



# Care and Maintenance Guide

For Your Fixed (Non-Venting) Skylight System



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 skylight system 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 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

Mother Nature and your skylight's Neat® Standard Safety Glass keep it looking fresh and clean with just rainfall to rinse away the dirt and debris.

However, if you find that your skylight is experiencing a buildup of dirt or grime on the exterior, it may be time to clean your skylight.

### Inspecting Your Skylight

Ensure all debris is removed around your skylight. 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 through VELUX (part # ZOZ 154).



## 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.
- 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, ABS 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 needing 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 are pretty much maintenance-free. All VELUX deck-mounted skylights are made of wood and typically come primed and painted (unless special ordered for staining). Some older skylights may have come unfinished. If you own an older version similar to this, your skylight may develop black, discolored or rotted frames if it remains unfinished. To protect your skylight properly, make sure the wood frame is always 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 will need to be re-finished/re-painted 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 discolored 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 ABS (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.
- Next, ensure the surface is clean and dry and then apply a primer to the wood.
- When the primer is dry, apply a coat of water-based acrylic varnish or paint (following the finish manufacturer's application instructions) making sure to 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 (part # 307408).





# Moisture and Condensation

Condensation is generally more noticeable on skylights because warm, moist air rises to the ceiling and meets the colder glass surface (influenced by outside temperatures). The problem isn't caused by the skylight, but the excess moisture in the room. Did you know condensation is even more prevalent in newer homes? Newly-built homes tend to dry out and experience less moisture problems after a few years have passed. However, since Mother Nature (aka outside weather conditions) can't be controlled, let's talk about how you can 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 the home to reduce excess moisture and humidity.

- Use exhaust fans to circulate and expel hot, moist air outdoors.
- Run ceiling fans to keep warm air from rising to the ceiling and prevent condensation from reaching your skylights.
- Vent any tumble dryers and gas appliances to route moist air outside the home.
- Open windows and shades to encourage warm air to circulate around your windows.
- Run a dehumidifier during winter months and damp weather.
- Install double-paned, insulated windows and doors with energy efficient Low-E glazings to help keep the interior glass panes warmer.
- Install vents below windows to help warm the interior glass.
- Take shorter showers and cook with lids on pots to reduce added moisture in the home.
- If you have a concrete basement, ensure there is proper drainage where ground water could be building up.

You can find more tips on keeping your home dry and healthy **here**.



# 02 Accessories and Upgrades

## 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 shades to help control indoor temperature.





# VELUX Skylight Shades

Your pre-installed VELUX Skylight Shades make it easy to turn up (or down) your new daylight, making it easy to create an even more comfortable indoor environment. To keep them looking and working their best, follow these simple care tips:

## Regular Dusting

Gently dust the shades using a soft cloth, feather duster, or a vacuum with a brush attachment to remove dust and prevent buildup.

## Spot Cleaning

For minor stains, lightly dab the area with a soft cloth dampened with lukewarm water and a mild detergent. Avoid over-wetting the fabric.



If you would like to customize your shades, visit our **Shade Store**. With Room Darkening, Light Filtering, or Venetian shade options available, and over 60 colors and patterns to choose from, you can design a space that truly reflects your personality!



# Remote Control

Intelligent Home Control at Your Fingertips

## VELUX Touch

Managing multiple skylights has never been easier! With VELUX Touch, you can operate your VELUX solar-powered or electric skylights and shades, all with one intuitive remote control.

## VELUX App Control

Operate your VELUX products right from your smartphone with VELUX App Control. Swipe to quickly open or close your skylights and shades, or use built-in voice control and smart speaker integration for hands-free access to all your VELUX remote-controlled products.

For a limited time, **register your VELUX Skylight Systems** and take advantage of a special offer on VELUX Touch or VELUX App Control. Offer is subject to change without notice.





# 03 Troubleshooting

## Shades and Remote Control Troubleshooting





**ISSUE**

“My remote control is not operating my solar-powered shades.”

**RESOLUTION**

You'll need to resynchronize the remote and shades. To do so, follow the steps below.

**Steps to take:**

- First, reset the shade.

**ON THE SHADE:**

- Locate the on/off/reset switch on the underside of the shade's bottom edge, on the far end.
- Slide the switch to the RESET position and hold for a minimum of 10 seconds.

**Note:** The shade will either humm or start to move. Continue to hold it in the reset position for the 10-second duration.

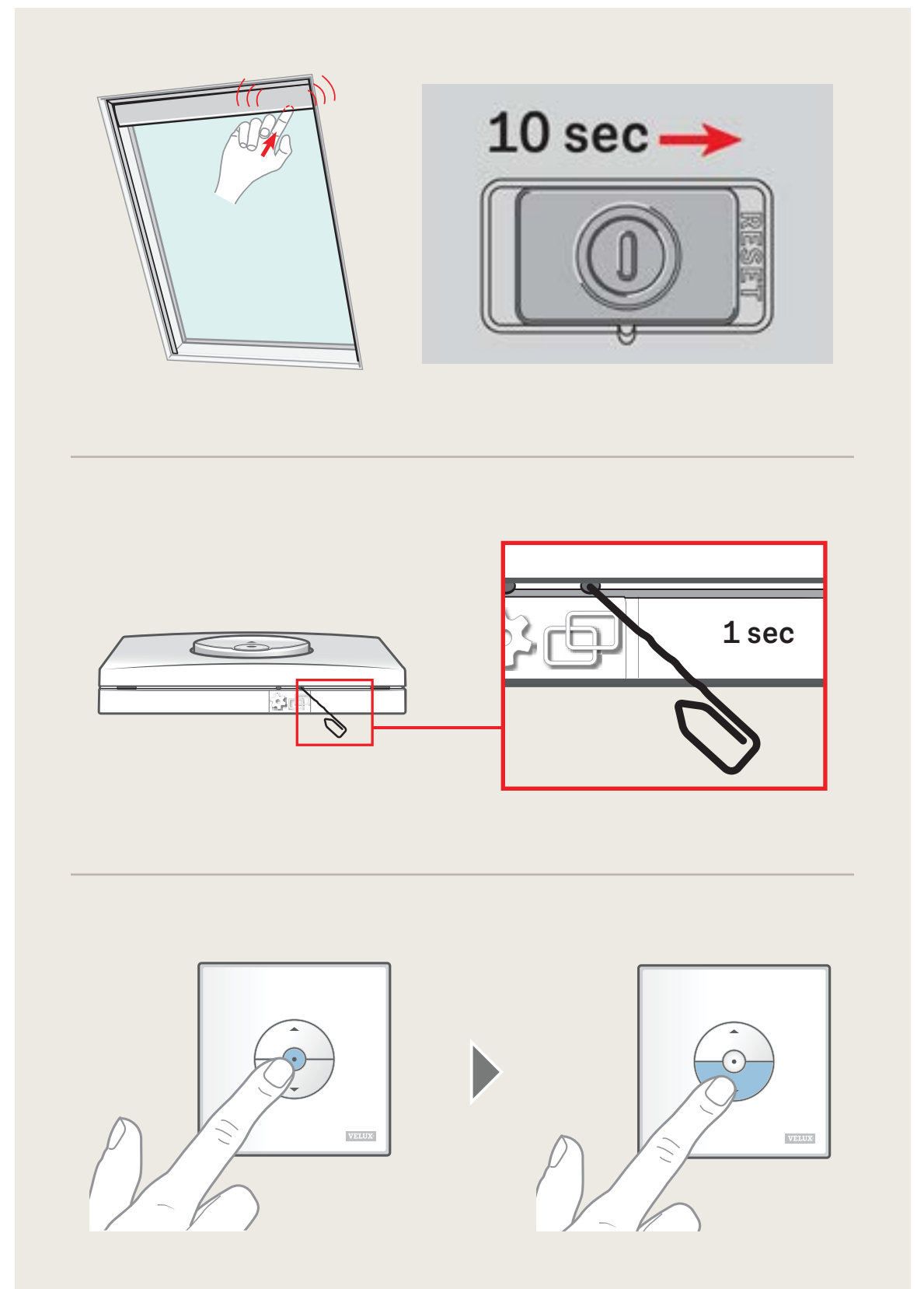
- Next, you will need to PAIR with the remote.

**ON THE REMOTE:**

- Within 10 minutes of resetting the shade:
- Press the PAIR button for 1 second.
- Then, press the STOP (center) button on that remote for 1 second.
- Lastly, press the DOWN button for 1 second.
- Next, you will need to PAIR with the remote.

**ON THE REMOTE:**

- Within 10 minutes of resetting the shade:
- Press the PAIR button for 1 second.
- Then, press the STOP (center) button on that remote for 1 second.
- Lastly, press the DOWN button for 1 second.





## 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 of your solar-powered shades with one main remote control.

### Steps to Take:

#### Option 1:

- All shades must already be controlled by a remote.
- Press the GEAR button for 1 second on all remotes **EXCEPT the MAIN remote (a)**.
- Press the PAIR button for 1 second on the **MAIN remote (a)**.
- All Shades should be paired to the **MAIN remote (a)**.

#### Option 2:

### Steps to take:

- First you will need to reset the shades:

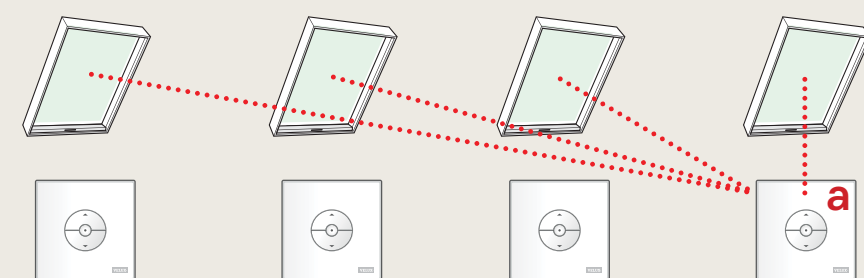
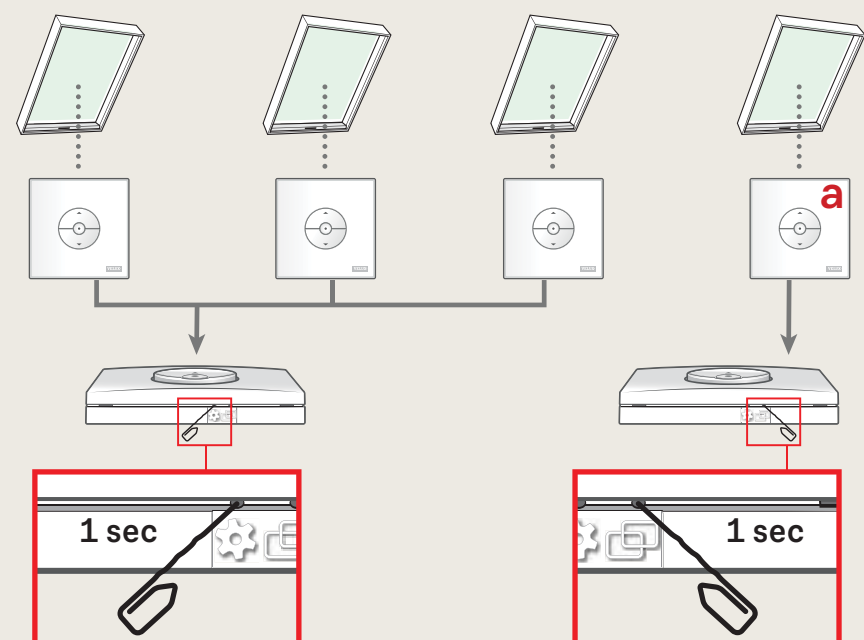
#### ON THE SHADES:

- Locate the on/off/ reset switch, located on the underside of the shade's bottom edge on the far end.
- Slide the switch to the RESET position and hold for a minimum of 10 seconds.

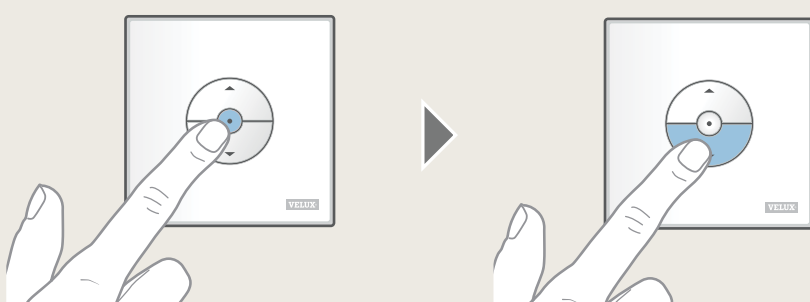
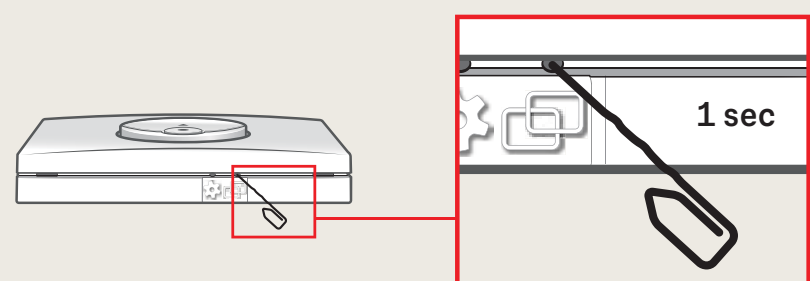
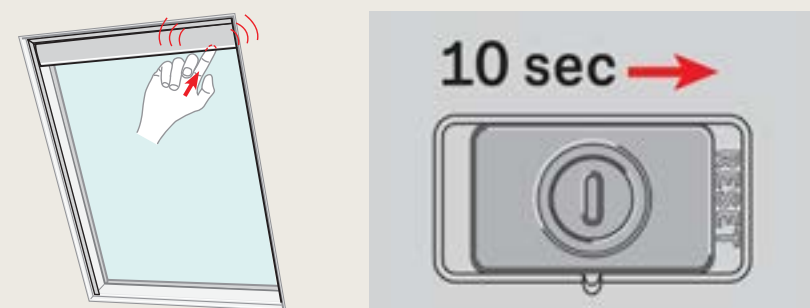
**Note:** the shade will either humm or start to move, continue to hold it in the reset position for the 10 second duration.

- Within 10 minutes of resetting all shades, you will need to PAIR them with the remote:
- Press the PAIR button for 1 second.
- Then, press the STOP (center) button on that remote for 1 second.
- Lastly, press the DOWN button for 1 second.

#### Option 1



#### Option 2





ISSUE

“My shades are stopping short and won’t fully close/open.”

RESOLUTION

You will need to recalibrate the shades.  
Follow the steps below.

Steps to Take:

- Remove all obstructions in the skylight to ensure it will open and close properly.
- Make sure the shade’s string tensioner (a long, interior plastic piece that has a spring and cord running through it) has been secured and is pushed in completely.
- Grab your remote and begin by pressing the down (or close) button. When the shade stops, push the down button once more. When it gets to the fully closed position, you can begin recalibrating the remote control.
- Open the shades completely. Again, you may need to push the up (or open) button a few times to get it to the fully open position.

ON THE SHADES:

- Locate the on/off/ reset switch, located on the underside of the shade’s bottom edge on the far end.
- Slide the switch to the OFF position (moving all the way to the center of the skylight).
- Wait 30 seconds.
- Slide the switch to the ON position (middle position).
- WITHIN 30 SECONDS do the following:

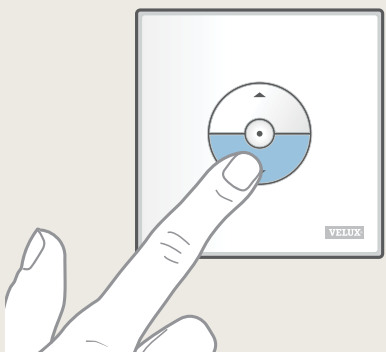
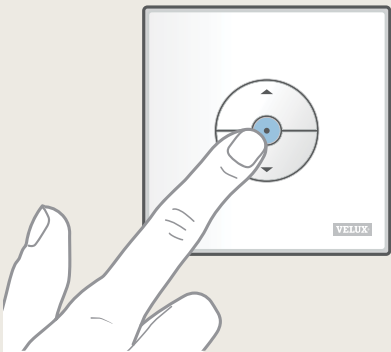
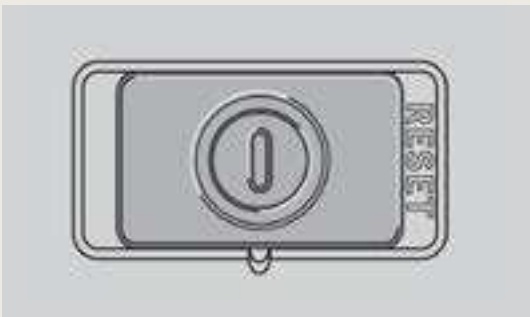
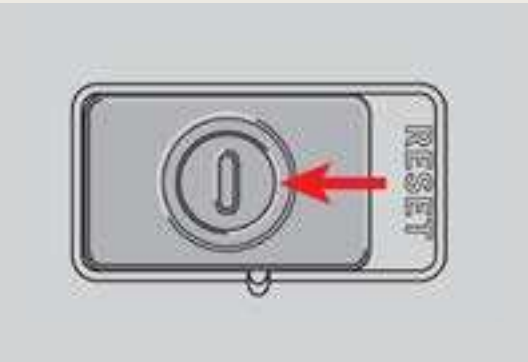
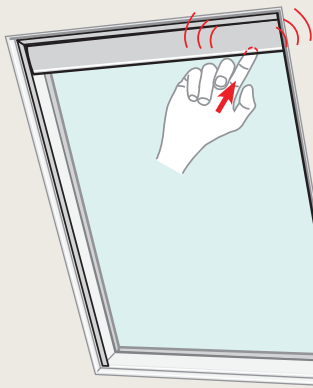
ON THE REMOTE:

- Press the STOP (middle button) for 1 second and then the DOWN (close) button for 1 second.

Incorrect



Correct





# 04 Product and Customer Support



We hope you will enjoy your new VELUX Skylight System for years to come, but we know things happen. Inclement weather, reroofing, accidents or even remodeling and replacement issues. There are so many reasons you may need support to ensure your skylight stays in tip-top shape. Don't worry; VELUX has you covered! With our **industry leading warranty** or 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 8am-7pm EST and Sat 9am-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 at 1-800-888-0361. The team is available Mon-Thur 8am-7pm EST and Fri from 8am-5:30pm EST.

## Registering Your Skylight System

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 been a commitment we've kept for more than 80 years.



## 10 Year Warranty

Our deck-mounted and curb-mounted skylight systems come with an industry first 10-year installation warranty that covers correct skylight and appropriate flashing installations (product and labor) against leaks, no matter who installs the skylight. For important details about coverage, 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 Skylight Systems that include Standard Safety Glass will not crack or break because of hail.

This specific hail warranty is only available for VELUX skylights manufactured with Standard Safety Glass.

## 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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