



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 solution, using a lightly dampened cleaning kit towel to distribute the solution. Wipe away all remaining moisture with a second lint free 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 all-purpose castile 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.

Only if you have purchased Indow Commercial Grade, you may use regular window cleaning product on the inserts (ammonia, alcohol, bleach, etc). Please check your order confirmation to ensure you have purchased "Commercial Grade" before using these cleaners. A non-abrasive cloth is still recommended.

Removal: Larger windows may require two people for easy removal. To remove an Indow insert, gently pull the D-ring 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 re-installation.

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 label should be in the lower right hand corner, on the back and facing toward the existing window. Please make sure to not remove the label so you can easily relocate the correct opening.
2. If there are safety chains hook the safety hardware into the brackets attached to the window frame on each side.
3. 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. Square the bottom of the insert in the frame. Push in the bottom and tuck in the corners.
5. Work your way up the sides of the insert, gently pressing into place and ensuring one side isn't compressed more than the other.
6. Press the middle of the top edge into the frame and work your way out to the corners.

Storage and Maintenance: Many Indow inserts can be left in place year round with the occasional removal for reseating and cleaning. Reseating is when the inserts are removed and re-installed in the window frame, and needs to be done in the spring and fall when there are big temperature changes. This will ensure you are getting a proper seal around the entire window frame, even with the expansion and contraction of the window due to the extreme cold or heat.

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 4mil low density polyethylene sheeting. If you choose to make your own sleeves be sure to consider the abrasiveness of the material to avoid 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.

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IW-Care Guide-Limited Residential Warranty_02-20-18



Limited Residential Warranty

R Value, Inc. doing business as Indow (“Indow”) provides this Limited Residential Warranty to purchasers who use the product in a non-commercial property, not used for income-generating purposes (our Limited Commercial Warranty may be viewed at http://go.indowwindows.com/commercial_warranty). Indow warrants its window inserts against defects of materials or workmanship as long as the purchaser continuously occupies the property for which the window insert was purchased. This warranty is not transferrable.

Exclusions

This warranty does not apply to any Indow window insert 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 which can occur if improperly handled. This warranty does not apply to any Indow window insert that has been subject to operating temperatures exceeding 160 degrees Fahrenheit. 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.

Glazing and Tubing

Indow uses only the highest quality materials in the manufacture of our products. Indow warrants its clear acrylic glazing against a change in light transmission in excess of 3%. This does not cover certain specialty grades that are not clear to start with (including Blackout, Sleep Panels, Privacy and Shade Grades), nor clear acrylic glazing exposed to artificial light sources emitting intense amounts of UVB or higher energy radiation. The Indow compression tubing is made of silicone which resists the effects of heat, cold and ultraviolet exposure.

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 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 does not warrant its window inserts against venting excess air pressure. It is part of an Indow window insert’s normal function to occasionally relieve excess air pressure by ‘popping’ a corner or side in response to heavy external winds combined with extreme temperatures or a blower door test. Simply press the window insert 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 will not pay for any incidental or consequential damages, and its liability under this warranty, or under any implied warranty, is limited to repairing or replacing (in our sole discretion) any part or parts of the window insert 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 insert is free of charge to you. In the case of improper cleaning, storage or maintenance, Indow 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.

To make a claim

If you discover a defect of materials or workmanship, please contact Indow. Upon providing proof of purchase, Indow in its sole discretion, will repair or replace your defective Indow window insert(s). This limited warranty is effective for products purchased on or after September 1, 2017.

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