

FIVE YEAR GUARANTEE

As an expression of confidence in the design, materials and workmanship involved in the construction of our pianos we provide the following Five-Year Guarantee. The Guarantee is in addition and does not affect your statutory rights.

CONDITIONS OF GUARANTEE

Your piano is guaranteed for a five-year period from the date it was purchased by you from Ryan's Pianos. 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, failure to follow our guidance notes for correct maintenance, or as a result of fair wear and tear.

If your piano is found, upon inspection by an authorised agent to have a defect caused by unsound materials or faulty workmanship, Ryan's Pianos will arrange to 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 and tear are not covered by the Guarantee. This Guarantee is exclusively available to the original purchaser only. The Guarantee is not transferable to subsequent owners. This Guarantee is only valid for pianos in normal domestic use and does not cover strings, felts or leathers.

OWNERS RESPONSIBILITIES

1. To notify Ryan's Pianos of any alleged defects promptly upon discovery, with a detailed explanation of the problem. We strive to resolve any concern within 30 days following notification.
2. To permit an authorised Ryan's Pianos agent to inspect the piano and provide necessary service under the terms of this guarantee

PROPER MAINTENANCE

Your new piano should be properly used and maintained in accordance with the Guidance Notes. This Guarantee does 'not apply to problem caused by any of the following:

1. Improper installation, maintenance
2. Exposure to extremes of-temperature and humidity.
3. Abnormal use, neglect, abuse, modification or accidental-damage
4. Your piano must be regularly tuned by a qualified tuner or technician.

We recommend this be done at least twice a year.

Thank you for purchasing a Ryan Piano. We appreciate the vote of confidence in our products your purchase represents. Please keep your sales slip with this document for future reference.

Model: _____ Serial No _____ Date _____

Purchased from: _____

RYAN'S PIANOS
54 Oakfield, Father Russel Road
Roheen, Limerick

GUIDANCE NOTES

TO THE OWNER OF A Piano. Thank you for purchasing a PIANO FROM Ryan's Pianos. The piano is amongst the most versatile of musical instruments, but it is also one of the most complex and delicate.

Pianos are extraordinarily rugged - built by a combination of traditional craftsmanship and advanced acoustic technology. But even the finest instrument needs proper care to give long life and dependable service. Please read these notes carefully and follow the instructions and you will be rewarded with years of pleasurable satisfaction.

PROVIDE ENOUGH VENTILATION: Pianos need ventilation, but the wrong kind of ventilation can damage them. The best location for your piano is in the centre of the room or against a wall which divides two rooms. If possible avoid placing it next to an exterior wall where outside weather conditions might cause tone quality and volume to suffer. If there is no other choice, however, at least make sure that the piano has adequate ventilation on all sides.

AVOID WINDOWS: Try not to place the piano near a window. Its cabinet is made of wood and must be protected against direct sunlight, humidity and sudden changes in temperature. Windows, which open out of doors, offer the least protection. If you must place the piano near a window use a heavy curtain over the window for protection.

AVOID HEAT: Keep the piano away from sources of heat such as radiators or hot air vents. They may damage the finish and internal parts causing tone and balance to deteriorate. Make sure that no radiant heat or hot air draught strikes the piano directly.

PROPER CONDITIONS MEAN PROPER SOUND: Pianos work best and sound best when the temperature and humidity are right. Proper ventilation is also important. Generally speaking, a relative humidity of between 50 and 60% is ideal for pianos. The use of materials such as wood, felt and cloth in piano construction means that many parts are quite delicate. If not properly cared for they can be damaged easily. Therefore we are unable to assume responsibility for damage resulting from abuse or harsh treatment

HOW HUMIDITY AFFECTS A PIANO: Felt, cloth, leather and the precision wood parts - some of them machined to tolerances as fine as 11100mm - used in such critical parts of the piano as the action are extremely sensitive to humidity. Too much humidity will result in dull hammer action and unclear tones, rusting of internal parts and sticking keys. Before this happens the piano should be repaired.

HOW TO PROTECT AGAINST EXCESSIVE MOISTURE: Your dealer can advise you how best to compensate for climatic conditions in your areas. However, here are a few general tips for proper care. On cloudy or rainy days close all windows in the piano room. Also be sure to close the fall each time after playing. Be especially careful about excessive moisture if you live in one of the following places:

Along a seacoast or in a rainy or humid region.

In a valley, in a house facing hills, or in an area with poor drainage.

In a concrete building not more than one or two years old.

In an area where air exhausts are directed into a room or in a dark room facing north.

BEWARE OF EXCESSIVE DRYNESS: Too much humidity is a problem, but excessive dryness is an even more serious one, especially where heating or cooling systems are used to create artificially de-humidified rooms. Used in naturally dry climates the piano has enough natural moisture to prevent excessive drying. However, if the air becomes too dry the wooden and felt components will shrink. In extreme cases, the soundboard, joints and other laminated sections may even come apart, even though they have been glued together carefully. Slight distortion of the parts may cause noise, and the tuning pins may work loose, making it difficult to keep the piano in tune. To avoid excessive dryness it is best to keep some kind of leafy plant or a humidifier in the piano room.

AVOID SUDDEN TEMPERATURE CHANGES: When a cold room is warmed suddenly, moisture will condense on the piano strings and other metal parts, causing them to rust. Felt pads will absorb moisture, dulling their action and resulting in unclear sound. Be especially careful about sudden temperature changes when moving your piano into a room in a cold northern climate or into a light room in a concrete building.

PUT YOUR PIANO WHERE IT SOUNDS BEST: The piano should be placed in a room where the sound will be evenly distributed. A room where all the sound gathers in one spot will produce sound lag and echoes. The best room for your piano is one in which its sound will reverberate to produce pleasant, full-bodied tones without harsh echoes.

DO NOT PLACE OBJECTS ON TOP OF THE PIANO: A heavy object may cause poor tone or noisy vibrations if placed on the piano. A vase of flowers may look attractive on the piano but if it should spill and water enters the piano serious damage can result. Water will rust the metal part of the piano and damage the hammer and action. Avoid costly accidents and never place anything except sheet music or a metronome on the piano.

AVOID PLACING OR SPILLING ANY OF THE FOLLOWING ON THE PIANO:

- Plastic products (except polyethylene)
- Vinyl products
- Anything containing alcohol
- Liquids such as cosmetics, insecticides, any kind of aerosol, paint thinner or petroleum-based products.

DO NOT ALLOW THE PIANO TO BECOME DUSTY: Dust can dull the hammer action and cause noise. Dust the piano frequently with a soft cloth or feather duster and wipe the finish with a soft cloth.

KEEP THE KEYBOARD CLEAN: The keyboard should be wiped periodically with a soft dry cloth. Never use cleaners containing alcohol, as the keys will become cracked. If the keyboard is very dirty wipe it with a cloth dipped in a solution of soap and water and wrung out well. The same cloth should not be used for cleaning the surface of the piano however, a good habit to cultivate is never to play the piano with dirty hands. This way the keyboard will stay clean for a long time.

TUNING AND REGULATION: Pianos are delicate instruments which need professional attention periodically. Basically there are two types of professional piano care: tuning and regulation. Tuning means correcting the pitch of every note by re-tightening the strings. Each piano string is normally stretched to a tension of about 90 kilograms (198.5 pounds), but eventually it will stretch further with use and lose some of its tension, causing the piano to lose its correct pitch. The strings need to be tuned generally twice a year to restore them to their proper tension.

Regulation involves the entire piano action, keyboard and pedal movements. Whether the piano will perform properly or not depends on how accurately the adjustment is made. Tuning and regulation should be done by an expert. When your piano requires either one, ask your local dealer or just call a specialist. Your dealer can also advise you about the interval between adjustments for your piano under the circumstances in which it is used.