



Care Guide

Indow window inserts are made from acrylic sheets. If not cared for properly, acrylic will scratch or cloud. Unfortunately we are not able to cover scratching under our warranty or clouding due to the use of ammonia, alcohol, bleach based or acidic cleaners. For proper storage and cleaning procedures please follow the instructions listed in this care guide.

Cleaning: We recommend the Indow Cleaning Kit to clean your Indow inserts safely. For non-greasy dirt or dust, spraying with water and then wiping with a microfiber cloth will often work best (we do not recommend dry dusting). To clean greasy stains, spray two or three pumps of the cleaning mixture, using one lightly dampened cleaning kit towel to distribute the solution. Wipe away all remaining moisture with a second dry cleaning kit towel to prevent streaking.

If the Indow Cleaning Kit is not available, then use a soft, lint-free, nonabrasive cloth, such as a microfiber towel, and a mild, ammonia and alcohol free cleaner such as diluted dish soap to clean your Indow inserts. We recommend a diluted mixture of "Dr. Bronner's" soap. Suggested ratio: 1/2 tsp. to 16oz of distilled water.

Do not use any ammonia, alcohol, or bleach-based cleaners such as Windex, Clorox or 409. Do not use lemon juice or vinegar.

Do not use paper towels, newspapers or rough cloths. Use only microfiber cleaning cloths.

Removal: Larger windows may require two people for easy removal. To remove an Indow insert, simultaneously pull on both of the Pull Chains to break the Indow insert's seal with the window frame. Then pull the edge of the Indow window insert the rest of the way out while holding onto the opposite side of the Indow insert. Handle carefully to avoid scratching the acrylic.

Re-installation: Larger windows may require two people for easy reinstallation.

1. Place your Indow insert on the sill. Make sure you have the right Indow insert for the opening and that it is in the correct orientation. The product etching should be in the lower right hand corner, on the back and facing toward the existing window.
2. Hook both sides to the safety hardware into the brackets attached to the window frame.
3. Now center the Indow insert in the window frame. On both sides, the tubing should be slightly larger than the window opening and should overlap equally on both sides.
4. Place your hands midway up the tubing on each side of the Indow insert and press gently into the window frame. You might need to press the bulb inward at the same time you are pushing the bulb into the frame.
5. From the midpoint, work your way up both sides, pressing in the tubing as you go. Continue across the top.
6. Returning to the midpoint, work your way down the sides until you reach the bottom corners, pressing as you go.
7. Push the bottom edge in just enough to straighten the bottom of your Indow insert. You are done!

Storage: Many Indow inserts can be left in place year round with the occasional removal for cleaning. If an Indow insert is removed for an extended period, proper storage is essential. We make high quality custom-fitted, clear storage sleeves made from a 4mil nylon-poly blend. If you choose to make your own sleeves be sure to consider the abrasiveness of the material to avoid scratching.

If you wish to remove your Indow inserts, the best option is to store them flat on the floor with the largest on the bottom, no more than 3 high to prevent bowing or warping. Indow inserts can also be stored vertically, straight up and down against each other. A protective barrier, either a sleeve or solution you devise, should be placed between each Indow insert to prevent scratching.

Scratch Repair: In some cases, it may be possible to lessen the appearance of scratches by using a plastic polish such as Novus 2 or 3 which can be found at most major hardware stores. Be careful to follow the manufacturer's directions as the incorrect use may damage your Indow insert.



Limited Warranty

Indow Windows warrants its thermal window inserts for defects of materials or workmanship for 5 years from the date of purchase. If you discover a defect of materials or workmanship, please contact Indow Windows, which, in its sole discretion, will repair or replace your defective Indow Window. This limited warranty is effective for products purchased on or after the Effective Date.

Compression Tube: Indow Windows warrants its silicone compression tube against damage from exposure to reasonable extremes of heat and cold or exposure to UV radiation for 5 years.

Glazing: Indow Windows warrants its acrylic glazing for a period of 10 years from the date of original purchase against a change in light transmission in excess of 3%. This warranty does not cover acrylic exposed to artificial light sources emitting intense amounts of UVB or higher energy radiation.

Exclusions: This warranty does not apply to any Indow Window which has been subject to accident, acts of God, fire, flood, abuse or misuse, abuse by harmful fumes, vapors, solvents, chemicals or chemical pollutants in the atmosphere, mold, building settlement or structural failures of walls or foundations. We do not warrant our glazing against scratching or breakage. We choose high quality materials for our products but glazing can be scratched or broken if improperly handled. We do not warrant our acrylic glazing against clouding, yellowing or loss of light transmission caused by dirt, scratching, breakage, or improper cleaning with ammonia or bleach based cleaners.

Condensation: Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on window surfaces is not covered by the Limited Warranty. Indow Windows bears no responsibility or liability for any situation where molds or other associated conditions arise as a result of improper use, cleaning, sealing, humidification or ventilation.

Venting: Indow Windows does not warrant its window inserts against venting excess air pressure. It is part of an Indow Window's normal function to occasionally relieve excess air pressure by 'popping' a corner or side in response to a blower door test, heavy external winds, or high winds combined with extreme temperatures. Simply press the Indow Window back into place to restore normal function.

Window Opening Control Devices: Window Opening Control Devices (WOCs) are not a substitute for careful supervision of children. WOCs must be tested at least monthly. Follow all safety information and instructions provided with WOCs. Indow Windows should not be considered a Window Opening Control Device.

Indow Window's obligation under this warranty, or under any implied warranty, is limited to repairing or replacing (in our sole discretion) any part or parts of the Indow Window that are found to be defective under the terms of this warranty. We will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Warranty repair or replacement of the Indow Window is free of charge to you.

In the case of improper cleaning, storage or maintenance, Indow Windows will not be held responsible for any costs incurred in repairing or replacing any product under this warranty including, but not limited to, transportation costs, costs of removal, disposal, installation or reinstallation. Approved care, cleaning and installation instructions are available on the Company's website at www.indowwindows.com/care.

Effective Date: April 1, 2014