSOR

- **Solar unit:** The rain sensor is the black pad located next to the solar panel. Knock on the pad several times with your knuckles or spray water on it simulating raindrops. This sensor is acoustically triggered.
- **Electric units:** Locate the rain sensor on either side of the chain or externally mounted on the outside frame. Spray water on it simulating rain drops or wipe with a wet cloth. This sensor is moisture triggered.

## Option 2:

### TRIGGER THE MOTOR TO CLOSE THE SKYLIGHT

- For solar or electric units, first remove the insect screen.
- Locate the button closest to the center of the skylight (Button A in Fig. A). Insert a paperclip into the hole and press button A for 1 second.





**Option 3:****MANUALLY CLOSE THE SKYLIGHT****Units from 2010 to current (A21)**

- Remove the insect screen and locate the hole at the bottom of the sash on the inside (See Fig. B).
- Insert a 5/32" Allen wrench and turn counter-clockwise until the chain disengages from the sash.
- Continue to push the sash away from the chain until it releases. Use caution as the sash will be heavy.
- Lay the chain down and gently lower the sash to rest on the skylight frame.
- Cover the skylight until it can be repaired..

**Note:** *The sash is not mechanically closed and will need to be reattached for proper functionality. Contact Technical Support for further assistance.*



**Issue:** *"My remote control is not operating my solar-powered shades."*

**Resolution:** *You'll need to resynchronize the remote and shades. Follow the steps below.*

**STEPS TO TAKE:**

- Locate the reset button on your shade's bottom edge on the right side. Slide the switch to the reset position and hold for 10 seconds. During this time, the shade will hum or move.
- On the bottom of your remote, locate the icon with two linked rectangles. Push a

paperclip into the adjoining hole and press for 1 second.

- Press the STOP/CENTER button on the front of the remote for 1 second, then press the DOWN/CLOSE button for 1 second.
- Now your remote and shades are synchronized and should work properly.

**Issue:** *"I have multiple solar-powered shades and multiple remote controls and I want to just use one main remote to control all of them."*

**Resolution:** *You'll need to synchronize all your solar-powered shades with one main remote control.*

**STEPS TO TAKE:**

- Reset all the shades by locating the reset button on the underside of each shade's bottom right side. Slide the switch to the reset position and hold for 10 seconds. During this time, the shades will hum or move.
- On the main remote you'd like to use, locate the icon with two linked rectangles on the bottom. Push a paper clip into the adjoining hole and press for 1 second.
- On the front of the main remote, press the CENTER/STOP button for 1 second, then press the DOWN/CLOSE button for 1 second.
- Now all your shades should be synchronized to your main remote and work properly.



**Issue:** "My remote control is no longer operating my skylight."

**Resolution:** You'll need to reset and resynchronize your remote and skylight. Follow the steps below based on your remote and skylight types.

### Step 1: Prep Your Skylight and Shades

- a. Remove insect screen and ensure the skylight unit has power

For electric skylights: Turn on circuit breaker

For solar skylights (fig. b): Slide the switch into the "on" position (see Fig. C).

- b. Ensure skylight is closed by pressing the "A" button with a straightened paper clip for one second (see Fig. D).

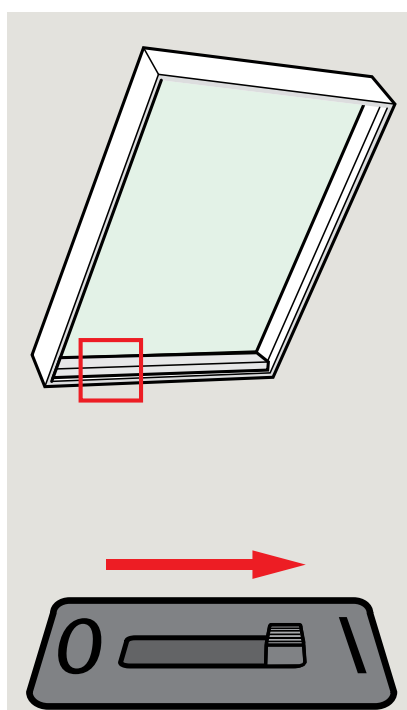


Figure C

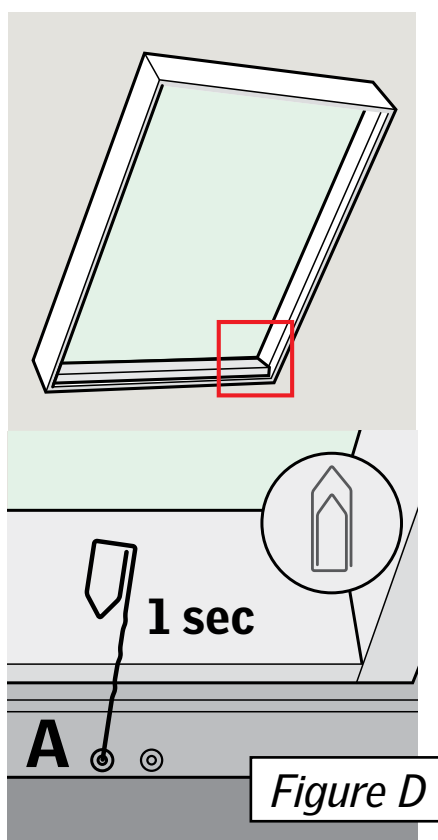


Figure D

### Step 2: Resetting Skylights & Shades

**Note:** Complete Steps 2 & 3 with each product, then repeat for multiple products.

**Step 3 must be completed within 10 minutes of Step 2.**

- a. **Reset the Skylight:** Use a straightened paper clip to press and hold the "A" button for at least 10 seconds, then release the button (see Fig. E). The skylight will run

briefly back and forth indicating it has been reset. If no response is indicated, angle the paper clip slightly to ensure actuation of the reset button. This may take multiple attempts.

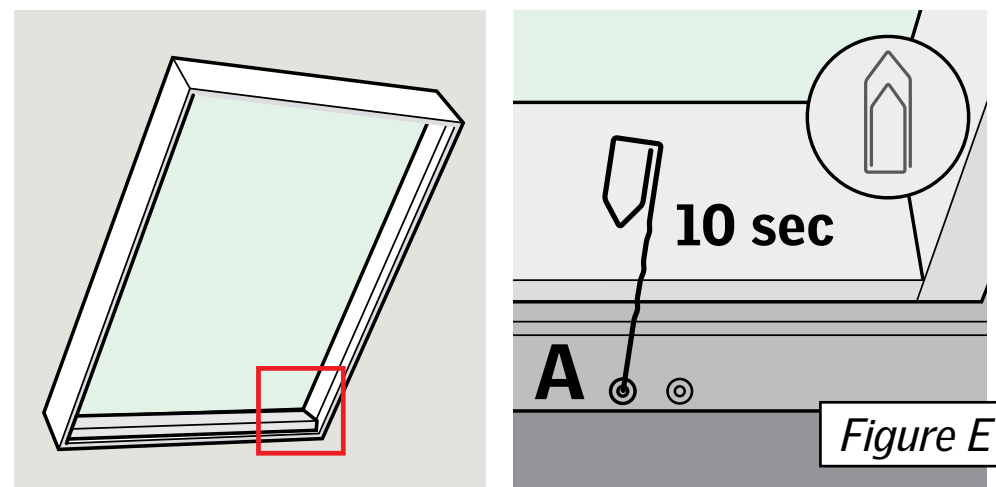


Figure E

### b. Resetting Skylight Shade:

#### For solar shade with sliding switch:

Slide switch to reset position (toward skylight frame) and hold switch for at least 10 seconds (see Fig. F). The shade will begin to hum or move. Make sure to continue holding the switch for the full 10 seconds.

#### For solar shade with concealed button:

Open the small door in the center of the shade. The reset button is centered inside this compartment (see Fig. G). Press and hold the button for at least 10 seconds. The shade will begin to hum or move. Make sure to continue holding the switch for the full 10 seconds.

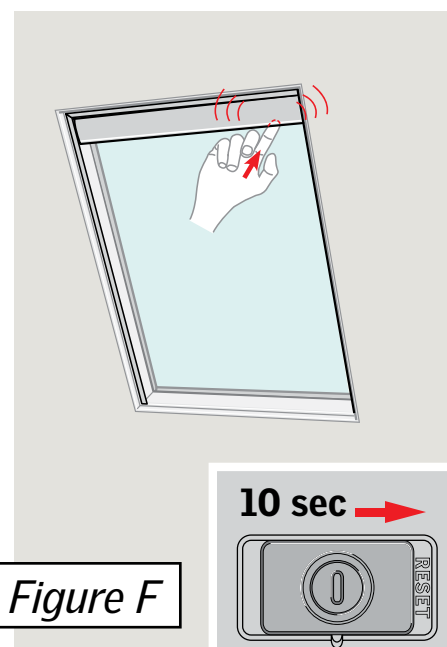


Figure F

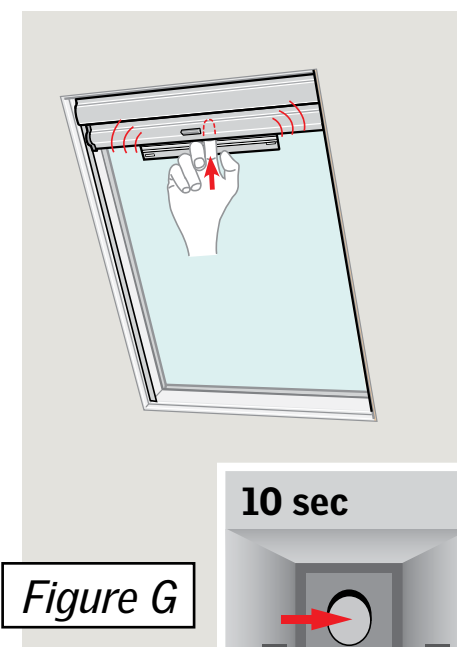


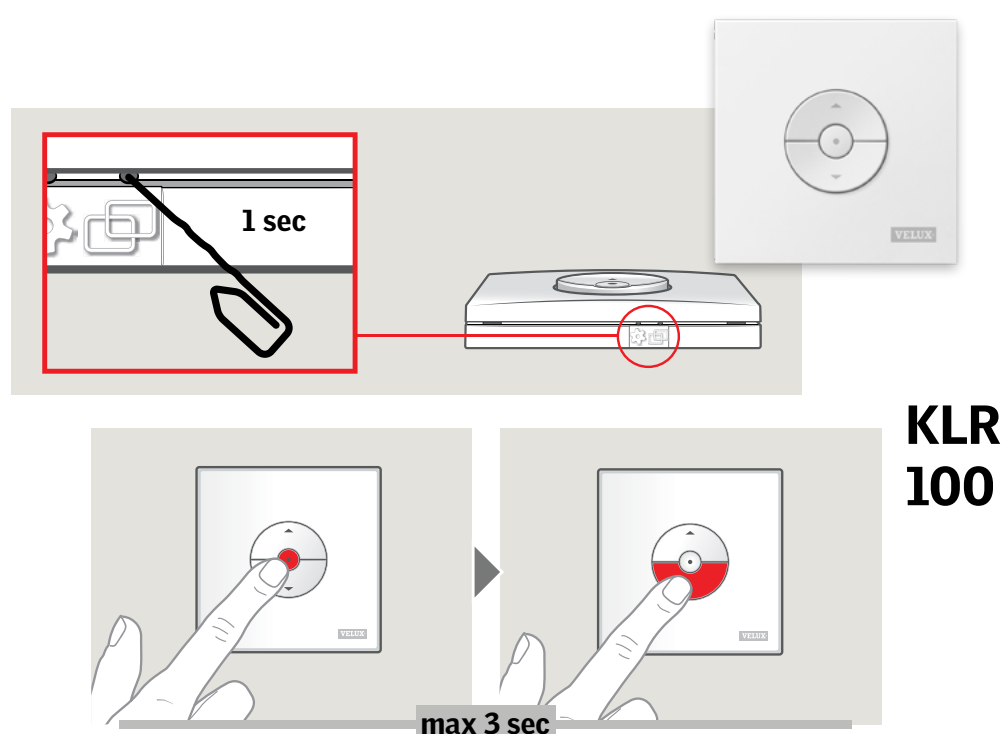
Figure G



### Step 3: Pair with Remotes/Wall Switches

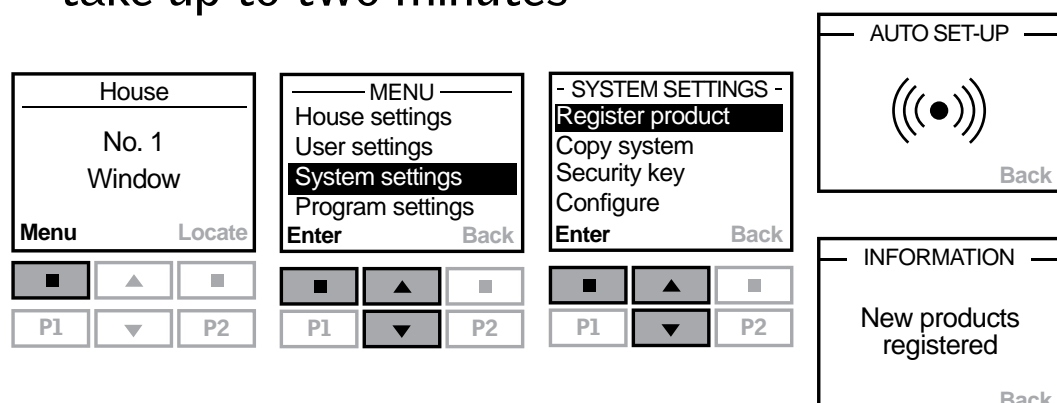
**KLI 310/311/312 Remote:** Identified by gear and pairing icon on bottom edge of wall switch

- Press the pairing button for one second
- Press the center stop button for one second
- Within three seconds of step b press the down button for one second
- Pairing is now complete



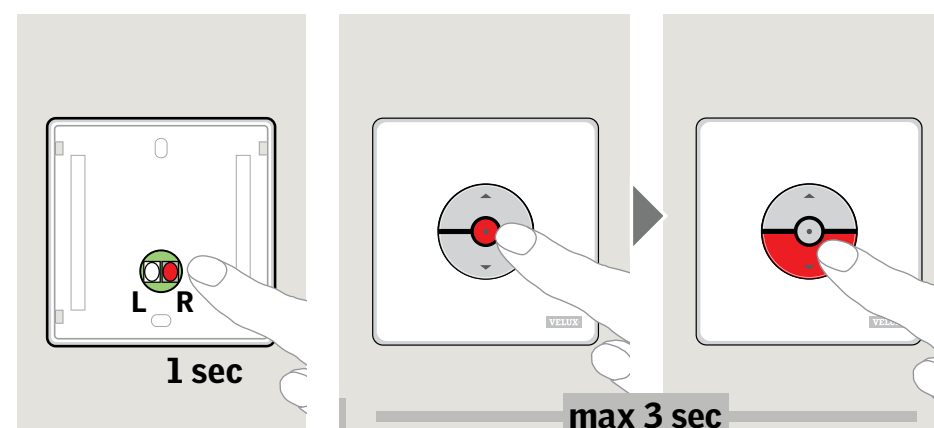
### Remote:

- If time is showing, press any button to advance
- From the main screen, press "Menu"
- Highlight "System settings" and press "Enter"
- "Register product" should be highlighted, press "Enter"
- Automatic setup should begin and may take up to two minutes



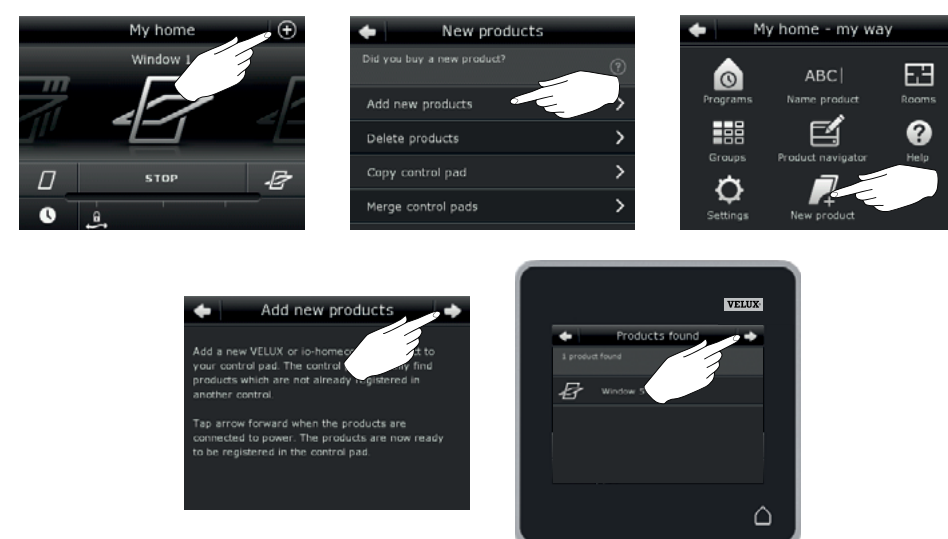
**KLI 110 Remote:** Identified by "io" in lower left corner of wall switch

- Press the "R" button on back of wall switch for one second
- Press the center stop button for one second
- Within three seconds of Step b, press the down button for one second
- Pairing is now complete



### KLR 200 Remote:

- Tap the house icon twice
- Tap the "+" icon
- Tap "New product"
- Tap "Add new products"
- Tap the forward arrow
- Auto-search will begin, this can take up to two minutes
- Once product is found, tap the forward arrow





# 05 Product and Customer Support



We hope you will enjoy your 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 **No-Leak Warranty** and our team of customer care experts, we're here to help.

## CUSTOMER SERVICE

For general customer support or assistance ordering replacement or accessory parts, reach out to the 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 product(s) to stay in the know.

## WARRANTY INFORMATION:

As the world leader in roof windows and skylights, we stand behind our products with an industry-leading **warranty**. It's a commitment we've kept for more than 80 years.



## 10 YEAR "NO LEAK" WARRANTY

Our deck-mounted skylights come with an industry first 10-year "No Leak" warranty installation that covers correct skylight and appropriate flashing installations (product and labor) against leaks, no matter who installs the skylight. For important details about this outstanding warranty, please see our warranty brochure.

We believe the best guarantee is the one you never have to use, therefore, we build quality into every product. We do offer the VELUX 20/10/5 year limited product warranty for specific product coverage issues. However, this limited warranty does not apply to VELUX products purchased prior to January 1, 2010. You can download our **VELUX Warranty (PDF)** or call us toll-free at 1-800-88-VELUX for a printed copy.

## HAIL WARRANTY

For a period of ten (10) years from the date of purchase after January 1, 2014, VELUX warrants to the end-user that VELUX Skylights that include the Clean, Quiet and Safe glass will not crack or break because of hail.

This specific hail warranty is only available for VELUX skylights manufactured with Clean, Quiet & Safe glass only.

## HOW TO OBTAIN WARRANTY PROTECTION:

If you have concerns with your VELUX skylight installation, please contact your builder, remodeler, or installer, who should inspect the skylight 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 take appropriate measures and response, we ask that the following information be provided in any outreach around these matters:

- 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 technical support 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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