



Sky Factory™

www.skyfactory.com

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OpenView 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 Sky Factory.

Cleaning the trim and visible portion of the image tile:

The OpenView 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.

IMPORTANT: Always turn fixture off before cleaning or trim removal.

Use a damp cloth only.

DO NOT LET LIQUID RUN UNDERNEATH TRIM AND INTO ELECTRICAL PARTS

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 OpenView off before cleaning.
- Use a damp microfiber cloth only.
- 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.

Removing the trim:

If, for example, something has slipped between the trim and the image and the trim needs to be removed:

The trim is held to the light box by:

1. button-fix type 2 hardware, which is designed to release when pulled, and
2. four safety cords, two near the top and two near the bottom, which will need to be released by hand.

NOTE: Smaller sizes may have only one set of cords.

IMPORTANT: Trim removal requires two people:

- for smaller sizes, one to hold the trim while a second person releases the safety cords, and
- for larger sizes, one on each side to remove the trim and release the safety cords.

IMPORTANT: Always turn fixture off before cleaning or trim removal.

To release the trim:

Grasp the trim near the top on both sides and pull it directly away from the light box.

NOTE: This will require both people for larger fixtures.

IMPORTANT: DO NOT PULL ON ONE SIDE ONLY!

then continue towards the bottom of the fixture until the trim is fully released.

To release the safety cords:

Once the trim is released, it needs to be lifted slightly to relieve the tension on the safety cords so they can be unhooked from the green buttons.

NOTE: For larger fixtures, each person will hold the trim and unhook the cords on their respective sides.

To reinstall the trim:

First, trim is centered over the light box and safety cables are attached.

NOTE: Cords attach to the green buttons.

NOTE: Once again, this will require two people for larger fixtures

Then, grasping the trim near the top on both sides:

1. line up the buttons on the trim with the catches on the light box, and
2. push both sides of trim near the top firmly toward the light box until the button-fix hardware latches,
3. then continue pushing the trim in where it is needed until all hardware is firmly latched.

IMPORTANT: WHERE POSSIBLE, PUSH TRIM IN ON BOTH SIDES AT THE SAME TIME!

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 Sky Factory if a problem arises with their functioning.

If LED's reach their end of life, they can be replaced on site by a qualified electrician.