



Care & Maintenance

Thank you for purchasing
a new Brannen-Cooper®
Flute, Headjoint, and/or
Lafin Headjoint!



New Flute Care

- **Assemble your flute** by grasping the body with one hand on the barrel and the other on the footjoint below the keys. Fit the pieces together with a gentle twisting, not a rocking motion. Our flutes are designed to be played with the headjoint pulled out 2mm, but this can be easily adjusted to meet your personal needs.
- Rings and bracelets can easily damage your flute. **Be aware of all jewelry** when handling your instrument.
- Swab the inside of your flute immediately after each playing session. Use the **wooden cleaning rod** provided and a soft, lint-free cloth, such as a cotton handkerchief. To swab the flute, wrap the cloth around the cleaning rod and push it through the tube in one direction. This minimizes the chance of scratching the bore (inside) of the instrument and ensures that the cloth will not become caught in a tonehole.
- Remove fingerprints, moisture, and dust from the outside surface of the flute using the **gray washable Brannen cloth** we provide or another soft, lint-free cloth. When cleaning the outside surface of your flute, be sure to **avoid contact with the pads** as this could lead to a tear in the pad.
- **Tarnish on silver** is a normal occurrence that results from handling the flute. The amount of tarnish will vary among players. We strongly discourage the use of silver polish or silver polishing cloths. They can seriously damage the pads and the mechanism while not preventing or controlling the tarnish.
- **Store the flute in its case** when not in use. Keep the case free of dust.
- Plan to **have a COA** on your instrument once a year.

Headjoint Care

- Most headjoint damage occurs in the form of scratches, nicks, and small dents on both the tube and lip plate. Music stands, braces, rings, and other jewelry often cause damage. Please **remove rings and bracelets** when handling the headjoint. Also, **avoid gripping the headjoint by its lip plate**. Even a small dent or nick measuring .002" (approximately the thickness of a sheet of copy paper) on the edge of the lip plate hole can cause a detrimental and irreparable change in the acoustics of the headjoint.

Note: *Brannen Brothers will not accept a headjoint for exchange or refund if we determine that it has been damaged.*

- To **swab the headjoint**, wrap a soft, lint-free cloth around the cleaning rod, covering all the wood, and twist until the tube is dry.
- **Store the headjoint in a padded box or case** when not in use.

Case Care

In partnership with the prestigious instrument case maker, BAM Cases, of France, we are pleased to present this exciting, new Brannen Brothers' case and case cover package for your flute. This modern flute case takes advantage of current technology to protect flutes better than ever before.

A couple of key notes:

- The airtight seal around the case will reduce the potential for tarnish; however, **swab the flute after each use** to keep the instrument dry.
- If the **case will not be kept in a case cover, bag, or backpack**, be sure to keep the case locked as dropping it could cause it to pop open.
- **To clean the outside of the case**, moisten your cleaning cloth with water and wipe the case off.
- **To remove scratch from the case exterior**, gently apply a car scratch remover with a soft cloth.

Maintenance & Repair

A Brannen Flute is more than an instrument; it is also an investment. With proper care, it will last a lifetime and maintain or exceed its value. To ensure your flute's reliability, we recommend yearly maintenance. Since highly-skilled craftspeople make our instruments, they require the same level of expertise to keep them in top-notch playing condition. Visit our website to find information on the Brannen Adjunct Repair Facility and local technicians with the tools, materials, and training to maintain our instruments to the Brannen standard of flutemaking.

Annual Maintenance – Clean, Oil, & Adjust (COA)

The annual maintenance your flute requires is called a COA. During this service, flutes are disassembled and dipped in an ultrasonic bath to remove dust and grime. Keys are cleaned, oiled, and properly vented. Pads are checked for leaks, and adjustments are regulated. Alteration of keywork is not done as part of this routine maintenance unless it affects the stability of pads or the adjustments.

With prior scheduling, a COA will take two to three days. If any pads are replaced, an additional one to two days is needed to ensure pad stability before shipment. Each COA carries a 60-day warranty.

When your flute is sent for a COA, but requires extensive work or an overhaul, a COA may not be performed. This ensures that we maintain specific quality standards for our instruments and their repair.

Overhaul – Offered thru our Adjunct Repair Facility

The goal of an overhaul is to bring the instrument back to its "like new" mechanical condition when possible. All pads, felts, foams, and adjustment corks are replaced. The D# and trill corks are replaced if needed or at the customer's request. All solder joints are checked, and worn keys are refit or replaced. Flute bodies are dipped in an ultrasonic bath to remove dust and grime. We do not recommend buffing as part of an overhaul as this removes precious metal from keys and body tubing. Buffing and dent removal are not standard in an overhaul and must specifically be requested by the customer.

Repairs Due to Instrument Damage

Should an instrument be damaged in any way, please contact us immediately. A flutemaker will help you assess the damage and determine the best course of action. If a repair is needed on an emergency basis, we will do our best to accommodate your needs. Non-emergency repairs can be handled when the flute is in for routine maintenance. Please remind us of your repair needs when scheduling a COA or overhaul.

Please request repair service on our website before sending any instrument to us. International customers cannot ship an instrument to the US for repair without incurring duties and taxes unless you have proof of having paid the original duties and taxes.

Shipping

Our shipping boxes are specially designed to prevent damage during transit. When you send your instrument for maintenance or repair, ensure its safe delivery by packing it in the same box in which you received it from us. If you do not have the original shipping box, visit our website to order a replacement. If your shipping box is damaged or worn out when received at our shop, the cost of a replacement box will be added to your invoice.

Insurance

Be sure you insure your new flute in advance of or once delivered to you. You are responsible for insuring your instrument anytime it is in transit to our company. Many flutists obtain excellent insurance through Anderson Musical Instrument Insurance Solutions (781-834-1700 or www.fluteinsurance.com). If you are a member of the National Flute Association, Anderson offers a discount on the insurance premium.

If you wish to have your flute covered under a homeowner's policy, please carefully check the policy coverage and exclusions to ensure you have the coverage you need. Most homeowners' policies will not provide coverage during shipment and most shipping companies (FedEx, UPS, etc.) will provide insurance coverage; however, it will be quite expensive.

Stolen Instrument Program

We guarantee that we will stand with you in difficult times, such as following the loss or theft of your instrument. Please visit our website as possible following the loss and file a stolen instrument report online. Once submitted, we will post the serial number of your flute, piccolo, or headjoint on our website and in all our company records. We will contact you immediately if we receive any information about your instrument. On occasion, this information has assisted in the recovery of a customer's flute.

We can also put a replacement flute into production for you as soon as we receive a copy of your police report confirming the loss and standard payment for the replacement flute (i.e., 1/2 payment on gold and platinum, full payment on 15/85 and silver). Please contact our customer service representative for more information.