

Dusty Strings

Makers of Harps and Hammered Dulcimers

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Care of Your Dusty Strings Harp

Dusty Strings harps are designed and constructed with care and high quality materials. If properly cared for, they will last many generations. It is important to understand what is needed to safeguard your harp.

Your harp must be protected from exposure to high heat. If the temperature is uncomfortable for a human or a pet, it will be dangerous for your harp. When glue is softened by high temperatures, it loses its strength. This can happen at temperatures around 45 to 50 degrees C. These temperatures can be easily reached inside the trunk of a car, inside a parked car on a warm day, or in a closed room exposed to direct sunlight. Although heat damage may not be immediately visible, the weakened glue joints could come apart much later from the tension of the strings.

Many Dusty Strings harps are built with solid wood, which contributes to the beauty and tone. Solid wood requires more attentiveness to the environment than laminated wood does. It is important to protect your harp from too much or too little humidity. Solid wood absorbs and loses moisture from the air around it. If a solid wood harp is stored in high humidity, the wood can expand and warp. If it is stored in dry conditions, the wood can shrink and crack. To keep the harp safe, the relative humidity in the harp's immediate environment should be kept between 40% and 60%. You can use a hygrometer to measure this.

If you are careful about heat and humidity, your Dusty Strings harp will be a lifelong treasure. In the unlikely event that there is a problem with your harp, Dusty Strings harps come with a standard instrument manufacturer's warranty.

Manufacturer's Warranty

Dusty Strings FH Series, Crescendo and Allegro harps are warrantied against defects in materials and workmanship to the original owner for five years after date of purchase. The warranty period for Ravenna, Boulevard and Serrana harps is two years.

This warranty does not cover string breakage, lever breakage, damage to wood, hardware, or finishes due to normal use, carelessness, accident, extremes of humidity, dryness or temperature, or repairs or alterations made by other than Dusty Strings. The warranty does not cover shipping costs to or from the manufacturer.

In order to request repair under warranty, the instrument must be sent to Dusty Strings or a designated repair facility for evaluation. If we determine that the damage was caused by a defect in materials or workmanship, not by handling or environmental exposure, we will make the choice to either repair or replace the instrument at no charge.