

**VELUX®**

# Warranty

The VELUX promise



# 20 year limited warranty

## VELUX insulating glass (a)(b)

For a period of (20) twenty years from the date of purchase, VELUX warrants to the End-user<sup>(c)</sup> that the insulated glass unit will not develop a material obstruction of vision due to a failure of the glass seal. If a seal failure is brought to our attention during this time period, VELUX will, at its option: 1) provide a replacement pane delivered free of charge to the original point of purchase or to the End-user, or 2) provide a replacement roof window or skylight product with an insulated unit delivered free of charge to the original point of purchase or to the End-user.



(a) VELUX acrylic skylights (Metro-lite and Dura-lite) are covered under a separate limited warranty and are not covered by this limited warranty.

(b) The components of insulated glass, electric control systems including motorized operators and rain sensors, and blinds (pleated shades, venetian blinds, roller shades, lightblock shades, and awning blinds) are covered under a separate warranty from the roof window or skylight as described by this limited warranty.

(c) End-user means the natural or legal entity or person who owns the product and has not acquired it with a view to reselling or installing it in the course of a business.

# 10 year limited warranty

## VELUX roof windows, skylights, SUN TUNNEL™ skylights, solar collectors and flashing <sup>(a)(b)</sup>

For a period of (10) ten years from the date of purchase, VELUX warrants to the End-user that VELUX roof windows, glass skylights, SUN TUNNEL skylights, solar collectors and flashing will be free from defects in material and workmanship. If a VELUX roof window, skylight, SUN TUNNEL skylight, solar collectors or flashing product is found to be defective during this time period, VELUX will, at its option: 1) provide a replacement component or a replacement roof window, skylight, SUN TUNNEL skylight, solar collectors or flashing product delivered free of charge to the original point of purchase or to the End-user, or 2) repair the roof window, skylight, SUN TUNNEL skylight, solar collectors or flashing without charge for material or labor.

## VELUX acrylic color

For a period of (10) ten years from the date of purchase, VELUX warrants to the End-user that the Yellowness Index on clear acrylic shall be less than 4.0 from the date of purchase as measured with a Hunter Lab Spectrocolorimeter according to ASTM D1925, subject to the limitations set forth herein. This warranty applies to the product exposed to ultraviolet rays in normal interior and exterior applications, which shall exclude extreme weather conditions. If a defect is found during this period, VELUX will, at its option: 1) provide a replacement component or a replacement skylight delivered free of charge to the original point of purchase or to the End-user, or 2) repair the skylight without charge for material or labor.

(a) VELUX acrylic skylights (Metro-lite and Dura-lite) are covered under a separate limited warranty and are not covered by this limited warranty.

(b) The components of insulated glass, electric control systems including motorized operators and rain sensors, and blinds (pleated shades, venetian blinds, roller shades, lightblock shades, and awning blinds) are covered under a separate warranty from the roof window or skylight as described by this limited warranty.

## 6 year limited warranty

### VELUX solar water heating system tanks

For a period of (6) five years from date of purchase, VELUX warrants to the End-user that VELUX solar water heating system tanks will be free from defects in material and workmanship. If a defect is found during this period, VELUX will, at its option: 1) provide a replacement tank delivered free of charge to the original point of purchase or to the End-user, or 2) repair the component without charge for material or labor.

## 5 year limited warranty

### VELUX blinds and controls <sup>(a)</sup>

For a period of (5) five years from date of purchase, VELUX warrants to the End-user that VELUX blinds (pleated shades, venetian blinds, roller shades, Lightblock shades, and awning blinds) and controls such as electrical systems including motorized operators and rain sensors, handles and rods will be free from defects in material and workmanship. If a defect is brought to our attention during this time period, VELUX will, at its option: 1) provide replacement components or a replacement blind or control product delivered free of charge to the original point of purchase or to the End-user, or 2) repair the product without charge for material or labor.

### VELUX acrylic and polycarbonate skylights

For a period of (5) five years from date of purchase, VELUX warrants to the End-user that VELUX acrylic and polycarbonate skylights (Metro-lite and Dura-lite) will be free from defects in material and workmanship. If a defect is found during this period, VELUX will, at its option: 1) provide a replacement component or a replacement skylight delivered free of charge to the original point of purchase or to the End-user, or 2) repair the skylight without charge for material or labor.

(a) VELUX acrylic skylights (Metro-lite and Dura-lite) are covered under a separate limited warranty and are not covered by this limited warranty.

# VELUX solar water heating system components

For a period of (5) five years from date of purchase, VELUX warrants to the End-user that VELUX solar water heating system components will be free from defects in material and workmanship. If a defect is found during this period, VELUX will, at its option: 1) provide a replacement component delivered free of charge to the original point of purchase or to the End-user, or 2) repair the component without charge for material or labor.

## Exclusions and limitations

This limited warranty does not apply to VELUX products with SageGlass® electronically tintable glazing or VELUX products purchased prior to January 1, 2004. The warranty period begins from the date the VELUX product is purchased from a VELUX dealer and must be substantiated with the original invoice or sales receipt. If the purchase date cannot be substantiated, the warranty period will begin on the date of manufacture as indicated on each product.

This warranty does not cover any labor cost associated with the installation of replacement products or components if VELUX chooses not to repair the product. The providing of replacement products or components shall not extend the original warranty period. VELUX reserves the right to provide a similar replacement product or component if the original version is no longer available at the time of the complaint.

This warranty will only apply if the product is finished, installed and operated in accordance with VELUX instructions. This warranty does not cover the repair or replacement of products damaged as a result of accident, including but not limited to accidental glass breakage, dome breakage or crazing, problems due to water penetration such as ice damming not resulting from default in a VELUX product, abuse, misuse, faulty building construction or design, improper or insufficient handling, applications in areas of high humidity, areas without proper or adequate ventilation or humidity control, acts of God, products subjected to conditions outside their design limitations, minor imperfections in glass or plastic components that do not affect the product in performance or obscure

vision; minor variations in glass or plastic coloration; damage caused by corrosive environmental factors including acid rain, variations in wood grain or color; wood rot due to improper maintenance or installation. The warranty on insulated glass is void if any film is applied to the glass surface. Normal wear and tear is not covered by this warranty, nor are problems arising from failure to properly maintain the product. Custom painted skylights, roof windows, VELUX SUN TUNNEL™ skylights and flashings are not covered by this warranty. Glass corrosion as a result of standing water and debris on glass are not covered by this warranty. Condensation on roof windows and skylights and any related water damage which may occur as a natural result of humidity within a building or a variation between indoor/outdoor temperatures is not a defect and will not be covered by this warranty.

THE WARRANTIES EXPRESSED IN THIS DOCUMENT ARE THE ONLY STATEMENTS OF THE LEGAL RESPONSIBILITIES OF VELUX AND VELUX DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL VELUX BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. NO DEALER OF VELUX PRODUCTS AND NO REPRESENTATIVE OR EMPLOYEE, OTHER THAN AN OFFICER OF VELUX, HAS THE AUTHORITY TO MAKE ANY WARRANTY, EXPRESSED OR IMPLIED, ORAL OR WRITTEN, THAT IS BINDING ON VELUX OR TO ALTER OR CHANGE THIS WARRANTY. ANY ALTERATION OR CHANGE BY AN OFFICER MUST BE IN WRITING AND WITH SPECIFIC REFERENCE TO THIS WARRANTY.

## Need help

In the event that you need our help, please contact your VELUX dealer or contact us directly:

**VELUX America Inc.**

PO Box 5001 • Greenwood, SC 29648-5001

Tel 1-800-88-VELUX

So that we can provide the best response possible, please include the following information in writing:

- 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 attempts to address concern.

# Optimize your skylight experience

You can control the ventilation, light and heat gain with the use of the full VELUX system.

## Sunscreening accessory



**Venetian blind**



**Cellular shade**



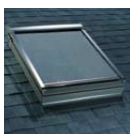
**Solar battery lightblock shade**



**Lightblock shade**



**Roller shade**



**Heatblock exterior awning**

## Controls



**WLI 160**  
Keypad



**WLC 160**  
Power supply



**WLR 160**  
Remote



**WLF 111**  
Interface



**KES 160**  
Supply/  
switch

## Rods



**ZCT 300**  
Manual rod



**ZMT 300**  
Motorized  
rod



**ZCT 100**  
3' extension



**ZOZ 032**  
2' manual  
rod

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