

Piano House  
1 Monmouth Court  
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pianos@chrisvenables.co.uk  
www.chrisvenables.co.uk

## **FIVE YEAR GUARANTEE**

### **Conditions of Guarantee**

Thank you for buying your new piano from us. We want you to enjoy your piano to the full, so please read the following information carefully. Your piano is guaranteed for a five-year period from the date it was purchased. The guarantee covers any structural failure of the casework, frame, back, action or keys, which has been caused by unsound materials or faulty workmanship in manufacture. The guarantee does not cover faults that have been caused by accident, misuse, neglect or as a result of fair wear and tear.

If your piano is found upon inspection by us to have a defect caused by unsound materials or faulty workmanship we will repair such defect without any charge for materials or labour.

Normal maintenance work, such as tuning, regulation and voicing, and the results of normal wear are not covered by this guarantee. Nor are strings, felt and leathers.

The guarantee is available to the original purchaser only and is not transferable to subsequent owners.

MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_ INVOICE NO \_\_\_\_\_ :

CUSTOMER NAME \_\_\_\_\_ ADDRESS \_\_\_\_\_

### **Proper Maintenance**

Your new piano should be properly used and maintained and it is therefore important that you follow this advice on this guarantee. This guarantee does not apply to problems caused by any of the following:

- Improper installation, maintenance or repair.
- Exposure to extremes of temperature or humidity.
- Abnormal use, neglect, abuse, modification or accidental damage.

Your piano must be regularly tuned by a qualified tuner or technician. We recommend this is done at least twice a year. Servicing should be carried-out every 1 or 2 years depending on amount of use and the conditions under which the piano is kept. Please ask your tuner to complete the tuner/servicing record below after each visit. Remember, a full service history may increase your piano's resale value too!

EXCELLENCE SINCE 1981

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## TUNING RECORD

Please complete all sections to maintain validation of your guarantee.

- Minimum interval between tunings is 6 months.
- Humidity level must be kept between 45% and 65%

DATE.	PITCH FOUND AT.	LEFT AT.	HUMIDITY%.	WORK DONE	TUNER/CO.
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## GENERAL INFORMATION

### Tuning toning and regulation

Tuning should be carried out at least every six months by a qualified tuner. Toning and regulation should be carried out every year or two depending on the amount of use the piano has and the environment in which it is kept. A tuning and servicing record sheet is overleaf – just ask your tuner to complete after each visit.

### Upright Pedals

**Left:** 'soft' pedal, - pushes the hammers closer to the strings so the sound is only slightly quieter than in normal mode.

**Centre:** 'practise' pedal, -on most uprights, press down and then move to the left to lock it in position. The hammers then hit a soft strip of felt which creates a muffled effect. However, when using the right 'sustain' pedal at the same time, you may notice a slight secondary sound after playing certain notes as the felt may bounce against neighbouring strings.

**Right:** 'sustain' 'damper' or 'loud' pedal, - lifts all the dampers off the strings so all strings vibrate in sympathy with the notes being played.

### Grand Pedals

**Left:** 'soft' or 'una corda' pedal - shifts the whole keyboard so that a different area of the hammer felt hits the strings. For example, in the treble where there are 3 strings for each note, the hammer felt will hit only the right and centre strings fully, the left hand string only slightly. (Or not at all depending on the degree of adjustment set by the technician, if requested by the pianist.) The effect is not only a softer sound but a slightly different tone. When the piano is new and the felt is not fully 'bedded in' the effect is not as great as when the piano has become 'played in' – this may take several months.

**Centre:** 'sostenuto' or selective sustain – by first depressing the keys of a selected chord and then depressing the centre pedal, only the keys which are played immediately before pressing the pedal will be sustained. Pressing the pedal before playing a note has no effect.

**Right:** 'sustain, 'damper' or 'loud' pedal – as per upright.

### Dampers

Usually, the top 15 or 16 notes have no dampers, so there is always a noticeable harmonic or sustain coming from this section of the piano whenever any notes are played. This is intentional to create a smooth flowing effect when playing the piano and also to add extra harmonics, tone and resonance when the piano is played more powerfully. Staccato playing will always create a certain harmonic both because of the damper(s) returning to the string(s) and due to the top section of strings being undamped.

The majority of the piano strings are, however, damped, to avoid too much sustain. On the longer strings and also in the bass where there are two or more strings per note the damper felt is shaped in a V or W wedge. On the single bass strings the felt is shaped so that it almost wraps half way around the strings. This shaping is designed to cut off the sound as effectively as possible, but it does mean that you will hear a 'whisper' when the felt on these dampers brushes off the strings and also on their return. This is normal!

### Rattles, buzzes, etc.

In the unlikely event of hearing any rattle or buzz, the cause is usually a sympathetic vibration caused by a particular note on the piano creating an object close to the piano to vibrate. Make sure no objects are placed on top of the piano and that no pencils, paper clips or small items fall inside the piano as they may also cause unwanted vibrations.

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## LOOKING AFTER YOUR PIANO

We recommend a room where the temperature and humidity are fairly constant . 20 C and 45-65% humidity are ideal. We cannot offer any guarantee if the piano is placed in a room where the humidity is below 45% or above 65% Please monitor the humidity and temperature in the whole room keeping a humidity gauge and thermometer close to the piano.

### AVOID

- EXCESSIVE HEAT
- EXCESSIVE DRYNESS
- PLACING PIANO CLOSE TO A RADIATOR, WARM AIR VENT, WINDOW, OUTSIDE WALL OR IN A DRAUGHT
- SUDDEN TEMPERATURE CHANGES
- SUNLIGHT
- SPILLING OR PLACING ANY PLASTIC PRODUCTS, VINYL , OR LIQUIDS OF ANY DESCRIPTION INCLUDING AEROSOLS
- DUST

### ENSURE

- CLEAN THE PIANO CASE WITH A PERFECTLY CLEAN, SOFT CLOTH. NEVER USE CLEANING SOLUTIONS
- CLEAN THE KEY TOPS WITH A DIFFERENT, PERFECTLY CLEAN SOFT CLOTH
- WASH YOUR HANDS BEFORE PLAYING THE PIANO AND WIPE THE KEYTOPS CLEAN AFTER PLAYING
- REGULAR TUNING, AT LEAST EVERY SIX MONTHS AND MAINTENANCE AS DESCRIBED IN THE GENERAL INFORMATION SECTION