# Owner's Manual Warranty



#### OWNER'S MANUAL WARRANTY

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#### Introduction

Thank you for choosing a Guild. We believe this new instrument will give you many years of pleasure.

Please take a few moments to read through this booklet. In it you will find answers to many of your questions and other invaluable information about care and maintenance for your guitar.



For detailed specifications of Guild instruments, please visit our Guild website at: www.guildguitars.com

#### **Guild's Commitment to Craftsmanship**

Guild was established in 1952 by Alfred Dronge. The first guitars from his small workshop were handmade with expensive rare woods, costly lacquers, hand-wound pickups for the electrics, and the attention to detail that only an experienced musician could give. The workshop was located in New York City where most of the top jazz, studio and touring guitarists were frequently seen. Their suggestions were always listened to carefully.

The Guild name is derived from the Master Craft Guilds of the Middle Ages. During that period, only the craftsmen who had achieved the highest skills were permitted to join these Guilds. Our policy today is much like that of yesteryear. The name Guild expresses the highest standards in the art of wood craftsmanship and guitar making.

Even today, the woods used in Guild guitars are selected by hand. Our buyers travel the world extensively, directly to the sources of the many different woods we use. There, they carefully select from opened logs and purchase only the highestgrade woods for creating Guild guitars.

Guild guitars are handmade in Corona, California, in an environment where quality, innovation and service are the ultimate goals of the entire Guild staff. Our highly skilled artisans take extreme pride in every guitar we produce. A pride that restores meaning to the words "American Made". We are confident you will share this pride in the ownership of your new guitar.

#### **Moisture Content and Humidity**

Wood is a porous, organic material, and is affected dimensionally by changes in the amounts of moisture it contains. Fine guitars made from solid woods, are without a doubt, more susceptible to the effects of changes in humidity than laminated instruments, and therefore require ongoing attention to their condition.

The moisture content of wood is determined by the relative humidity and temperature of the surrounding atmosphere.

Relative humidity is expressed as a percentage of air's capability to hold moisture. For example, 30% relative humidity means that the air is holding 30% of the moisture it could possibly hold at a given temperature.

The moisture content for wood and the relative humidity for air are measured quite differently. In wood, a 6% moisture content is present at 30% relative humidity and 72 degrees F temperature, (about 22.2 degrees C).

# Protection from Temperature and Humidity

The greatest threats to a fine wood guitar, are extremes of, and rapid changes in, temperature and humidity.

**High humidity** can cause softening of the glues used in the construction of the instrument. Also, as the woods absorb moisture from the air, it can cause the top and back, especially on flat-top and classical guitars, to expand and rise - making string action high. Conversely, if you live in or travel with your guitar to a drier climate, (either hot or cold), there is another danger. In areas of **low humidity**, the evaporation of moisture in the wood can cause shrinkage and cracking, no matter how long the wood may have been previously aged. It also can cause the top and back to shrink, making the string action low.

The collective experience of all of the major guitar manufacturers today, has demonstrated that the ideal temperature to preserve the integrity of solid wood acoustic guitars is room temperature, which is about 70 degrees F (20.5 C). The ideal humidity is about 40% to 50%.

In the winter, the forced air systems used to heat most homes, can drive temperatures up and humidity levels dangerously low for guitars. A good measure of protection against drying out your guitar is to use a room humidifier.

When the instrument is not in use, we recommend that you keep it in its case and use one of the small guitar humidifiers such as "Dampit", available from many instrument dealers. Do not leave the guitar out for long periods near a heating vent, radiator or in direct sunlight near a window.

Do not leave your guitar in the trunk of a car for long periods and keep it away from excessive heat and cold. Please note: Damage caused to the guitar as the result of exposure to temperature or humidity changes will not be covered under the Guild warranty.

#### **Cracks in the Wood**

Cracks in the wood are typically caused by changes in temperature and humidity. While a crack may initially be alarming, if it is taken care of promptly it shouldn't be a cause for undue concern. Cracks may easily be repaired without compromising structural or tonal integrity.

If the crack is in the top, near the bridge, loosen all the strings to reduce tension, (which could potentially exacerbate the problem), and have the crack repaired as soon as you can. **Please note: Cracks in the** wood, which occur as the result of exposure to temperature or humidity changes will not be covered under the Guild warranty.

#### **Finish Checking**

Finish checking, (very small splits in the finish), usually occurs in winter and is typically the result of suddenly exposing a cold instrument to the shock of warmer temperatures.

All of the materials that make up a guitar expand and contract with changes in temperature and humidity. Wood expands as it warms, and it does so faster than the finish. When this happens, the finish may split and fracture in little lines over the wood.

Although it does not affect the tone of the instrument, finish checking mars its appearance. By avoiding sudden temperature and humidity changes, you should not have any finish checking problems.

When an instrument has been brought into a building after it has been out in the cold, allow plenty of time for it to become acclimated to the new temperature before you open the case. Please note: Finish checks, which occur as the result of exposure to temperature or humidity changes will not be covered under the Guild warranty.

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#### **General Maintenance**

Clean the instrument after each use, making sure to wipe the fingerboard and strings, as well as any of the plated parts, i.e. machine heads, pickups, etc. with a soft dry cloth.

For gloss finishes, use a non-silicone based guitar polish. For satin finishes, use only a soft dry polishing cloth. For hand-rubbed finishes, use a soft, slightly damp cloth and follow with a dry cloth.

When not playing the instrument, keep it tuned to pitch and in its case. However, if you plan to store the instrument for long periods of time, loosen the strings a bit to relieve the tension, but do not remove them.

The natural oils in Rosewood and Ebony fingerboards may dry out over time. Rough, exposed fret edges are evidence of dry, shrunken wood. It is a good idea to give your fretboard a drink of raw linseed oil periodically to preserve its integrity and natural beauty. Remove the strings first; then apply the oil to a clean lint free cloth. Rub into the wood, let it soak in, and then wipe to dry any excess oil.

Be careful when using vinyl, plastic or synthetic leather guitar straps, guitar stands and wall hangers using surgical rubber tubing, as these materials may react with the finish of your instrument. Please note: Damage caused to the instrument by the use of non-Guild-approved polishes, cleaning materials or accessories, will not be covered under the Guild warranty.

#### **Tuning Machines**

Guild uses only the finest tuning machines. These machines are pre-lubricated, die-cast, sealed tuners, which do not require periodic oiling for smooth operation.

A small tension adjustment screw is located at the end of each tuner's button that also holds the button in place. If the tension is too loose, the machine may slip and go out of tune easily. If it is too tight, the button may become very difficult to turn. Make sure that the adjustment is firm, but not too tight.

The Chrome and Gold plating on Guild tuning machines may become degraded from the acids and oils in finger sweat. Wipe the machines off with a soft dry cloth after each use to preserve their appearance and function.

Strings that have not been secured properly to the tuning machine post may easily slip and go out of tune. This problem is commonly misdiagnosed as an issue with the tuners. Check your string installation carefully. See illustrations 1, 2, and 3.

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#### **Tuning 6-String Guitars**

There are a couple of different methods for tuning a guitar, depending on whether your guitar is acoustic, electric or an acoustic with a pickup. If you don't own an electronic chromatic tuner with a reference tone, you may want to purchase one. It will dramatically simplify tuning your acoustic or electric guitar.

Always tune from below pitch, **up** to the correct pitch instead of down from a higher pitch. This will help eliminate string slack from the tuning machine and decrease the possibility of slippage and tuning changes as you play. The strings should be tuned as follows, starting from the thickest string to the thinnest: E, A, D, G, B, E.

If you have an acoustic guitar use the A-440 reference tone on your tuner, a guitar pitch pipe, an A-440 tuning fork or other pitch reference, and tune the second string, "A" to pitch.

Then, depress the second, or "A" string at the 5th fret, to produce a "D", and tune the "D" string to that same pitch.

Next, depress the D string at the 5th fret, to produce a "G", and tune the "G" string until the pitches match.

Next, depress the "G" string at the 4th fret, to produce a "B", and tune the "B" string until the two pitches match.

Next, depress the "B" string at the 5th fret, to produce an "E" and tune the thinnest string to a matching "E".

Finally, go back and play the thickest "E" string and tune it until the pitch at the 5th fret, an "A", matches the "A" on the adjacent string.

If using an electronic tuner on your electric or acoustic/electric, simply plug in your guitar, turn the volume up and tune from low strings to high as noted on the tuner: E, A, D, G, B, E.

## **Tuning 12-String Guitars**

Due to the tremendous amount of tension exerted on the neck by the 12 strings, we suggest that you use a light gauge string set, such as the Guild XL-1000 or L-1250 on your 12-string guitar.

In standard 12-string tuning, the second string in each pair is tuned to the same pitches, E, A, D, G, B, E, and using the same methods as the six string guitar on the previous page.

For the E, A, D, and G strings, the first smaller string in each pair is tuned to the same note, but an octave higher in pitch than its partner. For the B and E strings, the first string in each pair is tuned in unison, (exactly the same pitch), as its partner string.

Many players find it difficult to press the strings down on a 12-string, due to the high tension caused by the extra strings.

A remedy that some players choose is to tune the entire guitar to a lower relative pitch, such as E-flat or D; thereby reducing the string tension. You may then use a capo on the first or second fret, to bring it back up to where it plays at standard pitch.

The guitar will certainly be easier to play, and the reduced tension will put less stress on the neck over time, but bear in mind that it will also sacrifice a bit of the tone projection of the instrument.

All Guild 12-strings feature a double truss rod system for superior strength and improved accuracy with the adjustments, however, a 12-string tuned at standard pitch, should be monitored regularly for the possible need of truss rod adjustments. A guitar in need of an adjustment that is ignored may develop permanent problems. (See page 14.) Please Note: Warpage of the neck, caused by the neglect of necessary adjustments will not be covered under the Guild warranty.

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## **Changing Strings**

A new set of strings can breathe renewed life into your instrument. That is why many "tone-conscious" touring professionals change their strings before every performance. While there is no set rule on how often to change strings, we have found that most players do not change them nearly as often as they should.

Body oils, acids from sweaty hands and humidity all interact with the metals in guitar strings and cause a corrosion and breakdown of the materials.

Don't wait until your strings break and fall off from old age before you change them. Worn, oxidized, pitted and dirty strings will not hold pitch, and simply sound bad. If you are an average player, playing several times a week, we suggest that you change the strings at least once a month.

When changing strings, we recommend that you remove and replace each string one at a time, instead of all at once. This will prevent sudden and potentially damaging changes in neck tension. Each new string should be tuned up to correct pitch before the next one is removed.

When tuning a brand new string, always bring it up to pitch *slowly*. Otherwise, the rapid stretching may cause the string to break.

# **Re-Stringing**

The procedure for re-stringing acoustic guitars, electric guitars and basses, is quite similar in the way the strings are wound onto the tuning machines. There are differences though, in how the strings are attached to the bridges of acoustic and electric guitars.

Guild flat-top acoustics have a pin style bridge with holes and bridge pins to hold the strings in place. Guild jazz and electric guitars have a surface mounted bridge or slotted tailpiece through which the strings are fed.

To string a flat-top, remove the bridge pin and the old string, drop the ball end of the new string into the hole in the bridge, then re-insert the bridge pin to keep the string in place. Make sure that the bridge pin is positioned with the groove over the string. Do not hammer the bridge pin in. A firm push with the thumb will secure it in place.

To string an electric, simply feed the string through the appropriate hole in the bridge or slot in the tailpiece.

To attach a string to the machine head, thread it through the hole or slot on the machine head, running it halfway around the post, then underneath the main length of the string. Next, pull the string end back over the main length. **See illustrations 1, 2 and 3.** 

Make sure that each string is seated well, stretched and snugged down on the tuning machine post. This will prevent slipping and save you some tuning frustrations down the road.

Note: Never cut a string to length before putting it on your guitar and tuning it to pitch. Premature cutting may cause the string to unwrap and become useless. Crimp the string first, then clip near the machine head post.



#### Illustration 3.

Prevent string slippage by running the short end halfway around the post, then underneath and back over the main length of string before tightening.

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# **Truss Rod Adjustment**

String tension exerts a tremendous bending force on the guitar neck. Environmental conditions like temperature and humidity may also cause bowing of the neck.

Guild guitars have an adjustable truss rod, (or dual truss rods on all Guild 12-strings), running the length of the neck that counteracts this force, strengthens the neck and insures straightness.

A truss rod that is too loose will result in a concave neck bow, (action too high) and a truss rod that is too tight will result in a convex neck bow (low action and fret buzz).

Should the neck of your guitar require adjustment, first remove the rod cover located on the headstock above the nut. (The guitar should remain tuned to pitch during this procedure.) Then insert a Guild truss rod adjustment wrench p/n 350-9521-000, (or an equivalent 1/4" nut driver.) See illustration 4.

If the neck has a concave bow, tighten the truss rod nut by turning it clockwise.

If the neck is humped or has a convex bow, loosen the truss rod nut by turning it counter clockwise.

Adjust the rod only a partial turn at a time, allow time for the wood to settle and sight down the neck after each adjustment. Be careful not to over-tighten the rod.

If you meet excessive resistance or if you have any doubts in your ability to make this adjustment correctly, take your guitar to an Authorized Guild Service Center. **Please note: Truss rod adjustments are considered to be routine maintenance and will not be covered under the Guild warranty.**  Illustration 4.



Remove rod cover from headstock. Using 1/4 inch nut driver, turn rod nut gently.



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#### **Adjustment of Action**

String height and tension typically determine the ease with which the strings can be depressed. This description of playability is usually called the "action", and is determined by the distance between the strings and the frets.

Depending on your technique or style of play, high action can sometimes be difficult to play, and low action may result in string buzz.

Most electric guitars have height adjustable bridges with adjustable saddles that allow you to easily tailor the action to your needs. On a flat-top or classical guitar, adjustment is a little more involved.

To lower the action, the bridge saddle must be removed, cut down to the appropriate height and then re-installed. To raise the action, the saddle must be removed and replaced by a new, higher saddle.

Please note: These types of action adjustments on acoustic guitars, should be performed only by an experienced and qualified repairman.

A comprehensive Guild guitar setup guide, with detailed setup specifications, is available on the Guild section of our F.M.I.C. Customer Service website at <u>www.mrgearhead.net</u>.

# **Traveling with Your Guitar**

Guild guitars demonstrate the highest standards of quality in material and craftsmanship, and deserve only the best in protection. We recommend that you purchase a Guild factory guitar case that has been designed and fitted exclusively for your guitar to give it the utmost protection. \*Keep your guitar in a case when not playing it.

If you plan to travel, carry your instrument in a hard shell case at all times for protection.

When traveling by air, your guitar may be exposed to dramatic changes in temperature and pressure. To help prevent possible damage, de-tune all of the strings about a whole step, so that the tension is reduced from the top and neck of the instrument.

Guild offers a variety of Standard and Deluxe cases for most guitar models. Please contact your local Guild dealer for more information or to place an order.

When ordering your factory case please specify the exact model of your guitar.



#### Limited Lifetime Warranty

Fender Musical Instruments Corporation warrants this Guild instrument to be free from defects in materials and workmanship for as long as it is owned by the original retail purchaser, except that pickups, switches, jacks, controls, all other electronic components, tuning machines, hardware, pickguards, plated surfaces, cases and case hardware are warranted for a period of one (1) year from the date of original purchase. This warranty applies only to the original retail purchaser when this instrument is purchased from an Authorized Guild Dealer and is subject to the limitations set forth herein. IMPORTANT: PLEASE RETAIN YOUR ORIGINAL SALES RECEIPT, AS IT IS YOUR PROOF OF PURCHASE VALIDATING THIS LIMITED WARRANTY.

Fender has established a network of independent Authorized Service Centers for warranty service. The Guild Dealer from whom you purchased your instrument may also be authorized for warranty service and should be the first point of contact when service of any kind is required for your Guild instrument. To receive warranty service, return the complete instrument to an Authorized Fender Service Center, with your sales receipt as proof of purchase, during the applicable warranty period.

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Defective components that qualify for coverage under this warranty will be repaired or replaced (<u>at</u> <u>Fender's discretion</u>) without charge. Remedies beyond normal service repair of any Guild instrument require both an evaluation and confirmation of the defect and a direct recommendation to Fender from an Authorized Fender Service Center for alternative considerations.

All transportation, insurance and freight charges associated with warranty service and repairs on Guild instruments are the responsibility of the purchaser, as is any service initiated for the purpose of customizing setups or adjustments beyond factory specifications. Initial standard setup and adjustment of the instrument and its components at the time of purchase are considered normal Dealer product preparation, and are not covered by this warranty.

#### Limitations and exclusions

The following items are *not* covered by this warranty:

- 1. Fret wear, saddle wear, nut wear, strings and batteries.
- 2. Setups, adjustments or routine maintenance of any kind.
- 3. Damage to finishes or cracks, splitting, or warpage of wood due to changes in temperature or humidity, exposure to or contact with sun, fire, moisture, perspiration, body salts and acids, guitar straps, guitar stands/hangers made from vinyl, plastic, rubber or other synthetic materials, any other chemicals or non-Fender-approved polishes.
- 4. Damage, corrosion or rusting of any hardware components caused by humidity, salty air, or exposure to the moisture, body salts and acids of perspiration.

- 5. Any damage to an instrument resulting from customization or modification.
- 6. Normal wear and tear on any part of the instrument or case including jacks, controls, switches, plated surfaces, tuning machines, pickguards, handles, latches, case hardware etc.
- 7. All other damage and deterioration due to normal usage, wear and tear, aging, accidents, neglect, abuse, or Acts of Nature.
- 8. Any instrument, whose serial number is missing, altered or tampered with in any fashion.
- 9. Any instrument purchased from anyone other than an Authorized Guild Dealer.
- 10. Instruments that have been serviced by unauthorized persons (any person other than a Fender Certified Technician at an Authorized Fender Service Center).

THE FOREGOING CONSTITUTES THE ONLY WARRANTY MADE BY FENDER WITH RESPECT TO THE PRODUCTS AND IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED. Any implied warranties, including without limitation, any implied warranties of merchantability or fitness for any particular purpose, imposed under state law are limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not be applicable to you. FMIC ASSUMES NO LIABILITY FOR PROPERTY DAMAGE RESULTING FROM FAILURE OF THIS PRODUCT NOR ANY LOSS OF INCOME, SATISFACTION, OR DAMAGES ARISING FROM THE LOSS OF USE OF SAME DUE TO DEFECTS OR AVAILABILITY OF SAME DURING SERVICE.

\*This warranty applies only to Guild instruments purchased and serviced within the U.S.A. and Canada. Warranties outside these countries are as defined by the authorized Fender/Guild Distributor for your country or region, and may vary from the above in terms and/or length.

Guild is a Division F.M.I.C.

GUILD GUITARS 8860 EAST CHAPARRAL ROAD, SUITE 100 SCOTTSDALE, AZ 85250-2618, U.S.A.

Phone: (480) 596-9690

We cannot guarantee top performance of your instrument if strings other than Guild, or their equivalent, are used.

Upon request, we will be happy to send you a full catalog of all available Guild products.

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# **Servicing Your Guitar**

New guitars typically have a settling in period where adjustments may be necessary to compensate for the tension of the strings. Many experienced guitar players have learned to adjust the truss rod or "action" of their own instruments.

If you do not feel comfortable making these adjustments to your new guitar we recommend that you return the instrument to your Guild Dealer or to an Authorized Fender Service Center within 90 days of the purchase, for an inspection and truss rod adjustment if needed. This precaution should identify and prevent potential damage to the neck.

If major servicing is required, please contact your local authorized Guild service center. If you need assistance locating an authorized Guild service center, please contact your Guild dealer, visit our Guild website at <u>www.guildguitars.com</u>, or call our Consumer Relations Department at: (480-596-7195).

For comprehensive Guild setup specifications, wiring diagrams, pre-amp manuals and other support documentation, visit the Guild section of our F.M.I.C Customer Service website at: <u>www.mrgearhead.net</u>.

Please note: Truss rod adjustments and action adjustments are considered to be routine maintenance and will not be covered under the Guild warranty.





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#### GUILD GUITARS 8860 EAST CHAPARRAL ROAD, SUITE 100 SCOTTSDALE, AZ 85250-2618, USA

Printed in U.S.A, p/n 3511075108 Rev..B