

Maton
EST 1946

WARRANTY & CUSTOMER CARE



BILL MAY
FOUNDER OF
MATON GUITARS

The Maton name is a derivative of the words “May” and “Tone”.

Until the mid 1930s an Australian guitar manufacturing industry was virtually nonexistent. Good quality guitars were hard to find and at this time the best guitars came from the U.S.A. Bill May, a Melbourne-born jazz musician, woodwork teacher and luthier decided to change all that.

During the early 1940s Bill established a custom guitar manufacturing and repair business known as “Maton Stringed Instruments and Repairs”. This enterprise was so successful that Bill was able to convince his older brother, Reg, to join him as a full time guitar maker and in March 1946 the “Maton Musical Instruments Company” was born.

Maton is still a 100% family owned Australian company, now operated by Linda & Neville Kitchen (Bill May’s daughter and son in law). Showing great faith in the potential of the company, Bill opened up Australia’s first major guitar making facility in Canterbury, Melbourne, in 1949. More than 300 different models were created at the Canterbury factory,

a staggering testimony to the creativity of the Maton team from that era. Maton called the Canterbury factory home for 40 years until it was time to upgrade to a more modern and spacious facility in Bayswater, Melbourne, in 1990. After 12 years at the Bayswater factory it was time to relocate to an even larger facility in the inner Melbourne suburb of Box Hill, in an attempt to satisfy the overwhelming demand for the handcrafted instruments.

The success of this Australian icon is largely due to the inspiration and creativity Bill May possessed and was able to reproduce in his instruments. Having established Maton as Australia’s longest running and most successful guitar manufacturer, and pioneering the use of many Australian wood species in guitar construction, Bill May is regarded by many Australian luthiers as the founding father of their industry.

Bill May’s importance to the history of Australian music was recently recognised at the Australian Music Association Awards where he was posthumously awarded their highest honour and inducted into the hall of fame.

C O N G R A T U L A T I O N S

On becoming the proud owner of one of the world's finest acoustic guitars.

You have now joined the long list of Maton players, a list stretching back to 1946, who have discovered the magic of Maton, the original Australian made guitar...

Great tone, playability and craftsmanship.

This booklet is designed to help you get the most out of your Maton and to ensure that your guitar improves and develops along with your musical journey. Please take the time to read through this information as a little care can turn a good guitar into a magical guitar, and prevent damage caused by neglect.

A LITTLE CARE FOR A LIFETIME OF ENJOYMENT

At Maton, we build all our guitars in a controlled factory environment of 50% relative humidity. We do this because we have established 50% as the level that will enable our guitars to best survive the humidity extremes found in Australia and around the world. This does not mean that Maton guitars are indestructible! Quality musical instruments are made from quality tone woods carefully dimensioned for optimum tonal performance, they also reflect changes in humidity levels.

Well seasoned timbers have an equilibrium level of moisture of about 8 to 10% when relative humidity (RH) is at 50%. If the relative humidity climbs to 80% and stays there for some time the moisture level in the wood will increase. In a guitar this will result in a swollen 'belly' and a high action. Conversely, if the guitar is subjected to 20% humidity for a long period the result will be a sunken belly, strings rattling on the fingerboard and protruding fret ends. In either case,

the remedy is to expose the guitar to correct humidity levels until normality is restored.

Fortunately, relative humidity levels in Australia are generally between 30% and 70% and Maton guitars are well able to handle these levels. If your guitar is exposed to greater extremes than this you should take the following measures to minimize humidity damage by doing the following:

In areas of **high humidity** keep your guitar in its case and store silicon gel packs in your case to help absorb extra moisture. (This will also inhibit string corrosion.) Four grams of silica gel is the correct quantity to protect a guitar so two packs will suffice. If you are unable to find silica gel you can use rice in a cloth bag to obtain similar results.

In areas of **low humidity** fit a humidifying device to your guitar and leave it in your guitar when it is in its case. These humidifiers are available

from Maton and can be ordered through your dealer.

It takes a few hours for moisture levels to rise or fall in the timber cells so don't be afraid to play your gig, just don't leave your guitar unnecessarily exposed to excessive humidity levels for long periods.

Humidity Cracks

These are cracks in the soundboard, back and sides associated with prolonged exposure to extremely low humidity levels. Low humidity cracks are not covered by warranty and must be attended to promptly as they may develop into major splits. When properly repaired these cracks are not detrimental to the tone or structural integrity of the instrument.

Heat Damage

Excessively high temperatures will tend to dry timber, even in high humidity and such conditions should

be avoided. Leaving a guitar in a car boot on a hot day or exposed to direct sunlight for prolonged periods can very quickly dry out an instrument and even weaken glue joints. These conditions can lead to warping and splitting, some of which can be difficult to repair.

Warranty and Humidity

At Maton, we warranty our guitars against defects in workmanship and materials. Our warranty does not cover humidity damage so it is advisable for guitar owners to familiarize themselves with climatic extremes and to take appropriate measures to prevent damage when faced with extreme conditions. Remember it is easier to take a little care than it is to repair a damaged guitar.

Further Information:

For more information on humidity and guitars please call our service department or ask your local Maton dealer.

Maton Finishes

To maximize the tonal benefits of good design and materials Maton has developed a super-thin finish that will move with the timbers without impeding vibration and therefore tone.

Satin guitars are finished in Nitro Cellulose comprising 20% gloss, which gives a lovely silky look to the guitar. Nitro Cellulose has been used as a guitar finish by most makers over the years but none have used the advanced formula produced by Maton. Research and development continues to improve the acoustic and visual qualities of our finishes.

Caring for a satin finish

Soak soft cloth in warm water and wring out. Wipe guitar using gentle pressure, then wipe dry. Do not allow water to sit on guitar for any period of time as a 'milk' stain may result.

Never use silicon or oil-based products (many popular surface polishes/waxes are silicon based) as silicon inhibits refinishing and some oils (such as lemon oil) may penetrate, again inhibiting refinish and may be detrimental to the acoustic properties of the instrument should they soak into the timber.

Gloss guitars are finished in hand rubbed polyurethane. Maton uses the best finish available and each coat is painstakingly rubbed down to ensure maximum shine and durability while maintaining Maton's ultra thin specifications. The final coat is hand rubbed and buffed to bring out the full beauty of the timber.

Caring for a high gloss finish

Use a high quality polish that again does not contain silicon or wax, a soft cotton cloth and warm water may also be used.



MATON WARRANTY

Our goods come with guarantees that cannot be excluded under Australian consumer Law. You are entitled to a replacement or refund for major failure and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality within the warranty period.

The warranty provided by Maton Guitars is in addition to your rights under Australian Consumer Laws.

Maton warrants that any new Maton Guitar ("The Instrument") purchased from Maton or its authorized dealers is free from defects in workmanship and material for a period of twelve (12) months from the date of purchase of the guitar.

To claim the warranty, you must send or deliver the instrument to the place

of purchase, insured with satisfactory proof of purchase. The authorized dealer will then contact us and complete the necessary paperwork (resulting in a Return Authority RA Number) and have the guitar returned here at Maton or to an Authorized Maton Repairer as appropriate. Maton will repair or replace the instrument, as Maton deems appropriate, and return to the place of purchase. You will be notified when the instrument is available for collection.

All costs involved in claiming the warranty, including the cost of freight (to and from the authorized dealer) and the costs of insurance are the responsibility of the purchaser.

This warranty only applies where the care instructions set out in our website (links provided to the right) have been followed.

www.maton.com.au/service/warranty-care.html

www.maton.com.au/aboutus/maton-warranties.html

This warranty does not cover instruments that have been altered, tampered with, modified or damaged due to unsuitable or abnormal use. This warranty also does not cover instruments on which the serial number(s) have been removed, defaced or changed. This warranty does not apply where defects or damage have been directly or indirectly caused or contributed to by the instrument's exposure to extremes of humidity or temperature due to excessive tension on the bridge cap or screws.

While Maton takes all care with any instrument in its repair division, except

where Maton fails to meet a consumer guarantee under the Australian Consumer Law, Maton accepts no responsibility for any damage or alterations.

MATON GUITARS CONTACT DETAILS:

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