



FS Popping Sounds

Service Solution



 **Customer Need:**

Customer hears louds popping noises come from FS (fixed) skylight(s).

 **Who Can Repair:**

- Consumer
- Service Partner
- VELUX Technician

 **Tools Needed:**

1. Electric drill
2. Masking tape
3. Moving blanket

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Service Solution Profile

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1

Confirm the issue

Popping sounds on FS units may be reported during temperature swings from cool to warm/hot weather in the fall and spring.



2

Cause:

The popping sounds on FS units are caused by the white paint on the top of the wood frame sticking to the bottom side of the side profiles due to temperature changes and resulting expansion and contraction.

Follow the steps below to resolve this issue.

3

Remove the cladding pieces on the outside of the skylight



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4

Use drill to remove all the exposed screws



5

Lift the glass part of the skylight up from the frame

Tip:

Place the glass on a soft surface (moving blanket) to make sure the powder coat does not scratch



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6

Apply 1" masking tape to the wood frame on the sides only.

Make sure that it slightly overlaps the side of the wood frame as shown in the attached picture.

