

IMPORTANT SAFETY WARNING

Product safety replacement

VELUX roof window Risk of spontaneous glass breakage posing risk of injury

The products affected were produced and sold between 1997 and 2003 with pane code 00UE in pane widths:

- C width – pane width 39cm or less
- F width – pane width 48 cm
- M width – pane width 61 cm



The inner glass sheet of these products has been found to be at risk of spontaneous breakage causing glass to fall. This presents a risk of injury to anyone underneath or close to the window at the time of breakage. Cold temperature is a known factor in increasing the risk of breakage.

Please check if you have any affected products by checking the pane width and pane code of your VELUX roof windows.

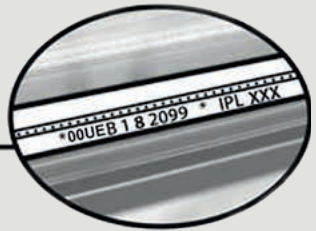
1 Check pane width



2 Rotate window



3 Locate and note pane code



PLEASE CONTACT US IMMEDIATELY IF YOU HAVE ANY AFFECTED PRODUCTS.

We will arrange an appointment to visit and replace the affected pane(s) free of charge at your convenience using a new VELUX pane with laminated inner and toughened outer sheets of glass.

If a breakage occurs prior to having any affected product replaced, please take care when handling loose glass fragments.

We apologise for the inconvenience caused.

VELUX Company Ltd
Web: velux-pw.velux.co.uk
Phone: 0345 111 4414

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