

Normans

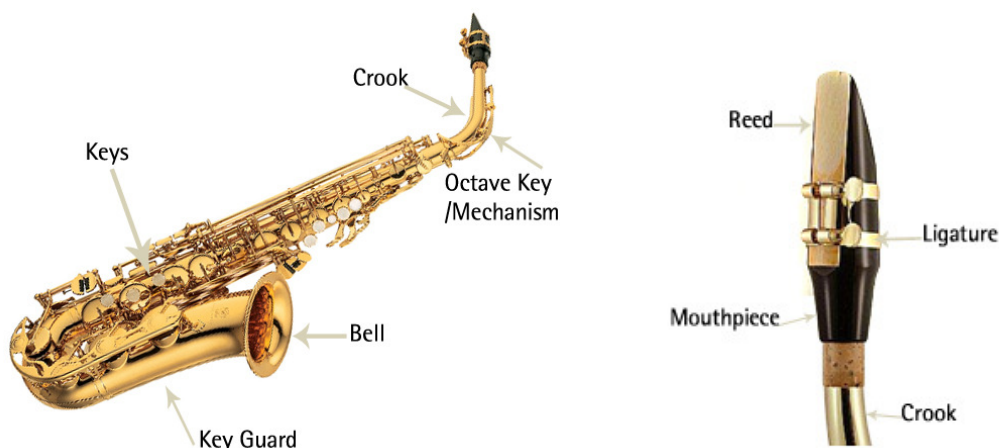
Instrumental for sound prices

Music For Schools Foundation Instruments

A complete guide to caring for your MfSF
instrument



Caring for your Alto Saxophone



Assembly

Firstly attach (twist/push) the mouthpiece to the crook, then put ligature on and place your reed between the ligature and mouthpiece (as pictured above), tighten screws when in place. Next, insert crook into the top of the saxophone body being careful not to apply too much pressure to the keys. Tighten the screw to clamp in place.

Every Usage

- Ensure no food, sweets or sugary drinks are consumed just before or during play. This can leave a residue within the instrument and is usually the cause of 'sticky' pads.
- After playing, remove the **reed** from the instrument and put back into the cover to dry out. This will ensure that the reed doesn't warp. If the reed becomes chipped/split it is unlikely to work and will need replacing. The life of a reed is solely dependent on how well it is looked after.
- Also following playing, wipe the instrument down with a **soft cloth** as over time sweat can cause problems with lacquer if not cleaned sufficiently.
- It is recommended that you purchase a **pad saver** for your saxophone. These are inserted into the body of the instrument when not in use to absorb moisture from the internal body and pad areas, therefore preventing unnecessary wear/corrosion. Leave this in for 20 minutes and then remove and store separately from the flute
- Check the instrument over regularly. If something looks out of place/unusual, ask the teacher to inspect it.

Common Saxophone Problems

Bent Keys - Saxophone keys can get bent relatively easily if the instrument is not handled with care, particularly the Octave Key/Mechanism. PLEASE NOTE - BENT KEYS ARE NOT COVERED UNDER WARRANTY

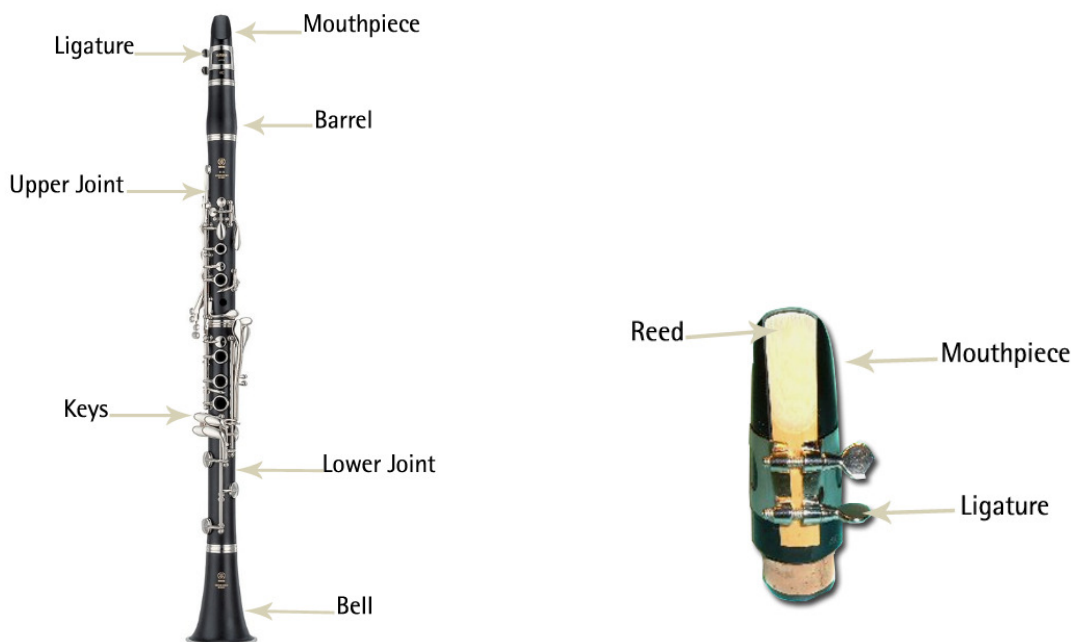
Sticking Pads – This is a common problem and tends to be because the pads are dirty. The best way to resolve is to get a pair of old tights and put some white spirit on them. Whilst it is still damp, clamp the tights between the pad and the tone hole (where the pad seats) then gently pull out maintaining enough pressure on the key/pad to ensure the dirt is deposited onto the tights. If in doubt, take this to the teacher to look at or get in touch with our technician for advice

For optimum results, we recommend buying the below items for your instrument. This will help to keep the instrument in the best possible condition.

Item	Reeds	Laquer Cloth	Pad Saver	Sling
Product Code	2407B	3952	239A	577

If you wish to purchase any of these items, please go to www.normans.co.uk or email our Sales Team sales@normans.co.uk

Caring for your Clarinet



Assembly

Push the bell joint onto the lower joint. This may need grease if very stiff. Twist and push this on. Try not to hold the keys as these bend easily. To join the two key joints, lift the key that links the two joints together (on the top joint which sticks down below the joint) and slowly and carefully, push and twist the two joints together. Make sure the key that links the two joints does not get caught as this can cause several problems (if in doubt at this stage, consult your teacher for advice). Then, twist the barrel onto the top joint. You then place the reed onto the mouthpiece (flat side inwards) and attach this using the ligature (as in picture above). Then put the mouthpiece on top of the barrel. This is now ready to play. To disassemble, repeat above but backwards.

Every Usage

- Ensure no food, sweets or sugary drinks are consumed just before or during play. This can leave a residue within the instrument and is usually the cause of 'sticky' pads.
- Use a **pull through**, through the inside of the instrument once finished playing. This helps to dry the pads and keep them at optimum condition. Do not store this inside the clarinet case as the moisture will get back into the clarinet
- Wipe the keys down after play with a **cloth**. Sweat can cause issues to plating if this is not cleaned sufficiently.
- After playing, remove the **reed** from the instrument and put back into the cover to dry out. This will ensure that the reed doesn't warp. If the reed becomes chipped/split it is unlikely to work and will need replacing. The life of a reed is solely dependent on how well it is looked after.
- Check that the cork is **greased** enough. Not enough will make this difficult to assemble, too much and this will not stay in position.
- Check the instrument over. If something looks out of place, ask the teacher to have a look at it.

Common Clarinet Problems

Bent Keys - Clarinet keys can get bent very easily. As they are made from such a soft metal, extra care is needed when assembling and taking the clarinet apart. PLEASE NOTE, BENT KEYS ARE NOT COVERED UNDER WARRANTY

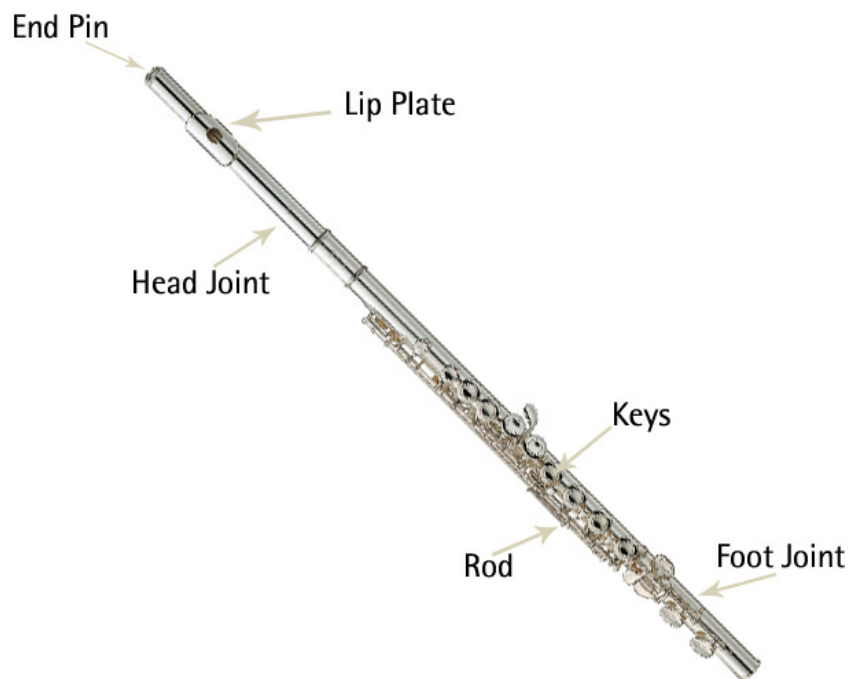
Sticky Pads - Another common problem is a key getting stuck. This tends to be because the pads are dirty and need a clean up. Put a piece of cigarette paper under the key, close the key and gently pull the paper out from under the key. This should remove any residue that is on the keys. If in doubt, take this to the teacher to look at or get in touch with our technician for advice

For optimum results, we recommend buying the below items for your instrument. This will help to keep the instrument in the best possible condition.

Item	Silver Cloth (For Keys Only)	Pull Through	Grease	Reeds
Product Code	3955	375	2929	2406B

If you wish to purchase any of these items, please go to www.normans.co.uk or email our Sales Team sales@normans.co.uk

Caring for your Flute



Assembly

When connecting the foot joint and head joint, do not hold the flute body or the foot joint with your hand around the keys or rods. This could bend the rods. Hold the flute body up at the head joint end where the name is engraved. Hold the foot joint at the bottom and gently twist the foot on. To disassemble, do these steps backwards. The diagram above shows how the joints should fit together to create the playing position.

Every Usage

- Ensure no food, sweets or sugary drinks are consumed just before or during play. This can leave a residue within the instrument and is usually the cause of 'sticky' pads.
- Wipe the instrument down after play with a **silver cloth**. Sweat can cause issues to plating if this is not cleaned sufficiently.
- It is recommended that you purchase a **pad saver** for your flute. These are inserted into the body of the instrument when not in use to absorb moisture from the internal body and pad areas, therefore preventing unnecessary wear/corrosion. Leave this in for 20 minutes and then remove and store separately from the flute
- Check the instrument over. If something looks out of place, ask the teacher to have a look at it.

Common Flute Problems

Bent Keys - Flute keys can get bent very easily. As they are made from such a soft metal, extra care is needed when assembling and taking the flute apart. PLEASE NOTE, BENT KEYS ARE NOT COVERED UNDER WARRANTY

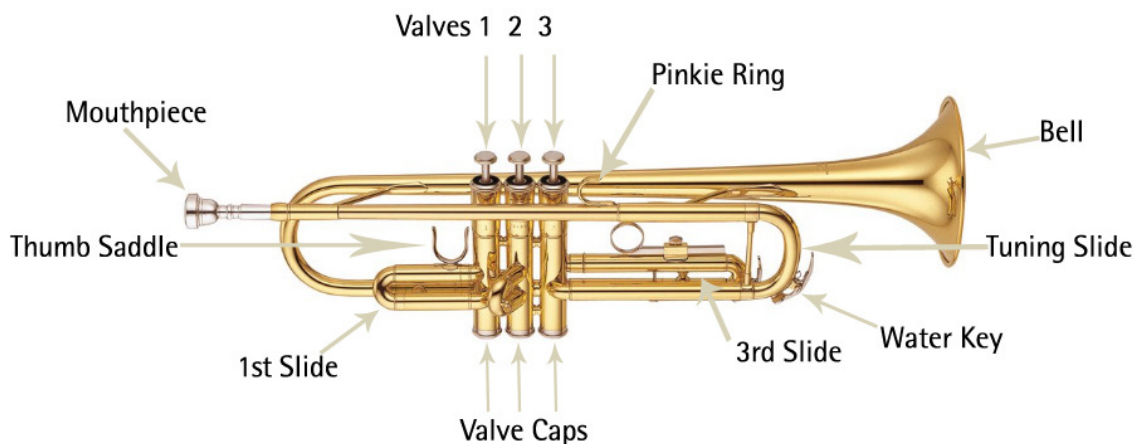
Sticky Pads - Another common problem is a key getting stuck. This tends to be because the pads are dirty and need a clean up. Put a piece of cigarette paper under the key, close the key and gently pull the paper out from under the key. This should remove any residue that is on the keys. If in doubt, take this to the teacher to look at or get in touch with our technician for advice

For optimum results, we recommend buying the below items for your instrument. This will help to keep the instrument in the best possible condition.

Item	Silver Cloth	Pad Saver
Product Code	3955	239F

If you wish to purchase any of these items, please go to www.normans.co.uk or email our Sales Team sales@normans.co.uk

Caring for your Trumpet or Cornet



Every Usage

- Ensure no food, sweets or sugary drinks are consumed just before or during play as this can clog up the instrument
- Check that the valves still have a sufficient amount of oil on them
- Wipe the instrument down after play with a **lacquer cloth**. Sweat can cause issues to lacquer if this is not cleaned sufficiently.
- Check the instrument over. If something looks out of place, ask the teacher to have a look at it.

Every Two Weeks

- Take the valve out of it's casing
- Wash this down with warm soapy water. Make sure any residue is removed
- Give the internal casing a wipe down with a damp cloth and a **cleaning brush**
- Make sure both the valve and the casing are dry
- Put a few drops of **valve oil** on the bottom section of the valve, spinning this to make sure the whole surface has a thin layer of oil
- Replace the valve and repeat with the other two (we suggest to do one valve at a time to avoid any confusion)
- If, when you blow the instrument, there is no sound coming out, you may need to twist the valves into another position
- Give the mouthpiece a wash with warm soapy water using a **cleaning brush**

Every Few Months

- The instrument will need bathing to clean the inside. Fill your bath with warm water and washing liquid (not a great deal needed) so the instrument is partially submerged.
- Take the valves, mouthpiece, valve caps and tuning slides off the instrument and leave them to soak in the bath for about 20 minutes
- Take a **cleaning brush** and clean the valve casing, valves and mouthpiece thoroughly.
- Rinse the instrument thoroughly, making sure that there are no suds left
- Dry as much as you can. Leave the inside to dry naturally
- Once dry, oil up the valves (as above), **grease the slides** and put the instrument back together.
- **Please note, some manufacturers engrave the valve number onto the valve. This corresponds with the diagram above.**

For optimum results, we recommend buying the below items for your instrument. This will help to keep the instrument in the best possible condition.

Item	Lacquer Cloth	Cleaning Brush	Mouthpiece Brush	Valve Oil	Slide Grease
Product Code	3952	917B	915	BJ2	SSTSG

If you wish to purchase any of these items, please go to www.normans.co.uk or email our Sales Team sales@normans.co.uk

Returning Goods for a Rental Exchange

Some of our buyback and rental packages have the option to “swap” instruments over.

It is your responsibility to send the instrument back to us in a good working condition. Please follow the instructions below. In return, we will send your new instrument to you via our courier, DPD.

How To Return Your Instrument

1. Print off a copy of the Goods Return Sheet:

- Please complete this form, giving as much detail as possible as to why the goods are being returned (including the instrument you wish to “swap” to)
- Give details of a suitable location for the new instrument to be returned to. Our couriers (DPD) deliver between **9am and 5pm, Monday to Friday**, so you will need to specify a location where there will be someone present during these hours. We can deliver to places of work, schools or home addresses.

2. Carefully package your instrument:

- Place some crunched up newspaper inside the instrument case
- Place the case in a cardboard box and fill out with crunched up newspaper
- Securely tape up the box, put inside a bin liner and tape this up
- For mini Clarinet tubes, roll up the instrument in some newspaper, place inside the tube and tape up the join. Then place the tube in a bin back and tape.

3. Address the package to:

Normans Musical Instruments
Third Avenue
Centrum 100
Burton Upon Trent
Staffordshire
DE14 2WD

4. Take the instrument to the post office:

- Send by Standard Parcel Post
- Ask for a Certificate of Postage (free of charge) as proof that you have sent the instrument
- Do NOT pay for extra insurance- this is covered as part of your package (if you are within the first 24 months)
- This should cost you between £5.00 and £10 dependant on package and instrument size

We endeavour to return your new instrument to you within 72 hours of receipt of the original instrument.

Additional Information

If you require any additional information on this procedure please contact our Music for Schools Coordinator:

Telephone: 0845 688 0422

E-Mail: rentals@notmans.co.uk

Maintenance Contract Return Procedure

Some of our Independent Lease and Buyback contracts are covered under a maintenance contract for 24 months. This covers any fault that prevents the instrument from playing correctly (Please note, cosmetic damage, wilful damage or damage due to neglect is not covered under this contract). If you are unsure if the fault with your instrument is covered, please contact our workshop, it may be possible for our technician to advise how to resolve minor problems over the phone.

Workshop: 01283 743508

Email: workshop@normans.co.uk

How To Return Your Instrument

1. Print off a copy of the MfSF Goods Return Sheet:

- Please then complete this form, giving as much detail as possible as to why the goods are to be returned.
- Give details of a suitable location for the repaired instrument to be returned to. Our couriers (DPD) deliver between **9am and 5pm, Monday to Friday**, so you will need to specify a location where there will be someone present during these hours. We can deliver to places of work, schools or home addresses.

2. Carefully package up your instrument:

- Place some crumpled up newspaper inside the instrument case.
- Place the case in a cardboard box and fill out with crumpled up newspaper.
- Securely tape up the box and put inside a bin liner and tape up.
- For "Mini" C Clarinets (in tubes) roll the instrument in a newspaper inside the tube and tape up the join.

3. Address the Package to:

Normans Musical Instruments
Third Avenue
Centrum 100
Burton on Trent
Staffordshire
DE14 2WD

4. Take the Parcel to the Post office:

- Send by Standard Parcel Post.
- Ask for a certificate of postage (in case the package gets lost, this is Free of Charge).
- Do not pay extra for Insurance – we cover this (as part of your package).
- This should cost you between £5.00 and £10.00 (package/instrument dependant)

We aim to return all instruments to the address you have stipulated within 72 hours of receipt. If this will be any different, our technicians will call to inform you so don't forget to include your telephone number!

Please note, if upon return, we find your instrument is damaged due to neglect, wilful damage or due to cosmetic damage, any repair will be chargeable, along with the return postage once the repair is complete.

Additional Information

If you require any additional information on this procedure please contact our Music for Schools Coordinator:

Telephone: 0845 688 0422

E-Mail: rentals@normans.co.uk

Returning Instrument on the Rental / Buyback Package

Our Buyback package entitles you to return your instrument to us at any time within the first six months of purchase. Our Rental package entitles you to return the instrument to us any time after the first three payments are made.

To check how long you have had your instrument, please call our Music for School's Coordinator on 0845 688 0422.

Upon receipt of your instrument (in good condition) you will be entitled to:

Buyback Package: A 75% refund of the original purchase price paid (sent by cheque at the end of the month your instrument is returned)

Rental Package: Cancel your standing order and make no further payments

How to Return Your Instrument

1. Print off a copy of the Goods Return Sheet:

- Please complete this form, giving as much detail as possible as to why the goods are to be returned

2. Carefully package up your instrument:

- Place some scrunched up newspaper inside the instrument case.
- Place the case in a cardboard box and fill out with scrunched up newspaper.
- Securely tape up the box and put inside a bin liner and tape up.
- For "Mini" C Clarinets (in tubes) roll the instrument in a newspaper inside the tube and tape up the join.

3. Address the Package to:

Normans Musical Instruments
Third Avenue
Centrum 100
Burton on Trent
Staffordshire
DE14 2WD

4. Take the Parcel to the Post office:

- Send by Standard Parcel Post.
- Ask for a certificate of postage (in case the package gets lost).
- Do not pay extra for Insurance – we cover this (as part of your package).
- This should only cost you between £5.00 and £10.00 (package/instrument dependant)

Additional Information

If you require any additional information on this procedure please contact our Music for Schools Coordinator:

Telephone: 0845 688 0422

E-Mail: rentals@normans.co.uk

Goods Return Sheet

Please print out and complete this form if you are sending an instrument back to us.

<u>Name:</u>	<u>Childs Name:</u>
<u>Address:</u>	<u>Childs School:</u>
	<u>email:</u>
<u>Postcode:</u>	
<u>Contact Phone Number:</u>	

<u>Return Address: (if applicable)</u>
<u>Return Address Postcode:</u>

Returning instrument for:

Rental/ Buy Back Package Termination	
Rental Exchange	
Maintenance Contract Repair	

<u>Please Specify Nature of Problem:</u>

Please address all goods to:
Normans Musical Instruments
Third Avenue
Centrum 100
Burton Upon Trent
Staffordshire
DE14 2WD

Additional Information
If you require any additional information on this procedure, please contact our Music For Schools Coordinator
Telephone: 0845 688 0422
E-Mail: rentals@normans.co.uk

Goods Received at Normans Warehouse on: _____/_____/_____