

Luminous Virtual Window Maintenance



For technical support at any time during the installation, please call us **toll free at 866-759-3228**. We want your installation to go as smoothly as possible. Thank you for choosing The Sky Factory.

Cleaning the trim and visible portion of the image tile:

The Luminous Virtual Window (LVW) trim and visible portion of the image tile can be cleaned without removing the trim.

Use a microfiber cloth and for more difficult smudges, a mild diluted dish soap solution and gently wipe the surfaces clean.

If any solution remains, wipe it off with a dry microfiber cloth.

For very difficult smudges hard to remove with water and soap, a microfiber cloth dampened only with isopropyl alcohol can be used.

Remember:

- Always turn LVW off before cleaning.
- Use a damp microfiber cloth.
- Do not let liquid run down into electrical parts.
- Do not use an abrasive cloth or cleaner.
- Do not vigorously scrub.
- Gently rub when wiping the image tile and trim.

Changing the image tile (or removing it to clean the back):

Overview:

The LVW image tile is a high-resolution graphic reproduction mounted on a .125" (3.175mm) acrylic panel.

The tile nests between the inner metal borders of the LVW case and is held in by z-type brackets.

Changing the tile or cleaning the back of the tile entails removing wood or aluminum trim and the tile brackets.

To reinstall an image tile, or install a new image tile, requires a careful cleaning process to remove all particles on the front and back.

Make sure hands are clean and free of oils and any abrasive material.

Always turn power to LVW off before removing trim and image tile.

To remove the trim:

The trim is in one piece and is attached to the LVW case by ball-catch and safety hardware .

For recessed applications:

LVW is provided with safety cables:

To access the safety cables, trim must be free of the ball catches.

Depending on the size of the trim, two people may be necessary.

Using both hands, grasp the trim in the middle of both sides and pull gently but firmly outward.

Once the trim is free of the ball catches, lift it up slightly to create slack in the safety cables.

Reach behind the upper sides of the trim and undo the quick links which attach the cables to the trim.

For surface mount applications:

LVW is provided with a safety screw, which must be removed before removing trim.

#6-32 x 3/4" Phillips machine screw is located in hole in extension trim at top of LVW.

Once safety screw is removed, grasp the trim in the middle of both sides and pull gently but firmly outward.

To remove the tile brackets:

Tile brackets remove with T15 Torx driver.

IMPORTANT: WHEN REPLACING THE BRACKETS, SNUG SCREWS ONLY!

DO NOT OVERTIGHTEN SCREWS AND STRIP THE SCREW CHANNEL!

NOTE: If screw strips,
optional screw holes are provided.

If LVW is installed, bottom brackets can be loosened only to help hold bottom of image tile in pocket when removing and re-installing it.

To clean an image tile:

Use a microfiber cloth and a mild diluted dish soap solution.

If any solution remains, wipe it off with a dry microfiber cloth.

Be sure to clean both the front and the back.

To re-install image tile:

Set the tile back in the inner metal borders of the LVW case and re-install the tile brackets.

IMPORTANT: WHEN REPLACING THE BRACKETS, SNUG SCREWS ONLY!

DO NOT OVERTIGHTEN SCREWS AND STRIP THE SCREW CHANNEL!

To reinstall the trim:

The trim is attached to the LVW case by ball-catch and safety hardware .

Safety hardware overview:

Recessed applications —

LVW is provided with safety cables. Safety cables must be secured before engaging the ball catches.

Depending on the size of the trim, two people may be necessary.

To secure cables, hold trim up and hook Quicklinks to mounting loops on back of trim. Make sure to screw the gates closed!

Surface mount applications —

LVW is provided with a safety screw, which is installed after the trim is mounted to the ball catches.

#6-32 x 3/4" Phillips machine screw is inserted in 1/8" hole in extension trim at top of LVW.

Screw has been pre-threaded at factory. However, press firmly when driving screw to make sure it engages.

IMPORTANT: Screw needs to be snug only. Do not overtighten and strip the threads.

Mounting the trim to the ball catch hardware:

Simplest way to line up the ball catches is to center the inside jamb of the trim in the opening and then press the trim in against the LVW case until ball catches engage.

Make sure all the catches latch. If the catches aren't firmly engaged, the trim could pop loose.

If ball catch holding strength or location need to be adjusted for any reason, see

"Install the trim" in the installation instructions, or call The Sky Factory for technical support

Maintaining the LED's:

The LED's themselves are maintenance-free.

Our LED's have a conservative life of 40,000 hours. This lifetime is based on a functional drop to 80% of the original output.

Please contact The Sky Factory if a problem arises with their functioning.