

A close-up photograph of a skylight frame, likely made of metal or plastic, covered in numerous water droplets. The droplets are of various sizes and are scattered across the surface, creating a textured, glistening effect. The background is dark, making the water droplets stand out prominently. The skylight frame is positioned diagonally across the frame, from the top left towards the bottom right.

**VELUX®**

Skylights

# Warranty

The VELUX promise

Specific limited product  
warranty

10-year "No Leak"  
installation warranty

Warranty claim procedure

# 20 year limited warranty

## VELUX insulating glass <sup>(b)(c)</sup>

For a period of (20) twenty years from the date of purchase, VELUX warrants to the end-user<sup>(a)</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, 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, or 3) refund the end-user the original purchase price.



## VELUX SUN TUNNEL™ skylight rigid tunnel

For a period of (20) twenty years from the date of purchase, VELUX warrants to the end-user that the reflection-enhanced material in the SUN TUNNEL skylight shall be free from defects in material and workmanship and correspond to the agreed materials properties. VELUX guarantees that the material under normal interior environmental conditions will not splinter, yellow, darken, peel-off, blister, crack or develop any other surface deterioration reducing the reflectivity when used as instructed in the VELUX product instructions. 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.

(a) 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.

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

(c) 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.

# 10 year limited warranty

## VELUX roof windows, skylights, SUN TUNNEL skylights, and flashing <sup>(b)(c)(d)</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, and flashing will be free from defects in material and workmanship. VELUX also 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 HunterLab's spectrophotometer according to ASTM D 1925, subject to the limitations set forth herein. This acrylic clarity warranty applies to the product exposed to ultraviolet rays in normal interior and exterior applications, which shall exclude extreme weather conditions. If a VELUX roof window, skylight, SUN TUNNEL skylight, 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, or flashing product delivered free of charge to the original point of purchase or to the end-user, 2) repair the roof window, skylight, SUN TUNNEL skylight or flashing without charge for material or labor, or 3) refund the end-user the original purchase price.



## VELUX polycarbonate clarity

For a period of (5) five years from the date of purchase, VELUX warrants to the end-user that the yellowness index on clear polycarbonate shall be less than 4.0 from the date of purchase as measured with a HunterLab's spectrophotometer according to ASTM D 1925, subject to the limitations set forth herein. This warranty applies to the product exposed to ultraviolet rays in normal interior

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

(c) 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.

(d) The clarity of polycarbonate components are covered under a separate limited warranty and are not covered by this limited warranty.

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, 2) repair the skylight without charge for material or labor, or 3) refund the end-user the original purchase price.

## 5 year limited warranty

### VELUX blinds

For a period of (5) five years from date of purchase, VELUX warrants to the end-user that VELUX blinds (venetian blinds, light filtering blinds, and blackout blinds) 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 manual, solar and electric controls<sup>(b)</sup>

For a period of (5) five years from date of purchase, VELUX warrants to the end-user that controls such as skylight manual, solar and electric motorized operators, rain sensors, remote controls, photovoltaic panels, operator handles and rods, and electrical control systems 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

<sup>(b)</sup> VELUX acrylic skylights (Metro-lite and Dura-lite) are covered under a separate limited warranty and are not covered by this Limited Warranty.

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, 2) repair the skylight without charge for material or labor, or 3) refund the end-user the original purchase price.

## Exclusions and limitations

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 model is no longer available at the time of any warranty claim.

**Do not** attempt to repair or replace the product without authorization from VELUX. VELUX will not be responsible for any damages to persons or properties, including the Covered Product itself, caused by any unauthorized attempt to repair or replace the product. Furthermore, VELUX may, at its option, refuse to provide any or all remedies under this Warranty if any unauthorized attempt to repair or replace a Covered Product causes further damages.

**It is the responsibility of the end user to mitigate and minimize water damage or any other damage that a defect in a Covered Product may cause.**

This warranty will only apply if the product is finished, installed, operated and maintained strictly in accordance with VELUX instructions or other instructions furnished with the Covered Product. 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, alterations of the Covered Products or addition of non-approved components, 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 adverse local conditions such as corrosive environmental factors including acid rain, hard water and sediment or lime precipitate in water heating system tanks; variations in wood grain or color; wood rot due to improper maintenance or installation.

Normal wear and tear is not covered by this warranty, nor are problems arising from failure to properly maintain the product. 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 warranty on insulated glass is void if any film is applied to the glass surface.

Custom painted skylights, roof windows, VELUX SUN TUNNEL™ skylights and flashings are not covered by this warranty.

# Disclaimer of all other warranties

THIS WARRANTY PROVIDES EXCLUSIVE REMEDIES AND IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED UNLESS PROHIBITED BY APPLICABLE LAW.

THIS WARRANTY IS A FULLY INTEGRATED DOCUMENT. ANY ALTERATION OR ADDITION TO THIS WARRANTY MUST BE IN WRITING, REFER SPECIFICALLY TO THIS WARRANTY, AND MUST BE MADE BY AN AUTHORIZED OFFICER OF VELUX. NO ALTERATION OR ADDITION TO THIS WARRANTY CAN BE MADE BY A VELUX DEALER.

## Exclusions of damages

IN NO EVENT SHALL VELUX BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. IN THE EVENT THAT VELUX CANNOT REPLACE OR REPAIR A COVERED PRODUCT WITHIN A REASONABLE TIME, THE END-USER'S EXCLUSIVE REMEDY IS A FULL REFUND OF THE ORIGINAL PURCHASE PRICE OF THE COVERED PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## 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.

# 10-year "No Leak" installation limited warranty

This Warranty applies to the original installation of the following VELUX models (series A21) installed on residential buildings, with one layer of properly installed roofing material, which are identifiable by the product code and size designations:

## Deck mounted skylights (sold after January 1, 2010)

- FS skylights and related flashings\*
- FSR skylights and related flashings\*
- VS skylights and related flashings\*
- VSE skylights and related flashings\*
- VSS skylights and related flashings\*
- Size designation beginning with A, C, D, M, S

Example: FS M06 or EDL M06 (the "Covered Products")

\* Flashing kits EDL, EDW, EDM, EKL, EKW Installed according to our instructions and pitch requirements

## Curb mounted skylights (sold after April 15, 2011)

- FCM skylight and related flashings\*\*
- VCM skylights and related flashings\*\*
- VCE skylights and related flashings\*\*
- VCS skylights and related flashings\*\*

Example: FCM 2246 or ECL 2246 with adhesive skylight underlayment (the "Covered Products")

\*\* Flashing kits ECL, ECW Installed according to our instructions and pitch requirements

This warranty is separate from, and in addition to, VELUX limited specific product warranty on the Covered Products.

For a period of ten (10) years from the date of original purchase of a Covered Product, VELUX warrants that no water will leak through the installed Covered Product or between the installed Covered Product and the roof deck, provided that the Covered Product is installed strictly in accordance with VELUX deck or curb mounted skylight and related flashing installation instructions. If there is any water leakage through the installed Covered Product or between the installed Covered Product and the roof deck during the warranty period, VELUX will, at its option: (i) repair or

(a) 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.



reinstall the Covered Product at its cost and expense; (ii) remove the Covered Product and install in its place a VELUX product of the same or similar model; or (iii) reimburse the original end-user<sup>(a)</sup> the reasonable cost of one (1) reinstallation of the Covered Product not to exceed \$1,000.00.

If the date of original purchase cannot be established, the ten (10) year warranty period shall be deemed to begin on the date of manufacture as indicated on the Covered Product. Any reinstallation or replacement of a Covered Product shall not extend the original warranty period provided herein.

## 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 our instructions.

We find most of the concerns by consumers are resolved in this step.

If there is still a concern, have the builder, remodeler or installer contact VELUX customer service department directly at:

**VELUX America Inc.**

PO Box 5001 • Greenwood, SC 29648-5001

Tel 1-800-88-VELUX • [velux.solutions@VELUX.com](mailto:velux.solutions@VELUX.com)

So that VELUX can provide the best response possible, please include the following information when contacting us:

- 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.

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

**It is the responsibility of the end user to mitigate and minimize water damage or any other damage that a Covered Product may cause.**

## What is not covered

The end-user is responsible for a one-time service inspection fee at current published rates if, after a complaint of leakage, a VELUX-authorized technician determines that the Covered Product was not installed strictly in accordance with VELUX deck mounted skylight and related flashing installation instructions or if the water penetration is not related to the skylight installation.

"Leak" within the meaning of this warranty requires the penetration of water in liquid form through or between the Covered Product (skylight) and roof deck caused by the installation of the Covered Product in accordance with VELUX deck or curb mounted skylight and related flashing installation instructions. Condensation on a Covered Product, which may occur as a natural result of humidity within a building or a variation between indoor and outdoor temperatures, is not a "leak," is not covered by this warranty and is specifically excluded.

This warranty does not cover, and specifically excludes, any leaks to a Covered Product due to any of the following: re-roofing without re-wrapping using VELUX adhesive skylight underlayment and VELUX approved and related flashing, a venting Covered Product left open during rain or other forms of precipitation, moisture penetration at seams in the roof deck, incorrect installation of the product, rough opening sizes other than those called out in VELUX deck mounted skylight installation instructions, improper maintenance of the product or installation, accidents including but not limited to accidental glass breakage, abuse, misuse, faulty building construction or design, acts of God, products subject to conditions outside their design limitations, corrosive environmental factors including chlorine and acid rain, or any other factor unrelated to the original installation of the Covered Product.

In cases of extreme snow or large roof areas above the skylight, a water diverter should be considered. A water diverter is required for roof pitches from 45° to 60° utilizing ECL flashings. Refer to related skylight and flashing instruction manuals for proper installation. In case of flood and water overflowing the roof or skylight, this is considered acts of God and is not covered by our warranties.

FCM, VCM and VCE are installed with site built curbs, these need to be built and installed according to our curb mounted skylight installation instructions. If these skylight curbs are not built according to our instructions, with an outside curb dimension matching the skylight, secured properly to the roof deck or curb, use of adhesive underlayment and the use of related VELUX flashings, warranty may not be valid.

## Disclaimer of all other warranties

THIS WARRANTY PROVIDES THE EXCLUSIVE REMEDIES ON THE INSTALLATION OF THE COVERED PRODUCTS. ALL OTHER WARRANTIES ON THE INSTALLATION OF THE COVERED PRODUCTS ARE HEREBY DISCLAIMED. THIS WARRANTY IS A FULLY INTEGRATED DOCUMENT. ANY ALTERATION OR ADDITION TO THIS WARRANTY MUST BE IN WRITING, REFER SPECIFICALLY TO THIS WARRANTY, AND MUST BE MADE BY AN AUTHORIZED OFFICER OF VELUX. NO ALTERATION OR ADDITION TO THIS WARRANTY CAN BE MADE BY A VELUX DEALER.

## Exclusions of damages

IN NO EVENT SHALL VELUX BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES RESULTING FROM THE INSTALLATION OF COVERED PRODUCTS. IN THE EVENT THAT VELUX CANNOT REINSTALL OR REPLACE A COVERED PRODUCT WITHIN A REASONABLE TIME, THE END-USER'S EXCLUSIVE REMEDY IS THE REASONABLE COST OF ONE (1) REINSTALLATION OF THE COVERED PRODUCT NOT TO EXCEED \$1,000.00.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.



# Warranty claim procedure

Thank you for reviewing the VELUX America Inc. warranty procedure. It is our desire to handle any concerns on a VELUX product or installation in an efficient manner. To assist you in the process we have set up the following procedure to guide our valuable customers.

With 70 years of experience producing skylights, we have found that the most frequent problem regarding product concerns relates to proper installation. Thus, the first step of the warranty procedure is to verify with your builder, installer or remodeler that the installation of your VELUX product was completed according to the relevant VELUX instructions, thus:

**1 Step** If you have concerns with your VELUX product or installation, please contact your builder, remodeler or installer, who should inspect the product and installation to verify that installation is according to our instructions.

We find that most of the concerns by consumers are resolved in this step.



## **2** (if necessary)

**Step** If there is a concern following Step 1, have the builder, remodeler or installer contact VELUX customer service department directly at:

**VELUX America Inc.**

PO Box 5001 • Greenwood, SC 29648-5001

Tel 1-800-88-VELUX • [velux.solutions@VELUX.com](mailto:velux.solutions@VELUX.com)

So that VELUX can provide the best response possible, please include the following information when contacting us:

- 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.

Once you have contacted VELUX customer service department, you may be asked to complete a product information form. The form will be emailed or faxed and helps expedite your service request.

## **3**

**Step** Upon completion of the product information form, the call is escalated to our technical service department. This department is comprised of technical experts with years of experience handling product and installation concerns. Our technical service department will try to resolve your issue over the phone or provide parts as outlined in our limited warranty. Additional product installation information may be requested before proceeding further.

## **4**

**Step** If our technical service department cannot solve the concern, a VELUX Solutions service contractor will schedule an appointment for an on-site visit. We do request the builder, remodeler or installer also join us on this call. This contractor will evaluate the problem and provide either on-site repair or a plan for resolution. In some cases the resolution involves the builder, installer or remodeler re-installing the product in accordance with our installation procedures. Please note that if it is determined on an on-site visit that the installing contractor incorrectly installed the VELUX product, then an on-site service visit fee will be charged. Thus, Step 1 of this procedure is critical.



In some cases the solution can only be determined by an on-site visit. In these cases additional spare parts may need to be ordered from our factory and a follow-up on-site visit may be necessary.

VELUX may, in its sole discretion, amend or revise this warranty. Please go to [www.veluxusa.com/warranty](http://www.veluxusa.com/warranty) for VELUX most updated warranty claim procedure information.

Thank you in advance for purchasing VELUX products. We want you to know that the overwhelming majority of VELUX customers never need to involve themselves in this process but we hope this overview helps you understand how we would solve a concern regarding an installed VELUX product.



VELUX America Inc.  
450 Old Brickyard Road  
PO Box 5001  
Greenwood, SC 29648-5001  
Tel 1-800-283-2831  
Fax 1-864-943-2631  
www.veluxusa.com



XUS-20194-0713 • ©2013 VELUX Group • VELUX, VELUX logo are registered trademarks • VELUX SUN TUNNEL is a trademark of VELUX Group