

Service Solution







Customer Need:

Glass pane needs to be replaced either due to cracked glass on condensation issues.



Who Can Repair:

Consumer

Service Partner

✓ VELUX Technician



Tools Needed:

- 1. Electric drill
- 2. Flat prybar
- 3. Flashing folding / crimping tool 3-inch
- 4. Gloves
- 5. Moving blanket

FS Glass Replacement

Service Solution Profile

2 5/5/2023



1

To prepare the new pane assembly, first, remove the skylight from the carton, and then carefully take off all the packaging materials.

Note:

For glass pane replacements, we always send out a complete new skylight unit.



2

To remove the new pane assembly from the skylight, grip the cladding assembly at the bottom corners and gently pull it away from the skylight.

Take care to remove the cladding assembly as a single 'U' shaped piece.









3

Take out all screws from the glazing profiles on both sides and the bottom of the assembly.

You can reuse these screws when replacing the glazing.



4

Lift the bottom of the pane assembly upwards and pull it away from the top of the frame, detaching the pane assembly from the top frame retainer.





5

The new pane assembly is prepared for replacement, and you can now proceed with removing the damaged pane assembly.



Caution! The metal edges may be sharp. We recommend wearing gloves.



6

To begin, use prybar to fold up the top and two side folding edges of the saddle flashing, starting with the top folding edge.

Be careful not to damage the flashing while bending the folding edges.







7

Find the cladding attachment tabs near the top of each side frame cladding.

Bend the tabs upward to detach the cladding from the saddle flashing.

If there are screws securing the saddle flashing, remove them.



8

Slide the cladding down past the bottom frame and carefully remove it from the skylight.

Set the cladding aside in a safe place to prevent any damage.







9

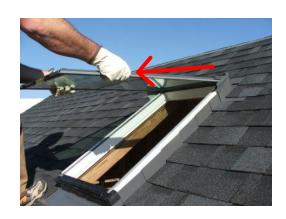
Take out all the screws from the side and bottom glazing profiles, and keep them aside for future use.



10

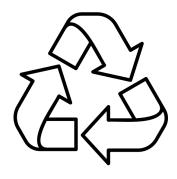
Grip the pane assembly and lift the bottom up about 20 to 30 inches.

Gently pull outwards from the top to allow the pane assembly to separate from the top frame retainer.



11

Carefully dispose of the old pane assembly.





12

Inspect the rubber gasket at the bottom of the pane assembly and ensure it is correctly positioned.



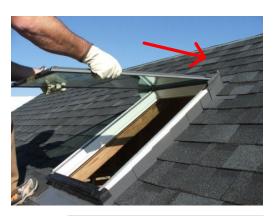
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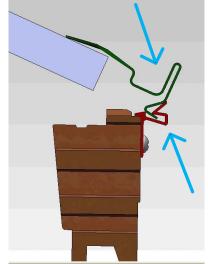


13

While holding the new pane assembly about 20 to 30 inches above the frame, insert the top of the pane assembly into the top frame retainer.

Then, carefully lower the pane assembly down to the frame so that the screw holes are aligned.







14

Install one screw into the lowest hole on each of the side profiles.





Read next step carefully!



Try to lift the top of the replacement glass to ensure that the pane assembly has properly engaged the top profile retainer.

If the pane assembly can be lifted up, repeat step 10 to reposition the assembly until it is secured in place.









Once the replacement pane assembly is securely into the top frame retainer, continue securing the side and bottom profiles with the remaining screws.



17

Reattach the cladding by bending the attachment tabs back over it.

If you had removed any saddle screws earlier, replace them now.

Ensure that the cladding is properly secured in place.





18

Bend the folding edges at the top and sides of the saddle flashing back down to their original position.

To crimp them, use hand seamers, or alternatively, place a clean rag over the folding edges to avoid any teeth marks, and then crimp them with pliers.







19

In case the saddle corners were damaged during the removal or installation process, gently tap down any sharp edges.

apply a small amount of UVprotected silicone to the corners to ensure a watertight seal.





