



FAQ's

Design

Q: How do Indow inserts stay in place?

A: Indow window inserts stay in place with our patent pending Compression Tube, which is custom made to precisely fit each window. We make the insert slightly larger than the inside of your window frame, so that the Tube compresses when the Indow insert is pushed into place. This compression creates a spring force to hold the Indow window insert in your window frame while sealing out cold drafts and hot summer air.

Q: What colors do Indow window inserts come in?

A: The Indow insert edging currently comes in white, brown and black. The brown is comparable to Benjamin Moore's French Press. For large commercial jobs, custom colors are available in any of the Pantone colors. Note: Silicone edging does not paint well.

Function and Performance

Q: How do I remove and reinstall Indow inserts? Is this difficult?

A: Indow inserts remove and install very easily. To remove, all you have to do is simply pull the ball chains. This will free the insert from the frame. Once the Indow insert is dislodged, there might be a safety strap you need to unhook, which is very easy to do. Reinstalling your Indow window insert is simply a matter of lining each corner with the window frame and pressing it into place. We generally try to put the bottom corners in first to align the Indow insert with the frame, and then press in the top corners followed by the top and sides.

Q: Where would you recommend UV filtering (Museum Grade) & Scratch Guard (Commercial Grade)?

A: Many clients order Museum Grade for areas where they want to protect furniture, art, carpets or kids from the damaging effects of the sun's UV rays. Select Museum Grade for windows where direct sun shines through into your home. Typically unshaded windows on the east, south, or west can benefit from Museum Grade Indow inserts. Commercial Grade is generally ordered for areas near the kitchen sink where it will be washed or wiped off more often or removed frequently. A pet or child with a sharp object will still be able to damage Commercial Grade Indow inserts.

Q: Will the inserts trap condensation?

A: Thermal window inserts should greatly reduce or entirely eliminate condensation on existing single or double pane windows. The bulb seal edging effectively stops warm moist air from reaching the glass. Most clients find that they can see outside their kitchens for the first time during dinner in the wintertime. There will be times when the acrylic will start to fog up but not nearly as severe as the glass would. If condensation is repeatedly appearing inside the glass or fogging up the acrylic, then there is most likely an existing condition in the wall that should be addressed and remedied.

Durability

Q: How long do Indow inserts last?

A: Indow inserts should last over ten years. Check out our warranty statement for more detailed information.

Q: Doesn't acrylic turn yellow over time?

A: The acrylic we use to make Indow inserts does not yellow, crack or discolor from exposure to UV radiation or simple aging.

Q: Doesn't acrylic scratch very easily?

A: If not cared for properly, especially with storage and cleaning, acrylic will scratch. Many scratches can be buffed out with an acrylic repair kit. If scratching is a concern, we offer a Commercial Grade acrylic that has a durable, scratch resistant coating.

Q: How durable is the edging and will it fade?

A: The edging is similar to the material used to make silicone oven mitts and cooking spatulas. It was chosen for its durability and it will not fade from exposure to UV or be affected by heat or cold.

For questions on how to easily care for your Indow inserts please request our [Care Guide](#).

Benefits

Q: What type of benefits/savings do Indow inserts provide?

A: Indow inserts provides the following benefits:

- Delivers energy savings equivalent to a standard double pane window at 15%-20% of the cost
- Features a low profile design that almost disappears when installed, allowing your home's own beauty to shine through
- Allows you to preserve your existing windows, which is often aesthetically preferable to even a high quality, high price double pane upgrade
- Reduces sound transmission by 50-75%.
- Designed for easy installation and removal for cleaning or storage. We can do the initial installation for most homes or businesses in less than two hours, without the disruption, expense, and worries about lead paint that accompany a window replacement construction project
- Generates a 10% to 30% return on investment to you per year through reduced energy bills
- Enhances your home's resale value, preserving the initial investment

Q: I live in a noisy urban area; will Indow inserts help reduce any of the noise?

A: Indow inserts will reduce noise coming through your windows by at least 50%. We also offer an Acoustic Grade Indow insert that further reduces noise by 70% or more. This is one of the most important benefits for some of our customers! There is a great demonstration on our website under 'How They Work.' Click on the video link 'Whisper Quiet' and listen for the difference!

Q: What do I do with my Indow inserts in the summer?

A: Indow inserts can stay in place through the summer! If you are running an air conditioner, Indow inserts will lower your energy bill and help keep your house cooler and quieter in the summertime. With or without A/C, Indow inserts will reduce heat gain in the summer keeping your home cooler.

Q: Will Indow inserts add any benefits to double pane windows?

A: Indow inserts added to your double pane windows will boost efficiency, increasing thermal performance and noise reduction.

Q: For which federal and state rebates do Indow inserts qualify?

A: At this point there are no Federal, State, or utility rebates available for Indow inserts. However, because Indow inserts upgrade your windows by adding an additional layer of window insulation, they are typically considered a home "improvement" (vs. repair or maintenance). Your purchase of Indow inserts likely qualifies as an eligible home improvement, the value of which can be added to the taxable cost basis of your home, thereby reducing your taxable gain when you sell. Be sure to check with your tax advisor for details and limitations of this tax benefit. If you install Indow inserts as part of a whole home energy efficiency retrofit, Indow inserts may qualify for cash incentives or low-interest financing as an air-sealing measure. Check with your local energy efficiency program eligibility and details.

Where Indows Work

Q: Which types of windows/frames will Indow inserts work with?

A: Indow inserts can be fitted to square, rectangular and other polygonal windows. Each window frame is precisely measured which allows us to create the specific shape of your window even if the window is not perfectly square. Custom shapes such as arched windows are available in select markets. In order for Indow inserts to fit properly, there must be an unobstructed flat edge within your window frame with a depth of at least 5/8" that runs the entire perimeter of the window.

Q: My windows are not standard size; can I still use Indow inserts?

A: Yes, each Indow insert is custom made to fit each window.

Q: What's the largest window size Indow insert will work in?

A: Size restrictions have many variables according to width, height, window function and air leakage. If you have windows larger than the sizes we currently offer, please call to inquire. We may be able to meet your needs.

Q: Will Indow inserts work with my blinds and curtains?

A: Indow inserts will work with various window treatments if the curtains or blinds are mounted to the face of the window frame rather than to the inside.