

Welcome to the World of Backun

To learn more about Backun Clarinets and Accessories and the Artists who play them, or for free resources to help you improve your clarinet playing, visit our website, like us on Facebook, subscribe to our YouTube channel and sign up for our email newsletter.

If you have any questions, please contact your Backun Dealer, or Backun Musical Services.

warranty@backunmusical.com
www.backunmusical.com

backunmusical.com



[@backunmusical](https://www.instagram.com/backunmusical)

Warranty & Care



bms
BACKUN
MUSICAL
services
www.backunmusical.com

Backun Musical Services Ltd.
6750 Cariboo Road, Suite 1
Burnaby, BC, Canada
V3N 4A4

STAMP

*Activate your warranty within thirty (30) days of the purchase date.
Visit www.backunmusical.com for more information.*

REGISTRATION CARD

PURCHASER NAME : _____
PURCHASER ADDRESS : _____
PURCHASER EMAIL : _____
ORCHESTRA / MUSIC SCHOOL : _____
 PROFESSIONAL STUDENT ENTHUSIASTIC AMATEUR
PURCHASE DATE : _____
DEALER PURCHASED FROM : _____
PURCHASED : IN-STORE ONLINE

caused damage to the product, and whether the BMS products are covered under this warranty. BMS clarinet products will be repaired, or replaced, at the sole discretion of BMS or EMC. It is important to note that clarinet replacement joints may not match the exact joint under warranty; please allow time for the wood to age and darken in colour until it more closely resembles the original joint.

CARING FOR YOUR NEW BACKUN CLARINET (WOOD MODELS ONLY)

Your new Backun Clarinet is made from aged exotic hardwood and requires careful attention during the first weeks of use to ensure a long life and optimum performance. The following break-in procedure should be followed to allow the clarinet to acclimatize to your particular region and playing regimen in a slow, controlled manner:

Play your new clarinet ten (10) to fifteen (15) minutes at a time for the first two weeks, swabbing it thoroughly and allowing it to rest for at least four hours between sessions. In week three, play your new Backun Clarinet for up to thirty (30) minutes per session. In week four, play your new Backun Clarinet for up to sixty (60) minutes per session. Remember to regularly swab your clarinet and accessories between, and during, all playing sessions.

After the first month, play your new Backun Clarinet as much as you like. Always remember to swab the inside and the joints of the clarinet after each session. Avoid playing the instrument until it has warmed to room temperature. You may open the case to allow air circulation. Avoid playing if the temperature or humidity is not in a moderate range. Swab the instrument regularly during playing sessions, making sure to dry the tenon sockets. You may want to oil the bore of your clarinet on occasion. We recommend the use of pure almond oil and NOT bore oils. Though you can do this yourself, we recommend asking a qualified technician to do it for you, as incorrectly applied oil can cause unintended problems with your Backun Clarinet. Following these steps will help ensure that your clarinet stays in top playing condition. If you have any questions, please contact your Backun or Eastman Dealer, or Backun Musical Services.

warranty@backunmusical.com
www.backunmusical.com

CONGRATULATIONS ON PURCHASING A BACKUN CLARINET

We're confident your new clarinet will provide you with years of playing enjoyment. Please be sure to follow the instructions below to register your clarinet and learn how to care for it in order to maintain the warranty.

BACKUN CLARINET AND ACCESSORIES WARRANTY

Important: The warranty for your Backun Clarinet and Accessories is only valid when registered directly with Backun Musical Services (BMS) within thirty (30) days of the purchase date.

Backun synthetic clarinets and accessories are warrantied to the original purchaser against cracking and manufacturing defects for five (5) years from the date of purchase, excluding normal wear-and-tear, finishing, plating of keywork and mouthpiece discoloration. Backun wooden clarinets and accessories including clarinet bodies, joints, barrels and bells, are warrantied to the original purchaser against cracking and manufacturing defects for two (2) years from the date of purchase, excluding normal wear-and-tear, finishing, plating of keywork and mouthpiece discoloration. Cases are warrantied for one (1) year from the date of purchase. Finishing and plating of keywork are not covered under warranty. The dealer is responsible for normal maintenance and setup of BMS instruments, as required. Shipping costs, duties, taxes and fees associated with the replacement and return shipment of warranty products sent to and from BMS or Eastman Music Company (EMC) are the responsibility of the dealer or consumer. An original BMS invoice or proof of purchase from a Certified Backun or Eastman Dealer is required prior to returning any product for warranty repair or replacement. An RMA (Return Merchandise Authorization) form, or written confirmation from an Authorized Backun or Eastman Representative, must be received before any product can be returned to BMS, EMC or any of their certified warranty repair centres.

The BMS warranty policy does not extend to clarinets or accessories damaged due to: improper break-in procedure, negligence, improper or unauthorized repair, willful destruction, atmospheric conditions, force majeure, or plating wear. Consumable parts (pads, corks, felts, springs, reeds, etc.) and other accessories are not included, nor covered, under this warranty.

BMS retains the right, at its sole discretion, to determine whether any actions claimed under warranty have