



WARRANTY

MAINTENANCE



WARRANTY



Thank you for choosing an *"Ida Maria Grassi"* product. We hope that the present purchase will be fully satisfactory. In the event that the product has an unexpected defect, contact the retailer where the purchase was made.

Warranty coverage

"Ida Maria Grassi" provides customers with a 24 month warranty from the date of purchase that can be extended to 48 months.

The warranty insures that the *"Ida Maria Grassi"* product is without material or manufacturing defects at the time of the original purchase. Should problems occur that are related to the production or material during the time of the warranty, *"Ida Maria Grassi"* assures the repair or substitution of the product taking on all responsibility.

How to extend the warranty

In order to extend the warranty, you must register the product within **60 days of the purchase** on the product registration area on the website:

www.idamariagrassi.com

Warranty conditions

Damages will be resolved by means of repair or substitution at the discretion of *"Ida Maria Grassi"*. The Company will take on all costs of labor, and materials in the case of repair or substitution. *"Ida Maria Grassi"* provides a post-repair guarantee of 6 months.

In the event that *"Ida Maria Grassi"* decides to substitute the product, the product substitute must be identical, similar in type and or value of the other.

The present warranty allows for unprejudiced consumer rights, the legislation in effect in the singular countries and the consumer rights concerning retailers inferred in the purchase contract.

The warranty does not cover

- Regular maintenance of the products.
- Repair caused by normal use of the pieces.
- Corks, springs, pads, felts and other parts necessary for ordinary maintenance are the responsibility of the buyer.
- Damages or defects caused by improper use of the products including treatment contrary to the instructions indicated by *"Ida Maria Grassi"* concerning management, maintenance care and storage
- Damages or defects caused during the maintenance operations and assistance due to the lack of observation of the instructions concerning assistance and maintenance.
- Damages and defects caused by the use of solvents and other chemical agents for cleaning the instrument.
- Repairs, technical changes or maintenance operations done by the customer or unauthorized third parties.
- Unproper packaging or management during transport by the customer (it is the customer's responsibility to prepare the instrument's package properly before sending them for repair).

Requesting a warranty claim

Attach a proof of purchase or a copy of the invoice or the original receipt (the proof of purchase must contain the date of purchase and the name of the reseller) with the defected product. Without a valid proof of purchase, *"Ida Maria Grassi"* reserves the right to refuse the free warranty service and send the product back to the sender charging them for the transportation cost.

Attach to the product a detailed description of the defect.

Warranty is not valid if the serial number of the product has been altered, removed or made unreadable.

The customer can then take the instrument back to the original reseller of purchase and request a warranty claim.

Limitations and exclusions of responsibility

"Ida Maria Grassi" is not responsible for damages that happen during transportation of the product from the reseller to the customer.

"Ida Maria Grassi" does not offer any warranty for products not correctly maintained where the maintenance has not been executed by qualified technicians.

"Ida Maria Grassi" is not responsible for damages resulting from improper maintenance of the products.

MAINTENANCE

FLUTE

How to assemble the flute

1. Take the central body of the instrument holding it from the upper part without forcing the keys. Get the flute thrombin and mount it to the body pushing and turning in both directions. Always keep in mind not to force the keys.
2. Take the head joint and place it in the central body by pushing and turning in both directions. It is important not to force the keys during the process.
3. Ensure that the blowhole within the headjoint is aligned to the body's keypad. Use the first key as reference.
4. If the assembly process between parts is difficult, lubricate the inserts with the provided grease or oil.

How to disassemble the flute

1. Take the head joint out slowly without applying too much pressure on the keys.
2. Slowly take out the thrombin without applying too much pressure on the keys.
3. Put the pieces back in the case. Never leave the instrument assembled. Always put it back in the case after each use.

Daily care

1. For long-lasting maintenance of the pads, it is necessary to always dry the keys and the body with a dry cloth.
2. Use a cloth on the inside of the single pieces. Use the included stick to ease the process.
3. Clean the external part of the instrument with a dry cloth to avoid surface deterioration.

Long-term maintenance

With regular use the keys of the flute could need servicing. We suggest bringing your instrument to a qualified technician once a year for a checkup. Servicing your instrument on a regular basis could prevent the risk of malfunctions and the need for expensive future repairs.

CLARINET

How to assemble the clarinet

Before proceeding with the assembly of the instrument make sure to apply a thin layer of cork grease on the corked ends of each segment of the instrument.

1. Assembly of the small barrel and the upper piece:
Insert the upper piece into the small barrel being careful not to apply too much pressure on the keys.
2. Assembly of the lower barrel and the bell:
Insert the lower barrel into the bell being careful not to apply too much pressure on the keys.
3. Assemble the upper and lower pieces paying attention to align the corresponding keys.
4. Insert the mouthpiece into the assembled instrument. Position the reed on the mouthpiece and fasten it with the ligature.

Never force the pieces together with excessive strength in order to avoid breaking the instrument.

Note: Be very careful when putting the ligature over the reed and mouthpiece so as not to damage either.

How to disassemble the clarinet

1. Remove the ligature and the reed from the mouthpiece.
2. Dry the reed with a soft cloth being very careful not to break it and put it in its original plastic case.
3. Remove the mouthpiece from the barrel and dry it with a soft cloth.
4. Dry the instrument by running the cloth cleaner provided through the inside of the instrument.
Note: Start at the bell and run through towards the barrel. If done from the other direction the cloth could get stuck on a small protusion.
5. Separate the upper piece from the lower one.
6. Separate the bell from the lower piece.
7. Separate the barrel from the upper piece.
8. Dry the inserted parts with a soft cloth.
9. Clean the keys with a dry soft cloth.

Daily care

Disassemble, dry and put your instrument in its case after each use.

Long-term maintenance

With regular use the keys of the clarinet could need servicing. We suggest bringing your instrument to a qualified technician once a year for a checkup. Servicing your instrument on a regular basis could prevent the risk of malfunctions and the need for expensive future repairs.

SAXOPHONE

How to assemble the saxophone

1. Apply cork grease onto the cork of the neck to facilitate the insertion of the mouthpiece without forcing it.
2. Holding the neck with your hand near the cork, insert the mouthpiece using a twisting motion, being careful not to apply too much pressure in order to avoid bending the octave key.
3. Be sure that the insert part of the neck as well as the insert part of the body of the saxophone are clean.
4. Slide the neck into the body being careful not to push too hard on the neck so as not to bend it.
5. Put the reed and the ligature on the mouthpiece.
Note: Be careful not to damage the upper part of the mouthpiece or the reed with the ligature.

How to disassemble the saxophone

1. Take the reed and the ligature off of the mouthpiece. Dry the reed and place it in its specific case.
Note: Be careful not to damage the upper part of the mouthpiece or the reed with the ligature.
2. Take the mouthpiece off of the neck with a gentle twisting motion and dry it with a soft cloth.
3. Take the neck out of the body and dry the inserted parts of the neck and body.
4. Insert the cap provided into the body of the saxophone.
5. Put the saxophone and the accessories back into the case.

Daily care

1. Always dry the keys and the body of the saxophone with a dry cloth. Removing excess humidity helps prevent the pads from sticking and deteriorating.
2. Always remove the mouthpiece from the neck when not using the instrument so as to keep the cord in good condition, as well as to keep the instrument parts dry.

Long-term maintenance

With regular use the keys of the saxophone could need servicing. We suggest bringing your instrument to a qualified technician once a year for a checkup. Servicing your instrument on a regular basis could prevent the risk of malfunctions and the need for expensive future repairs.

BRASS

Care & maintenance of piston valved instruments

The cleaning and care of the instrument must be done regularly.

Insert the mouthpiece slightly turning it and if the operation results difficult, contact the reseller and do not use any other tools that could damage the instrument.

Regular maintenance

1. Clean the mouthpiece with a pipe cleaner;
2. For piston valve instruments: unscrew and extract the first piston, lubricate with the provided oil, reposition it, rotating until you hear a click and the rotation is blocked. Proceed in the same way with the second and third pistons.
3. For cilindric instruments: unscrew the valve's covers and pour a drop of oil. Pour a drop of oil on the instrument's junction rods. Move the cilindres repeatedly to facilitate the oil distribution.
4. Extract the pump, take out all the condensation and reposition them. If the movement of the pump results difficult: clean the grease residues and eventual oxidations, grease them again with the given grease and reassemble everything. After having played, it is important to extract all the pumps and take out the condensation that has accumulated and put the instrument back in its case.

Long-term maintenance

With regular use the keys of the instrument could need servicing. We suggest bringing your instrument to a qualified technician once a year for a checkup. Servicing your instrument on a regular basis could prevent the risk of malfunctions and the need for expensive future repairs.