



Care Guide

If not cared for properly, you can damage your Indow window inserts. 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 detailed in this care guide.

Cleaning: For both Indow acrylic panels and IndowKIT film, we recommend the Indow Cleaning Kit for safe cleaning. The kit includes a nonabrasive microfiber cloth, spray bottle, and all-purpose castile soap. Suggested ratio: 1/2 tsp. of castile soap to 16 oz. of distilled water. For non-greasy dirt or dust, and greasy stains alike, spray two or three pumps of the cleaning solution, using a lightly dampened cleaning kit towel. Wipe away all remaining moisture with a second lint free towel to prevent streaking.

If cleaning film, take the insert out of the window and place it on a clean, flat surface. Press gently as you wipe the film.

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 can you safely use regular window cleaning products on the acrylic. Please check your order confirmation to ensure you have purchased "Commercial Grade" before using these cleaners. A nonabrasive 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 seal with the window frame. Then pull the insert the rest of the way out while holding onto each side. Handle carefully to avoid scratching or puncturing.

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 correctly oriented. The metal D-ring should be in the lower left hand corner facing into the room.
2. If there are safety chains, hook them into the brackets attached to the window frame on each side.
3. Center the bottom of the Indow insert in the window frame. On both sides, the edges of the insert should slightly overlap the window frame.
4. Gently press into place and tuck in the corners if necessary.
5. Work your way up the sides of the insert, 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 & Maintenance: Many Indow inserts can be left in place year round. If an Indow insert is removed for an extended period, proper storage is essential. The best option is to store them flat on the floor with the largest on the bottom and edges touching. Do not stack more than three high. Do not lean inserts and store below 160 degrees. See video on storage and full storage details here: go.indowwindows.com/storage A protective barrier, such as a soft bedsheet, should be placed between each Indow insert to prevent scratching.

Scratch Repair: Acrylic customers: 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.

IndowKIT film customers: You can order new film for your insert at go.indowwindows.com/new-film.



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 go.indowwindows.com/commercial_warranty). To view Indow warranty information for purchases prior to 1/1/15: go.indowwindows.com/warranty-pre2015. 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 transferable.

Glazing & Frame 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 warranty does not cover certain specialty grades that are not clear to start with (including Sleep Panels, Privacy and Shade Grades), our film product, nor clear acrylic glazing exposed to artificial light sources emitting intense amounts of UVB or higher energy radiation. The Indow compression material is made of silicone which resists the effects of heat, cold and ultraviolet exposure.

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, as listed in our Receiving & Handling Guide. 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, as listed in our Care Guide (see link below).

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 inserts against venting excess air pressure. It is part of an Indow 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 insert back into place to restore normal function.

Window Opening Control Devices

Indow window inserts are not Window Opening Control Devices (WOCDs) and they are not intended as a substitute for careful supervision of children near windows. WOCDs, if installed on primary windows, must be tested at least monthly. Follow all safety information and instructions provided with WOCDs.

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 its 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) or its components. This limited warranty is effective for products purchased on or after October 31, 2021.