



WINDCHIMES



Maintaining your Windchime

Every part of the Windchime is weather protected. Over time, however, those layers of protection can begin to wear. To enjoy your Windchime for years to come, we suggest you hang it in an area that is not exposed to long term direct sunlight and periodically clean it with a damp cloth and mild detergent. In addition, you may want to bring it indoors in the event of severe weather. Here are some simple maintenance tips to give your chime (bell, gong, etc.) the longest possible life:

Aluminum Tubes

Chime tubes are made of aluminum that will not rust when exposed to the elements. However, over time, the aluminum may show pitting as a result of environmental factors. Please note this will not affect the beautiful tones of your chimes. If necessary, use mild soap and water (or a foaming, non-abrasive cleanser) to clean the tubes.

Wood Parts

Periodically, apply a thin layer of exterior use Danish or lemon oil with a clean cloth to the wood parts. Regular oiling will help protect the wood and retard the natural aging process.

Glass

Use a damp cloth to clean these parts. If necessary, mild soap and water can be used.

Resin and Rust-Finish Elements

Resin and rust-finish steel elements should be wiped clean with a duster or damp cloth.

Copper

Copper and brass parts can be cleaned with cleaner designed for copper and/or brass, or it can be left to naturally age and patina.

Bamboo Chimes

All bamboo windchimes are made using natural and sustainable products such as bamboo and coconut shell. With proper care, your bamboo chime will typically last from 3-4 years when hung outside.

To extend the life of your chime:

- Hang your chime in an area protected from direct sunlight or heavy winds. Excellent locations include under a porch overhang or in a shady tree.
- Bring your chimes in during extreme weather or windstorms.
- If you live in the north, bring your chimes in during the harsh winter months and store it in an unheated area, such as a shed or garage.
- Occasionally wipe off your chimes with a damp cloth to remove any build-up or mold.
- Every spring, provide added weather protection by applying a coat of varnish on your chime. (You'll want to wipe off the chime before doing this!)

1-Year Manufacturer Warranty Information

We are committed to providing helpful US-based customer service to assist you with any product needs. In the event that you receive your product and there is a manufacturer defect, do not hesitate to contact us. For more information read on to learn about our warranty and how to contact us to make a claim.

What is Covered?

Our 1-year limited manufacturer warranty covers any defects in material or workmanship under normal use during the warranty period. During the warranty period, we will replace at no charge, parts of a product, or an entire replacement of a product that proves defective because of improper material or workmanship during normal usage.

What is Not Covered?

1. Inadequate care and/or neglect
 2. Environmental and/or natural elements
 3. Immersion in water, unless specified
 4. Improper installation/storage and/or maintenance
- This warranty is void if the product has been damaged by accident, misuse, negligence, improper installation and/or modifications. This includes any and/or all defects arising out of freezing water damage, hard water damage, failure to keep the unit clean and free of harmful additives such as bleach, chlorine, etc., that affects the paint and/or parts. Additionally, the warranty does not cover any additional charges or installation, removal, disposal or consequential damage associated with any warranty claim.

How to Open a Claim?

To open a claim, you must provide proof of purchase with the purchase date, and photos of the defective merchandise. These items are required to help us determine the actual cause of the defect and for future quality control.

Contact us at customerservice@serenityhealth.com with your photos and issue. Warranty claims generally take 3 to 5 business days to process.

Thank you for choosing Sunnydaze Decor. We stand behind our brand and the quality of the items we sell. Replacement parts or products will be sent at our discretion, within the one-year warranty period. Proof of purchase, with the date of purchase as well as photos of the defective merchandise, must be provided. If you have any questions, comments or concerns please feel free to contact us by phone at: **888-881-4668**. You may also contact us by email: customerservice@serenityhealth.com, or via our webpage at: www.serenityhealth.com/contact-us/