



Brannen Brothers
Flutemakers, Inc.



Warranty and Care Instructions

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

New Instrument Warranty

All new flutes come with a full one-year warranty. This warranty does not include repair work due to normal wear and tear, accidental damage, or misuse, and is not transferrable.

Brannen Brothers makes every effort to finish our instruments to the highest possible standards. However, there are factors beyond our control that may affect the performance of any instrument during the period when it is being "broken in." Should a customer experience difficulties during the first year of ownership, we will make all adjustments necessary free of charge. **The customer is responsible for the cost of shipping the instrument to us for such adjustments.** Brannen Brothers will pay for the return shipping costs.

When returning an instrument to us, please send it in the same packing box in which it was received. This box has been specially designed to help ensure safe shipment. Any instrument sent to us for repair in substandard packaging will be returned in a new packing box at the customer's expense.

Please note: *This entire warranty is void, if the instrument has been repaired outside our company without direct authorization from Brannen Brothers, regardless of who has repaired the instrument.*

Headjoint Exchange and Return Policy – Purchased Through a Dealer

When a customer purchases a Brannen-Cooper® or Lafin Headjoint, whether separately or as part of a new flute, from one of our dealers, any exchange or return must be made by the dealer.

Headjoint Exchange Benefit and Policies – Purchased Directly Through Us Brannen-Cooper® and Lafin Headjoint Exchange Benefit

When a customer purchases either a new Brannen-Cooper® or Lafin Headjoint, as part of a drawn tonehole flute purchase, the headjoint may be exchanged up to one time for another headjoint within 30 days of the original purchase.

When a customer purchases either a new Brannen-Cooper® or Lafin Headjoint, as part of a soldered tonehole flute purchase, the headjoint may be exchanged up to three times for another headjoint within six months of the original purchase. These exchanges may be accomplished during no more than three trial appointments in person or by shipment.

When a customer purchases separately a new Brannen-Cooper® or Lafin headjoint, not as part of a new flute purchase, the headjoint may be exchanged up to three times for another headjoint within six months of the original purchase.

These exchanges may be accomplished in person or by shipment. Shipment exchanges incur a non-refundable \$60 shipping and handling charge per shipment. The Brannen-Cooper® and Lafin Headjoint Exchange Benefit is not transferrable.

Brannen-Cooper® Headjoint Return Policy

When a customer purchases a new Brannen-Cooper® headjoint separately, not part of a new flute, the headjoint may be returned for a full refund within 30 days of purchase. When a customer purchases a new flute, the headjoint on that flute may be returned for a refund within 30 days of receipt of the flute. The refund will be approximately two-thirds of the price of that same headjoint, had it been purchased separately, i.e., not as part of a new flute. The Brannen-Cooper® Headjoint Return Policy is not transferrable.

Headjoint Exchange Benefit and Policies – Purchased Directly Through Us (continued)

Lafin Headjoint Return Policy

When a customer purchases a new Lafin Headjoint separately, not part of a new flute, the headjoint may be returned for a full refund within 2 weeks of purchase. When a customer purchases a new flute, the headjoint on that flute may be returned for a refund within 2 weeks of receipt of the flute. The refund will be approximately two-thirds of the price of that same headjoint, had it been purchased separately, i.e., not as part of a new flute. The Lafin Headjoint Return Policy is not transferrable.

Please note: *The return or exchange of any headjoint requires that the headjoint (1) is in its original undamaged condition, (2) has not been engraved at the customer's request, and (3) has not been custom-fit to a non-standard-sized barrel joint.*

New Flute Care Instructions

- ✓ Rings and bracelets can easily damage your flute. If they scratch the lip plate, this damage may be irreparable. Be aware of all jewelry when handling your instrument.
- ✓ 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.
- ✓ 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. To swab the headjoint, wrap the cloth around the cleaning rod and twist it around inside the tube.
- ✓ Remove fingerprints, moisture, and dust from the outside surface of the flute using the washable grey Brannen cloth we provide or any other 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 your 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 Instructions

Please remove your jewelry when handling the headjoint, and avoid gripping the headjoint by the lip plate. Store the headjoint in a padded box or case when not in use.

Brannen Brothers will not accept a headjoint for exchange or refund if we determine that it has been damaged. Most damage occurs in the form of scratches, nicks, and small dents on both the tube and the lip plate. Music stands, braces, rings, and other jewelry often cause damage. 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.

Maintenance & Repair

A Brannen Brothers flute is more than an instrument—it is also an investment. With proper care, it will last a lifetime and maintain its value. To ensure your flute's reliability, we recommend yearly maintenance by our staff. Our instruments are made by highly skilled craftspeople and require the same level of expertise to keep them in the finest playing condition. Only at Brannen Brothers will you find flutemakers with the tools, materials, and skills required to maintain our instruments to the highest standards.

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

A COA is an annual 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, the COA will take an additional one to two days to ensure pad stability before shipment. **Each COA carries a 60-day warranty.**

Annual, Routine Maintenance – Clean, Oil, & Adjust (continued)

When your flute is sent to us for a COA, requiring extensive work or an overhaul, we will contact you to discuss the options. We will not perform a COA if the condition of your flute requires far more extensive repair work or an overhaul. This ensures that we maintain certain quality standards for our repairs and for our instruments.

Overhaul – Only offered thru our [Adjunct Repair Facility](#)

The goal of an overhaul is to bring the instrument, to the greatest extent possible, back to its “like new” mechanical condition. 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 be specifically 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. Other repairs can be handled when the flute is in for routine maintenance. Please remind us of the repairs needed when you schedule a COA or overhaul.

Please contact us for an appointment before sending any instrument to us. International customers should be aware that their flutes cannot be shipped to us for repair without incurring duties and taxes unless you have proof of payment of the original duties and taxes.

Shipping

When you send your instrument to us, please ensure its safe delivery by packing it in the same box in which you received it from us. Our shipping boxes are specially designed to prevent damage during transit. If you do not have the original shipping box, just contact us. Replacement boxes are available for an additional charge.

When you ship your instrument to us for warranty work, you are responsible for the cost of shipping. We will return the instrument to you at our expense. At all other times (i.e. for non-warranty work), you are responsible for the shipping costs both to and from our company. The return shipping charge will be included in your invoice.

You are also responsible for insuring your instrument any time it is in transit to us. If your shipping box is damaged or worn out, it will be replaced, and the cost of the new box will be included in your invoice.

Insurance

Insure your new flute as soon as possible. Be aware that you are responsible for insuring your instrument anytime it is in transit to our company. We have found that many flutists obtain excellent insurance through Anderson Musical Instrument Insurance Solutions, LLC (781-834-1700 or www.fluteinsurance.com). Carefully review the terms of any insurance policy you purchase to ensure that you have the coverage you need. 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. Most homeowners’ policies will not provide coverage during shipment. While most shipping companies (FedEx, UPS, etc.) will provide insurance coverage at an additional charge, it is usually 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 contact us as soon as possible following the loss. We will request a copy of the police report or a signed Brannen waiver. Once received, we will post the serial number of your flute, piccolo, or headjoint on our website and in all our company records. Then, we will contact you immediately with any information we receive about your stolen 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. ½ payment on gold and platinum, full payment on 15/85 and silver). Please contact our customer service representative for more information.