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Important information for Hand Pan care.



To inhibit rusting/corrosion a natural anti-corrosion process is applied to the external surfaces of our instruments. This process has proved to be successful to date but once an instrument leaves our caring custody we no longer have control of its use, abuse or treatment so we are unable to offer guarantees with regard to rusting or corrosion. However we do offer a number of recommendations with regard to care that will help to preserve our instruments in well looked after condition.

1. The purpose of the hard case is to protect the instrument during transit, it is not for the storage of the instrument. If you leave your hand pan in a case or bag you run a risk as in general closed bags or cases can accumulate condensation depending on temperature and humidity variations which in turn has the potential to create oxidation of the playing surface over a sustained period which will rust the surfaces of your instrument. We are aware that it is not always easy to find a suitable place to keep your instrument safely which is why we offer our chrome hand pan stand. This is practical enough to be placed anywhere and is also a

choice for placing the instrument by players who prefer not to place the instruments on their knees.

2. We strongly recommend that you gently wipe the playing surface with a clean dry cloth or paper towel after a playing session because in chemical terms the sweat from your hands is very corrosively aggressive so it is advisable to totally dry off the surface of the instrument after a playing session. We would strongly recommend that you treat the playing surface with oil (coconut oil or similar) from time to time to further protect it. When each of our instruments has come through the final process of fine tuning they are then checked to ensure that every thing is in order. Our final task is to treat the external surfaces with a hand pan oil. This is the oil we use which we import from www.phxoil.com in Italy. We highly recommend this product as an essential for your instrument care.

3. Finally maintaining the tuning of your instrument. How often should you have your instrument tuned? This depends on the frequency of your use and your playing technics. The best person to ask is you, you can hear when the notes are sounding dull and tight and would seem to have lost their resonance. Also when you compare the notes to those of another instrument like a piano or keyboard this should confirm wether the notes are flat or sharp. Like any other instrument hand pans are particularly vulnerable to beginners. Beginners are at the threshold of developing playing technic so it is inevitable that this learning curve will have its effects on the instrument.
The most common result is that in the process of developing good technic the beginner will tighten the note fields which will inhibit the resonance of the notes. This will be particularly noticeable with the high pitched notes.
When you can't live with it just get in touch with us and we will let you know when we will be having the next tuning visit from one of our tuners so all you have to do is to retrieve the box that your instrument and hard case arrived in and post it to us in good time for tuning. We will post it back to you. We have tested this procedure and it works. Alternatively you can drop it off at our location and we will either email or text you when it's ready for collection or we can post it to you.