

# Henry F. Miller.

ACOUSTIC PIANOS

## TEN YEAR LIMITED WARRANTY

(One Year Limited Warranty on Bench and Finish)

**Provided the piano was purchased from an authorized Henry F. Miller dealer,** your Henry F. Miller piano is warranted to be free of defects in materials and workmanship, for a period of ten years from date of original purchase. The bench is warranted to be free of defects in materials or workmanship, for a period of one year from date of purchase. The finish on the piano and bench including color is warranted for one year from date of original purchase. If any defects are found, upon authorized inspection, Henry F. Miller and/or its authorized dealer or agent will repair such defect without charge for parts or labor or, at its sole option, replace the piano or bench. This warranty is limited to the original buyer.

### HOW TO OBTAIN SERVICE:

Contact the Henry F. Miller Customer Service Department, 236 West Portal Avenue, #568, San Francisco, CA 94127. Upon notification, Henry F. Miller will take steps to identify any problem and inform you of its decision whether repair is authorized within a reasonable time after notification. Warranty service on a Henry F. Miller piano may be provided only by a technician authorized by Henry F. Miller for that purpose. Please provide the following information: your name, address and telephone number, the serial number and model number of the piano, the name and location of the store where the purchase was made, and a description of the problem. This information is required. You must also provide proof of date of purchase from an authorized Henry F. Miller Dealer to obtain warranty service.

**HENRY F. MILLER REQUIRES PRIOR AUTHORIZATION FOR ANY REPAIRS OR REPLACEMENT UNDER WARRANTY.** In the event your new Henry F. Miller piano is judged by Henry F. Miller to be defective in materials and/or workmanship, your sole remedy shall be the repair or remedy stated in this warranty.

### THIS WARRANTY DOES NOT COVER:

- Damage that is not a direct result of defective workmanship or materials.
- Damage caused by abuse, misuse, negligence or accident, exposure to environmental conditions such as extremes in temperature, sunlight or humidity, an act of God, the use of inappropriate parts and modifications to the piano.
- Damage caused by failure to follow the recommended care instructions.
- Transportation to a repair facility.
- Normal maintenance work such as tuning, voicing, regulation, and the results of normal wear and tear and string replacement.

This warranty becomes void if the serial number of the piano has been altered, modified, removed or destroyed. It is not valid outside the United States.

### RECOMMENDED CARE OF YOUR HENRY F. MILLER PIANO:

#### 1. KEYS

Keys of Henry F. Miller pianos may be cleaned with a cloth lightly dampened with clean water, wiping immediately with a dry cloth. Do not use alcohol solvents, or other strong chemicals to clean keys.

#### 2. PIANO FINISH

Dust your Henry F. Miller piano gently in the direction of the wood grain, (never in circular or cross-grain motions) with a clean feather duster or soft cloth. As needed, the case may be cleaned with a soft, damp cloth followed by gently rubbing with a soft, dry cloth, always in the direction of the grain. Additional luster may be added by polishing with a high-grade cream-wax polish. Spray cleaner polishes are not recommended because of possible damage to tuning pins, pinblock, strings and action. Exposure to sunlight in any amount can cause color changes and finish deterioration.

#### 3. CLEANING THE INTERIOR

Your piano will last longer and perform better if the interior is cleaned at regular intervals at least as frequently as the piano is tuned. To avoid damage to the precision adjusted action parts, a Henry F. Miller recommended technician should do this cleaning.

#### 4. TUNING AND REGULATION

The careful selection and installation of the highest quality tuning pins, strings and pinblock material assures excellent stability of your Henry F. Miller piano. Regular service by an authorized Tuner-Technician will assure the continuing pleasure that comes only from a properly tuned and regulated piano. We recommend two or three tunings the first year and a minimum of two tunings per year thereafter. Avoid placing your piano where it will be exposed to extreme heat or cold, moisture, or direct sunlight, which can cause unstable tuning, warpage and finish damage.

#### 5. BENCH

Bench leg bolts should be tightened periodically (at least as frequently as the piano is tuned) to ensure firm support.

#### 6. MOVING THE PIANO

Whether you are moving the piano to a new location in your home or to a new house, it is best to use a qualified moving company that specializes in moving pianos. Always inspect the piano carefully immediately before and after the move.

**IN NO EVENT SHALL HENRY F. MILLER BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.