

Maintenance Guide for VELUX Skylights, Roof Windows and Sun Tunnels (2015.02)

VELUX Skylights, Roof Windows and Sun Tunnels will be referred to as Skylights below unless maintenance guide refers to a specific product type or code. Proper care of your VELUX Skylights is essential to ensure the best day-lighting experience.

Safety

Skylights are typically installed out of reach, therefore it is assumed that ladders scaffolding or other equipment is being used to reach elevated places during maintenance and inspection. Follow all equipment manufacturer's instructions for safe operation. Use fall protection when applicable. Know your safe working limits. Falls from heights can result in serious injury or death.

Glass cleaning

All Skylights. For best results avoid cleaning skylight during the hottest part of the day. If there are multiple rows of skylights, start at the highest row and work down. Begin by soaking the skylight glass with a clean water and soap solution loosening 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. The cleaning solution should immediately be removed with a squeegee or lint free cloth. Use care not to touch any metal parts of the cleaning equipment to the glass or let any abrasive materials be dragged across the glass surface. Do not use metal scrapers, blades or knives for cleaning large areas of glass as this practice can easily scratch and cause permanent damage to the skylight glass. Scratches or damages to the glass as a result of scraping are not covered under any [VELUX guarantee](#). For hard to remove spots like tree sap, label adhesive, paint or other construction material, a new razor blade may need to be used on small spots only. If a razor blade needs to be used, scrape only in one direction. Back and forth scraping can trap abrasive materials under the blade causing scratches and possible permanent damage to the glass. Cleaning your skylight as dirt appears will help prevent the use of scrapers.

Roof Windows GGU & GGL. The sash can be rotated fully and must be secured in this position by sliding the barrel bolt in the right side of the top sash into the bushing at the bottom of the side frame. This makes it easy to clean the outer glass pane.

Sun Tunnels TWR, TLR, TCR & TWF. The glass pane can only be cleaned from the outside.

Interior cleaning

Skylights VSE, VS & FS have a white pre-painted, wood frame. **Skylights VCE & VCM** have a maintenance free, PVC frame and sash. These surfaces can be cleaned with a damp cloth. A mild, soapy water solution can be used for tougher dirt. VSE, VS, VCE & VCM insect screens can be cleaned by removing the screen and spraying the screen with a garden hose. Let the insect screens thoroughly dry before replacing them into the skylights

Roof Windows GGL have a basic treatment and a top finish coating. **Roof Windows GGU** have a virtually maintenance free polyurethane encapsulated coating. These surfaces can be cleaned with ordinary household cleaners. The air filter can be removed and either washed or replaced. Drain holes in the corners of the bottom sash glazing gasket should be cleaned as and when required.

Sun Tunnels TWR, TLR, TCR & TWF diffuser pane can be cleaned from the inside. Before cleaning, the diffuser can be removed according to the installation instructions. Other visible surfaces can be cleaned with ordinary household cleaners. Do not use solvents as they may damage the product.

Interior maintenance

Skylights VSE, VS & FS and **Roof Windows GGL** with pre-finished wood frames need to be inspected annually. The finish that is applied to the wood surface is not considered a permanent coating. As with any finished surface it is subject to peeling, cracking or fading and will need to be re-finished/re-painted periodically. To re-finish/re-paint the skylight interior wood surfaces, prepare the skylight by removing the factory finish. After ensuring that the surface is clean, apply primer to the wood. When primer is dry, apply a coat of water based acrylic varnish/paint (always follow finish manufacturer's application instructions). For paint or finish damages to larger surfaces of the wood, apply the technique described above. Touch up paint for covering scratches to the wood surface is available from VELUX. Keep all varnish/paint off of skylight gaskets and glass.

Skylights VCE & VCM. It is not recommend to paint over abs (plastic) frames and sashes.

Roof Windows GGU & GGL. Hinges and striking plate need no lubrication. Surface treatment of the window components is not necessary.

Sun Tunnels TWR, TLR, TCR & TWF. No components need lubrication. No surface treatment of the sun tunnel components is necessary.

Exterior Cleaning – all Skylights

Rain will keep most dirt and grime off of the exterior surfaces. The exterior cladding surfaces can be cleaned with a mild soapy water solution. Avoid using abrasive cleaners or cleaning equipment as this can scratch the finish on the cladding. Rinse well with clean water.

Exterior Inspection – all Skylights

Keep all debris removed from around skylights. Skylight applications with multiple skylights grouped together using combi-flashing must have all vertical and horizontal gutters, between skylights, clear of dirt and debris. Make sure all exposed fasteners are secure. Inspect cladding and flashing for excessive wear or scratches on the cladding finish. Scratches in the cladding finish may be fixed with touch up paint available through VELUX. Damaged claddings or flashings should be replaced as soon as they are detected.

Controls

VSE & VCE INTEGRA Opening Skylights. Before performing maintenance turn the power off to avoid accidental injuries. Open skylights, then turn off power and wipe chain off using a clean, dry towel. Do not use any type of cleaner or solvent. Keep debris clear of chain.

VS & VCM Opening skylights. Inspect the loop or crank handle to make sure the set-screw is secure. Open skylights and wipe chain off using a clean, dry towel. Do not use any type of cleaner or solvent.

The internal workings of the manual and the INTEGRA electric operators are considered maintenance free over the lifetime of the skylight. Operators are pre-lubricated and need no additional lubrication.

Condensation

Condensation is not a skylight defect; it's a result of atmospheric conditions inside and outside the home. Condensation is the result of warm moist air coming in contact with a cooler surface, in this case, the skylight glass. Think of the glass of ice-water on a summer day and the "sweat" on the outside of the glass. Since outside conditions can't be controlled, condensation must be dealt with from inside the home.

General Information

For replacement parts or glass, get the skylight serial number and contact a VELUX customer service representative for ordering information.

Locating the serial number will expedite the ordering process and ensure the correct parts are sent. Refer to our [Product ID](#) page to locate the skylight serial number.