

# Skylight Ownership and Care Guide

Congratulations and Thank you for purchasing a skylight from Solatube Home! To ensure your skylight performs to your expectations year after year, we have some suggestions for product care and service:

## Dos and Don'ts

1. Please **DO** only contact Solatube Home if you have any questions or issues with your skylight. We are here to help!
2. **DO NOT** use anything other than water to clean an acrylic skylight. Most cleaning agents have chemicals that will shorten the life of the acrylic material.
3. **DO NOT** use anything but a clean micro fiber cloth to wipe your skylight, and use very light pressure. Even a micro fiber cloth can cause scratches to a skylight window by dragging dirt across the surface. The safest cleaning method is to only use fresh water to spray off the skylight. If you have concerns cleaning your skylight, please contact us!
4. **DO NOT** allow anyone to caulk the joint between the window and the frame. Many people believe this is the source of leaks. However, any water at this joint will disperse outside of your roofing curb, thus not create a leak inside your home. Skylights are designed that way! The caulking material will also have the same detrimental effect to acrylic as the cleaning agents, shortening the life of the acrylic window.
5. **DO NOT** ever lean, walk, or stand on your skylight. This sounds obvious, but...
6. **DO** contact us if you see any staining, cracking or other irregularities on or around your skylight. We will come out to make sure everything is operating correctly.

## Warranty (Product)

Your new skylight is the finest product of its kind the industry has to offer, due to state-of-the-art engineering and materials that have gone into this skylight. We extend a lifetime warranty to the original purchaser of this product. The warranty covers any and all defects in material and/or workmanship which would render this product unfit for its normal and recommended use and service. This warranty is in effect for as long as the original purchaser owns the product. Warranty does not include roof work or flashing around the skylight existing or done during installation. Warranty is void if any glass cleaners with ammonia or petroleum-like glass cleaning products are used on the skylight dome as they will react with the acrylic and may cause it to crack. Please inform any window cleaning personnel to only use water.

## Warranty (Installation)

The skylight installation has a 5-year warranty. Please contact Solatube Home for any questions or issues.

Warranty is void if:

- Any improper cleaning is performed
- Any repair methods are performed by anyone other than a Solatube Home representative
- Any work is done by anyone other than an authorized Solatube Home representative
- The skylight is cleaned with anything other than water

Solatube Home does offer cleaning services for skylights. Please contact us to discuss this service at any time.

Please pass this document on to new owners if you sell your house. We want to continue to service your skylight to the best of our ability.

Thank you for choosing Solatube Home. If we can help you with any of our other daylighting or ventilation products, please do not hesitate to reach out to us!

