



Sola Skylights UK Ltd

20 YEAR GUARANTEE

We are delighted that you have taken delivery of your new Sky Tunnel and we hope that the system will give you many years of satisfactory service.

Our Skylights carry a twenty year guarantee and we would be pleased, therefore, if you would complete and sign the Sola Skylights Registration form below and return it to us, in order that we can record your details on our system.

Below we detail our Guarantee Basic Terms and Conditions, plus some simple maintenance instructions and we suggest you leave this portion of the tear-off card in a prominent position, so that you can contact us immediately should you have any need to do so in the future.

In order to improve our products and services, we ask our customers to complete the form below. We reserve the right to improve our products and services in response to the findings of this survey.

Thank you for your kind co-operation. We assure you of our close attention to your future requirements.

TERMS AND CONDITIONS OF SOLA SKYLIGHTS 20 YEAR GUARANTEE

Sola Skylights UK Ltd guarantee the components, which make up the Skylights against defects in workmanship or materials for the period of Twenty (20) years from date of purchase.

We (or our appointed agent) reserve the right to investigate any complaint to determine the probable cause of the problem.

Should a defect be determined to be genuine, we reserve the right to replace or repair the unit or component as necessary.

The defect must be reported within 24 hours of observation to fully satisfy and guarantee claim.

While this does not in any way affect customers rights this specific warranty cannot be validated without the return of the acceptance slip below.

PLEASE NOTE

Accumulations of leaf or tree debris and mould can be easily removed by the customer to prevent damage to the Skylight. Claims resulting from such damage cannot be entertained.

Sola Skylights UK Ltd

10 George Reynolds Industrial Estate, Shildon, Co Durham DL4 1QB

Helpline:

0800 389 7361

Simply complete and post this Sola Skylights Registration form to register your guarantee

Type of property: Industrial Commercial Domestic

Was the Skylight delivered on time? Yes No

Was it received in good condition? Yes No

Were the instructions easy to understand? Yes No

Are you pleased with the appearance of your Skylight? Yes No

Describe the area you are lighting: _____ sq m: _____

Skylight size ordered: 350mm 400mm 500mm 550mm

Additional Comments _____

Please circle your level of satisfaction with the Sola Tunnel system:

1 2 3 4 5 6 7 8 9 10
poor good

Name: _____ Delivery Doc No: _____

Address: _____

Postcode: _____ Tel No: _____

Skylight Purchased from: _____

_____ Date: _____

Skylight installed by: _____

_____ Date: _____

I wish to be registered with Sola Skylights for my 20 years guarantee

Signature: _____

CARE AND MAINTENANCE OF YOUR SOLA SKYLIGHT



Sky Tunnel

Externally, the Skylight is designed to be maintenance-free and should not need any attention.

- If for any reason you need to clean or wash off the Skylight Dome, use warm, soapy water and brush away any leaves or debris. If you have to gain access to the roof, you must use ladders and all necessary safety equipment.
- Once the Skylight is installed, and if it is installed through the loft space, please check inside the loft and if you see any evidence of daylight through the tube where it joins to the stainless steel rims, this should be sealed thoroughly using PVC tape supplied.
- Care should be taken installing the Skylight to ensure that the tubing is as taut as possible and that excess is removed. To maximise light transmission the tubing should follow a gradual curve or straight line. If in any doubt contact our helpline for advice - **0800 389 7361**. The tubing should be sealed securely to the stainless steel runs using the supplied tape.
- You should not need to remove the ceiling diffuser at any time, but if you do need to do so for any reason; carefully push the diffuser upward from the center to dislodge from diffuser clips. Then flex the diffuser through the ceiling frame opening. Take care not to unduly stress the diffuser and cause it to break, for further advice contact your help line.
- Take care not to put finger marks on the mirror finished stainless steel rims. If this occurs wipe off with a clean lint free cloth. Polishes or solvents must not be used to clean Sky Tunnel.
- If an integral light kit is incorporated, you may need to adopt the above process if it is necessary to change the bulb at any time during the life of the Skylight.

Sky Tunnel 
20 YEAR GUARANTEE

PLEASE
ATTACH
STAMP

Sola Skylights UK Ltd
10 George Reynolds Ind. Est.
Shildon, County Durham,
DL4 2RB

20 YEAR GUARANTEE 20 YEAR GUARANTEE 20 YEAR GUARANTEE