

IM000022

Revised 7/27/11

MAINTENANCE

Changing and/or Cleaning the Image Panel:

Changing the image panel entails removing wood or aluminum 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.

**ALWAYS TURN POWER TO LVW OFF BEFORE CHANBGING OR
CLEANING THE PARTS.**

USE A DAMP ONLY MICROFIBER CLOTH.

DO NOT LET LIQUID RUN DOWN INTO ELECTRICAL PARTS.

1. **Remove trim.** The trim is in one piece and is held by ball-catch hardware and safety cables. The trim must be free of the ball catches to access the safety cables. Depending on the size of the trim, two people may be necessary.
 - a. Using both hands, grasp the trim in the middle of both sides and pull gently but firmly outward.
 - b. Once the trim is free of the ball catches, lift it up slightly to create slack in the safety cables.
 - c. Reach behind the upper sides of the trim and undo the quick links which attach the cable to the trim.
2. **Remove image protective cover and image panel.** The image cover and the image panel are held in place by the snap-frame doors.
 - a. **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.
 - b. Open the snap-frame doors one at a time, sides first, then the top. Leave the bottom door for last. To open, hook thumb in the v-groove on the inside edge of the door, slide the door toward the outside edge of the LVW, then flip it up and out.
 - c. Once the top and side doors are open, 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, and set them safely aside.

Note: The image panel tucks down behind the metal border at the bottom and is centered between the metal border on the sides.

3. How to clean the acrylic diffusion panel, the image panel and image cover.

The image panel and image cover can be scratched if wiped with a coarse cloth or scrubbed vigorously. If there are some smudges that are difficult to remove, a microfiber cloth **lightly dampened with a mild diluted dish soap solution or isopropyl alcohol** can be used. Afterward, wipe any remaining solution off with a **dry** microfiber cloth.

Allow surface to thoroughly dry before installing next layer.

It is helpful for an extra person to hold the image panel and image cover in place during cleaning and installation.

- 4. Clean the acrylic diffusion panel.** It is the panel that is permanently attached inside the LVW body and against which the image panel and image cover sit.
- 5. Clean and install the image panel.** Next remove the dust from the back of the image. Install the image over the acrylic diffusion panel. The image panel tucks down behind the metal border at the bottom and is centered between the metal border on the sides. Once the image is in place, remove the dust on the front surface.
- 6. Clean and install the image cover.** Next remove the dust from the back of the image cover and install it over the image panel and between the metal borders.

Note: The image cover has a clear surface on one side and a non-glare surface on the other. Reflections on the clear surface will be crisp. Reflections on the non-glare surface will be fuzzy. Put the non-glare surface out.

- 7. Then close the snap-frame doors, clean the outer surface of the image cover, and replace the trim.**

Cleaning Luminous Virtual Windows:

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USE A DAMP ONLY MICROFIBER CLOTH.
DO NOT LET LIQUID RUN DOWN INTO ELECTRICAL PARTS.**

If there are some smudges that are difficult to remove with water, a **microfiber cloth lightly dampened with a mild diluted dish soap solution or isopropyl alcohol** can be used. Afterward, wipe any remaining solution off with a **dry** microfiber cloth.

Changing LED's:

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. The LED's themselves are maintenance-free. 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.