

WIND CHIME

FREQUENTLY ASKED QUESTIONS

HOW DO I CARE FOR THE BEECH WOOD PARTS OF THE CHIME?

The Havasu Wind Chime Suspension Platform, Striker, and Wind Catcher are each made from beech wood. To clean, dust with a clean cloth and if necessary, use a mild soap (like dish soap) mixed with water.



Be sure to dry it off well (wipe down with a clean cloth and air dry the remaining moisture).



The wood is treated with a mahogany colored stain. As time passes, the stain will show some age. To bring the beech wood back-to-life, you may choose to apply another (light) coat of mahogany stain.



How do I care for the Tubes?

Every now and again, wipe down with a soft cloth and if necessary, use a mild soap like dish soap mixed with water. Often, water is enough to clean the tubes.



HOW DO I HELP THE CHIMES LAST AS LONG AS POSSIBLE?



THE WIND

The wind is both a friend and a foe, so keep your chime sheltered from the full force of those winds. For example, under an overhang or in a full sized tree.



STORMS

As with any outdoor decoration, if you know a storm is coming, bring it inside.



WINTER

Winter is hard on anything so protect it by putting it in the shed or garage. (Our Southern friends don't have to worry about this).



TAKE CARE

Follow the care instructions for both the beech wood and the tubes.

WHAT DOES THE GUARANTEE COVER?



We guarantee that your product will be free from defect in the materials and manufacturing, which would cause it to stop working as intended.



If you modify the product, our guarantee will no longer apply.



It does not cover accidents (being dropped) so make sure it is attached well to its home.



Please follow the care instructions to lengthen the life of your product.



If there is a defect, please let us know and we will work with Amazon to make sure the return is hassle-free and that we provide you with the fully functioning wind chime you were expecting.

