

# Piano LIFE SAVER SYSTEM

**FIVE-YEAR  
LIMITED**

## Product Warranty

At Damp-Chaser Corporation, our commitment to the highest level of quality and customer service is apparent in everything we do. Each Piano Life Saver System is built on a tradition of using the finest materials and is backed by our 5-Year Limited Warranty. With the Piano Life Saver System, you are not just buying a product, you are buying a company with over five decades of reliable performance and quality.

### Warranty Coverage

The Manufacturer will replace or repair any defective DAMPP-CHASER PRODUCT (except Humidifier Pads) within five years from date of purchase. Persons covered by this warranty: the original purchaser and persons to whom ownership of the product is transferred during the term of the applicable warranty period but only for the balance of the 5-Year warranty period then remaining.

### Warranty Exclusions, Limitations and Rights

1. Any warranties stated or otherwise implied are void if the installation is made by someone other than a professional Piano Technician or Piano Tuner.
2. **The warranty covers product parts only.** Damp-Chaser Corporation assumes no responsibility for piano technician labor in maintenance, repair or warranty service calls related to the Piano Life Saver System. Post installation maintenance, repair or warranty service call fees are not always included in the initial cost of the System. System owners should ask the installer to explain fees related to System maintenance.
3. Only problems caused by defects in materials or workmanship are covered. The Warranty does not cover any problem caused by negligence, misuse (this includes, explicitly, failure to add water and replace Humidifier pads as required), abuse, modification, or alteration of the product. Inspect the power cord frequently, as this warranty does not cover damages from fire or shock which may be caused by a frayed or cracked power cord. Be aware that the power cord can be damaged if the piano runs over it.
4. The warranty does not cover damage caused by use of any water treatment in the Humidifier other than the Damp-Chaser Brand of Pad Treatment. Other brands of water treatment may contain chemicals that corrode metal parts and strings.
5. All installations must be performed in compliance with (a) the instructions provided with the product, and (b) local, state, or federal building or fire codes. The Warranty does not cover damage that may occur through improper installation of the product. Your piano technician is responsible for making a proper System installation by carefully following the manufacturer's instructions included with the System. In particular, the System installer must heed the CAUTION information provided on page two of the Grand and Vertical System installation instructions.
6. THE WARRANTOR WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE SET FORTH HEREIN. ANY WARRANTY IMPLIED BY STATE LAW (WHETHER OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR OTHERWISE) SHALL BE EFFECTIVE FOR ANY PRODUCT ONLY FOR THE DURATION OF THE APPLICABLE WARRANTY PERIOD LISTED ABOVE. SOME STATES DO NOT ALLOW EXCLUSIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES AND/OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSION AND LIMITATIONS MAY NOT APPLY TO YOU.
7. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

System Purchased from \_\_\_\_\_

Telephone \_\_\_\_\_

Date \_\_\_\_\_

In the event you experience a problem or have any further questions about the operation and maintenance of your Damp-Chaser Piano Life Saver System, please contact your piano technician or Damp-Chaser Corporation.

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# Care and Maintenance Instructions for Your Piano Life Saver System

Congratulations on your purchase of a Piano Life Saver System for your piano. There is no better way to ensure that your instrument will be protected from the effects of humidity changes. The System consists of one or more **Dehumidifier** rods to lower humidity, a **Humidifier** to add humidity, and a **Humidistat** which senses whether the wooden parts of your piano are too moist or too dry. Through a cycling action, the Humidistat is calibrated to create a separate environment within the piano, producing a range of humidity which, in turn, provides a stable moisture content in the wooden parts. This cycling action stabilizes pitch and protects your instrument from deterioration.

## Responsibilities of the Piano Owner:

**1** Have your System checked and maintained by a professional piano technician at least one time each year.

**2** Make sure the outlet the System is plugged into has continuous electrical power. The green light marked **POWER** indicates the System has electrical power. The System should not be plugged into an electrical outlet that is controlled by a wall switch.

**3** **Adding water to the Humidifier tank.** Your System will need water at regular intervals, such as every two weeks (+ / -), depending upon your environment. If this regular interval changes drastically, call your technician. The Humidifier is equipped with sensor probes that sense when the water reservoir is three-quarters empty. At that point, the yellow light marked **WATER** on the light panel will continue blinking until water is added. When the yellow light blinks, add a watering can filled to the FULL can mark. Do not add just enough water to turn the light off. If your grand piano System has **2** tanks, add **2** full cans of water when the yellow light blinks.

If your tap water comes from a well or is “hard” water, meaning containing significant minerals, we recommend using distilled water. If distilled water is used, add a capful of PAD Treatment (see below) or 2 oz. of tap water to ensure there is adequate electrolyte in the Humidifier to support operation of the Low Water Warning Light. Without sufficient electrolyte, the light will blink continuously, even when the tank is full. **Do not put salt in the Humidifier, as it is corrosive.**

**Adding water to the Grand Piano System:** Look for the small flexible watering tube mounted along the rim of the piano. Pull it out and attach it to the watering can by inserting the spout of the watering can into the tube. Lift the can and slowly let the water flow into the Humidifier reservoir. Because of the way the tube is mounted, the water must flow “uphill” part of the way, so the trick is to hold the can as high as possible without allowing the water to spill out over the top of the can. (It’s easy after you have done it a few times.) When the water has run out, lower the can so the water that is still trapped in the tube can go back into the can and not spill out on the floor. Detach the tube and clip it back into place under the rim.

**Adding water to the Vertical (Upright) Piano System:** The watering tube is usually mounted in front, on the right-hand side under the keyboard, near the light panel. Detach the tube and insert the watering can spout into it. Lift the can and slowly empty the water. When the water has run out, lower the can so the water that is still trapped in the tube can go back into the can and not spill out on the floor. Detach the tube and clip it back into place under the rim.

**4** **Humidifier pads should be changed at least twice each year.** The Humidifier pads are designed to wick water over the Heater Bar, producing warm, moist air which rises and circulates throughout the piano. To ensure a properly functioning Humidifier, change the pads in the fall and again in the spring. That way, pads are at their best during the winter season when the Humidifier works more frequently. Replacement pads are available from your technician. Drape two pads across the Heater Bar and push them down into the tank according to the instructions with the pads. The Humidifier may require removal from the piano in order to remove and replace the liner. To protect the Heater Bar from potential corrosion due to minerals in the water, when you change the liner, also put a new plastic Clean Sleeve® over the Heater Bar.

**5** **Humidifier Heater Bar Maintenance.** If your System is equipped with a Smart Bracket (SB)— when the red light marked **PADS** on the light panel blinks, the SB has sensed that the pads are not wicking water across the bar. The SB sensor wires, that run the length of the heater bar, can sense the condition of the pads only if the wires are kept free from mineral build-up. During pad changing, remove the SB from the Heater Bar. Then, remove mineral residue on the wires by scraping with the edge of a knife held perpendicular to the wire. Replace the SB on the Heater Bar. Always mount the SB OUTSIDE the Clean Sleeve (see #4).

**6** **Use Damp-Chaser Pad Treatment regularly.** PAD Treatment inhibits mildew in both the watering tube and the Humidifier tank and increases the life of the Humidifier pads. Use **1 capful** with each can of water added to the Humidifier. The Treatment is available from your piano technician.

**Warning: Add only Damp-Chaser PAD Treatment to the Humidifier water. Other brands of water treatment contain acids which can corrode strings and metal parts in the piano. The use of other water treatment preparations will void the warranty of the Piano Life Saver System and may void the warranty of the piano manufacturer.**



**7** **Prior to moving your piano,** have your technician drain the Humidifier tank and prepare the System for transport. After moving the piano, your technician should reinstall the System and ensure it is operating correctly. The System’s warranty is voided in the event this procedure is not followed.