

MAINTENANCE

Changing Image Panel:

Changing the image panel entails removing wood trim and opening snap-frame doors. To reinstall image panel, or install a new image panel, requires a careful cleaning process to remove all particles on the three layers of material that the light passes through --acrylic diffusion panel, image, and image protective cover.

1. Remove wood trim. The wood trim is in one piece and is held by ball-catch hardware. Using both hands, grasp the wood trim in the middle of both sides and pull directly outward. Set trim safely aside.
Remove image protective cover and image. The image protective cover and the image are held in place by the snap-frame doors. Open each of the four snap-frame doors one at a time, sides first, top next, leaving the bottom door for last. To open, hook thumb in the v-groove on the inside edge of the door, gently slide the door toward the outside edge of the LVW, then flip up and out.
2. **Caution:** Be careful to firmly hold the image cover in place while you are opening the doors to prevent it, and the image underneath, from falling out. After opening the top door, get a hold of both the image cover and the image panel. Flip open the bottom door. Remove the image cover and panel, being careful not to scratch the materials.
3. Reinstall image panel, or install new image panel. First clean the acrylic backing material in the Luminous Virtual Window. Use a damp microfiber cloth. If there are some smudges that are difficult to remove, a mild diluted dish soap solution can be used. Afterward, rinse the soapy solution off with a damp microfiber cloth, followed by a dry microfiber cloth. Allow surface to thoroughly dry before installing or attaching next layer. Next remove the dust from the back of the image. Install the image over the acrylic backing, being careful to position it inside the metal

border strips. Remove the dust on the front surface of the image next.

It is helpful for one person to hold the image in position while a second person cleans the back of the image cover and installs it, also inside the metal border strips. Close the snap-frame doors, and finally clean the outer surface of the image cover.

Cleaning Luminous Virtual Windows:

Use a damp microfiber cloth. If there are some smudges that are difficult to remove with water, a mild diluted dish soap solution can be used. Afterward, rinse the soapy solution off with a damp microfiber cloth, followed by a dry microfiber cloth.

Changing LEDs:

LEDs have a lifetime of 80,000 hours. This should give you at least 10 years of operation. Please contact The Sky Factory if a problem arises with their functioning or replacement is needed at that time.

For technical support 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.