

Freenotes Outdoor Musical Instruments

Maintenance Instructions & Warranty Information



*outdoor musical instruments
...beautiful music made simple*

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register your products now!

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Thank you for choosing a Freenotes Outdoor Musical Instrument to enhance your outdoor area. Freenotes products are not only built to last, they're also extremely easy to take care of.

A little routine care and maintenance will guarantee the highest performance from them, keep them playing in tip-top condition and ensure they continue to create a special musical experience.

The durability of Freenotes products can be guaranteed only if you carry out regular inspections and maintenance - this is the best way to preserve your Freenotes product.

IPE Notes

Timber notes of the Amadinda and Flying Amadinda are made from Ipe, a south-central American hardwood. The US Department of Agriculture and Forestry rates Ipe as "very resistant to attack by decay, fungi and termites" and with a Class A fire rating (the same rating given to concrete & steel) makes Ipe a very suitable material for applications in Freenotes Outdoor Musical Instruments.

Ipe is very dense and as such is extremely resistant to preservation treatments. Left to nature, the UV sunrays and traditional weathering, Ipe's appearance will change to a light silver/grey colour. Finishes applied on a bi-annual basis can be used to hold Ipe's original colour. Ipe can be treated with any hardwood decking oil available from DIY stores and garden centres. If it has been allowed to grey, Ipe can be lightly power washed back to its original appearance prior to treatment.

Aluminium Notes

The aluminium notes of the Swirl, Pegasus, Manta Ray and Eye Chimes have an extremely high resistance to corrosion due to an anodic coating that cannot be peeled off or flake away. It is highly durable and resistant to most atmospheric attacks.

Your aluminium notes or chimes can be kept clean with soapy water or a mild detergent solution followed by rinsing with clean cold water. After drying, a good household wax spray polish may be used. Grease and dirt deposits may be removed by using solvents such as white spirit in conjunction with a soft cloth or soft bristle brush. On no account should harsh abrasives be used for cleaning. As the notes are permanently exposed to some atmospheric weathering, they should be regularly cleaned and we recommend not less than four times a year.

Fibreglass Notes

The notes of the Imbarimba are made using a fibre-reinforced polymer composite commonly known as fibreglass. A popular choice where exposure to harsh environments is key, fibreglass is UV resistant and has excellent resistance to extreme temperatures, salt air, and a variety of chemicals. Because Fibreglass is chemically inert and corrosion-resistant it serves as an excellent component in Freenotes Outdoor Musical Instruments. Fibreglass structures have an exceedingly long life span, coupled with low maintenance requirements. To keep the notes of your Imbarimba looking their best simply wipe clean with a mild detergent and rinse with clean cold water.

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Tubano Drums

The Tubano Drums are made with a PVC (Polyvinyl Chloride) plastic and are extremely low maintenance. To keep our Tubano Drums looking their best, simply wipe clean with a mild detergent and rinse with clean cold water. Touch up paints are available from Freenotes Limited or your local distributor should you wish to cover any blemishes which may be caused over the years, either by misuse or accidental damage.

Timber Frames

All timber frames and bases are made from pressure treated European redwood and are guaranteed against rot and fungal decay for 10 years.

As timber is a natural product it will continue to adapt to atmospheric conditions i.e. in warm dry weather the timber shrinks and in wet weather the reverse applies. This movement will cause some cracking and splitting in the timber, however these are always allowed for when calculating the required strength of each component within the structure.

You do not need to renew the wood protection provided by the Freenotes Ltd treatment process. The effects of weather and direct sunlight become visible by way of an outside deterioration of the cell structure, constituents such as tannic acids are extracted and the result is a greying of the material. However, this affects the outside only and represents no reduction of quality, stability or wood protection.

If your Freenotes timber frame has become dirty or attracted some surface algae then we recommend cleaning it with a soap-based biodegradable outdoors cleaner available at DIY stores or Garden Centres. Simply mix the solution to the recommended dilution, saturate the affected areas using a watering can fitted with a rose or compression sprayer and leave. The product is best applied during a dry spell. The degree of timber maintenance required depends on the location, amount of sun received and general wear and tear.

It is important that the surface of any platforms is kept clean by regular brushing with a stiff bristle brush to remove dirt, algae and dead leaves that could make the platform slippery in the wet.

Alterations to Freenotes Equipment

Alterations to the instruments, frames or structures that could affect the essential safety of the equipment should only be carried out after consultation with Freenotes Limited; any other alterations may affect the warranty of your product.

Repairs & Replacement Parts

Freenotes are designed for permanent outdoor installation and use extremely hardwearing materials, especially designed to give maximum protection.

Spare parts and additional mallets are available from Freenotes Ltd or your chosen distributor.

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All repair and warranty questions should be directed to the distributor from whom the instrument was purchased. If needed, they will contact Freenotes about the repair. However, should you be experiencing any difficulties then please contact us directly and we will be pleased to assist you in any way that we can.

Maintenance for Instruments with timber stands/posts installed below ground level

The supporting posts are essential to the stability and safety of the equipment and therefore require your particular attention. You must regularly free the posts of moss or other objects that may allow humidity to penetrate the wood. The posts must be checked for their stability both during the Monthly & Annual Inspections.

The post must be replaced immediately if it shows excessive weathering or the first signs of a fungal attack, damage by animals or strimmers, or in case of any other signs indicating a possible instability. Below is a test procedure that allows you to inspect the timber installed.

Remove 20cm of surfacing surrounding the post to check the state of the post below the surface
Use a blunt tool such as a hammer and knock on the wood. The sound must be uniform throughout the entire post (unless the wooden part has holes or wet parts)
Try to penetrate the surface of the wood with a pointed object such as a pocketknife or a screwdriver. The surface should show resistance.

If the timber component does not pass all of the above tests, it must be replaced.

Maintenance for Instruments with metal stands/posts installed below ground level

The posts of the Eye Chimes are made from Aluminium and of the Manta Ray, Stainless Steel. Please check whether particular conditions (e.g. salt water, electrolytic corrosion) have caused pitting or a weakening of the installed post at ground level. If posts weaken or are subject to vandalism, the instable post has to be repaired by an expert, or be replaced.

Warranty

All Freenotes Ltd products carrying the Freenotes label carry a 1-year warranty. We apply the warranty conditions valid at the day of consignment. The following items are applicable unless other warranty terms have been agreed upon.

All products carrying the Freenotes Ltd label carry a 1-year warranty for material and processing faults. This warranty will be granted only if the mounting/assembly and ground/foundation works are carried out as described in the mounting instructions of your Freenotes Ltd product and if you can give evidence of the execution of regular inspection and maintenance works.

All of our timber is pressure treated to BS 5589 and has a 10-year guarantee against rot and fungal decay. Any timber that is subsequently cut or drilled must be treated with an appropriate preservative.

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Freenotes Ltd guarantees that any pressure treated timber found to have failed its purpose due to rot or fungal decay within 10 years, will be exchanged on an ex works basis, free of charge, subject to the defective timber being returned to Freenotes Ltd. This guarantee does not affect your statutory rights.

Freenotes Warranty Registration

In order for us to provide you with our best warranty service, please complete our Warranty Registration form found on www.freenotes.eu. Your privacy is guaranteed.

Please note that your warranty rights are not diminished if you do not complete this form. However, you must keep the original receipt as the registration will be considered invalid if the original receipts are not presented at the time of service.

EN1176 Requirements (Applies to Children's Playground Equipment)

All children's playground equipment is subject to regular inspections and maintenance works.

The maintenance of your Freenotes Ltd products according to these instructions is prerequisite to the Freenotes Ltd warranty and adheres to the definitions given in EN1176. Full copies of the European Playground Standards can be purchased from the British Standards Institute website.

Excerpt from EN 1176-7:

Section 7 - Inspection schedule

7.1. To avoid accidents, the operator has to make sure that an adequate inspection schedule is developed and adhered to for each playground. In such a schedule, all local conditions and manufacturer's indications that may have an influence on the necessary maintenance frequency, have to be taken into consideration.

The inspection schedule should list all parts, which have to be checked during the different inspections, and the inspection procedures.

7.2. If severe and safety-endangering defects are discovered during an inspection, they should be eliminated immediately. If they cannot be repaired or replaced at once, the respective equipment has to be excluded from use, e.g. by dismantling or closing it down. If an equipment component has to be removed, e.g. for maintenance works, all anchoring or foundations that remain in the ground have to be removed also or be made inaccessible by means of covers. The construction site should then be secured.

As stated in the standards, we recommend a weekly 'Routine Visual Inspection' of your playground. In cases of heavily used or high-risk (e.g. vandalism) playgrounds or if the age of the equipment requires more frequent checks, you may want to increase the frequency of these inspections to daily. An 'Operational Inspection' should be carried out every month and after 12 months at the latest you are required to carry out an 'Annual Inspection' (for best effect this should be completed after the winter months).

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Records should be kept alongside these instructions of all actions taken as part of safety management. On the last pages of these maintenance instructions you are offered a Maintenance Record Sheet for the entry of your maintenance report results.

Daily/Weekly Visual Routine Inspection

The routine maintenance of your Freenotes Ltd instruments consists of preventative measures to maintain their level of safety and performance. On a 'Daily/Weekly Visual Routine Inspection' you should be checking for visible damage and loose parts;

Are there any exposed foundations?
Can you see sharp edges, broken, frayed or missing parts?
Are components overly worn and torn

We strongly recommend the daily inspection of heavily used or high-vandal-risk playgrounds or those that have already been in service for a certain period of time. All damages and defects have to be eliminated immediately in order to guarantee the safety and functional reliability of your Freenotes Ltd products.

Record your findings and any action taken in the Maintenance Record Sheet on the last page of this document.

Monthly Operational Inspection

As for the "Weekly Visual Routine Inspection", the following checks have to be carried out during the Monthly Operational Inspection:

Are there any exposed foundations?
Can you see sharp edges, broken or missing parts?
Are components overly worn and torn?

The Monthly Operational Inspection requires the following supplementary checks:

Are all wooden components acceptable? (E.g. no splinters or other damages)
Are all metal parts well connected and not worn down?
Are all screwed connections and bolted joints tight? If not, please tighten them.
Are all plastic and/or rubber components satisfactory?

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Annual Inspection

You should carry out the 'Annual Inspection' after the winter or at least after 12 months. In addition to those of the 'Daily Visual Routine Inspection' and the 'Monthly Operational Inspection', the following checks are required:

Are all foundations stable and the equipment well anchored?

Replace joints that show severe corrosions or heavy wear and tear.

Wooden components: All wooden components exposed to weather conditions have to be checked. Please pay particular attention to the parts installed below ground as well as to all those components, which are essential to the stability of the equipment.

All damages and defects have to be eliminated immediately in order to guarantee the safety and functional reliability of your Freenotes Ltd products.

Record your findings and action taken in the Maintenance Record Sheet on the last page of this document. We recommend you copy the Maintenance Record Sheet or create your own for ongoing Maintenance reporting.

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Date of Inspection	Inspection (Daily/Weekly/Monthly/Annual)	Name of Inspector	Name of Instrument Inspected	Details of Defect Found	Action Taken	Date Defect Resolved