



# 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.

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.