

MULLIN

Tim Mullin, Luthier

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Why am I receiving this?

You're receiving this short newsletter because you're on the client list of Tim Mullin, Luthier ("Mullin Guitars"). We've decided to reach out to our customers from time-to-time, just to keep in touch and to let you know what's going on in the shop.

BUT, to comply with "anti-spam" laws, we need to confirm that you wish to receive further emails -- otherwise this will be the last bulk email you will receive from us. Please go to this link to sign up:

[Click here to sign up!](#)

If you know others who might be interested, feel free to share this email so they can sign up! Rest assured, we will never share your information! There will be perhaps two or three newsletters a year, so nothing to clog your mailbox! You can unsubscribe at any time.

Our focus and our guarantee

Our business focusses on design, fabrication, servicing and repair of fretted instruments. We are NOT a traditional music store and we don't have an "online store". We limit our strings and accessories stock to those commonly requested by our customers or used in our own production. Nevertheless, for those lines we carry, we guarantee competitive pricing – in fact, if you find a lower advertised regular price delivered to your door in Canada, we will match it without hesitation.

We want our customers satisfied – if you are not happy with a service or product, then you don't pay – simple! Just return it to our shop and we'll refund your money – ALL of it, NO exceptions. The same policy even applies to commissioned instruments (with some very limited exceptions identified in the order contract).

Our presence "online"

While we don't operate an online store, we are trying to keep our presence online "fresh". Please feel free to visit [Mullin Guitars](#) on Facebook; at Instagram as [mullin_guitars](#). You'll also find my "blog" on various topics related to "lutherie" at www.mullinguitars.com. And finally, check out and subscribe to the [Mullin Guitars](#) channel on YouTube to see and hear "Mullin" guitars – only one video posted for the moment, but we have a couple more in production that should soon be up.

Preparing for winter!

Winter puts an enormous stress on wood instruments, particularly flat-top steel string and classical guitars. With ultra-cold temperatures outside, the amount of moisture the air can hold drops. Indoors, depending on the type of heating system, humidity levels drop to extreme lows. In this environment, the wood in your guitar shrinks, causing stresses that can lead to cracks, loose braces and exposed fret ends. While making repairs is part of my business, it's always sad to see instruments come into the shop with damage that could have been prevented. Winter instrument care requires some planning to avoid excessive moisture loss.

It's always a good idea to keep your guitar in its case when not being played, but especially in winter. This will slow down moisture swings, but not stop it entirely. In my home, I have a gradient of relative humidity (RH), lowest on the top floor, and highest at ground level where the shop is located. The shop never falls below about RH 30%, so perfect for winter storage of instruments. The parts storage and critical assembly steps on all "Mullin" guitars are performed in a room with sophisticated humidity control that maintains RH 42%— so these guitars will tolerate relatively large swings in humidity from RH 30-65%. Unfortunately, for many of our clients, humidity conditions where their instruments live is less-well controlled and can drop below 20%. This is really a danger zone for guitars.

If that sounds like your situation, we strongly recommend humidifying your guitar to get it through the dry winter months "crack free". There are many devices on the market that can do the job, when used carefully. I happen to be a fan of the humidifiers produced by Oasis (www.oasishumidifiers.com) . These use special gel crystals to prevent free water from coming in contact with the instrument. For our extreme climate, we suggest the "OH-5 Plus+ Guitar" and "OH-14 Plus+ Case" humidifiers – these can transfer significantly more moisture than the older OH-1 and OH-6 models.

If you have a rigid case, the OH-14 can be mounted so that it doesn't interfere with removal/replacement of the guitar. If you have a storage bag, you're pretty much limited to using the OH-5 that fits through the sound hole. We will try to keep a supply of both on our shelf, but they are available at many other outlets. Wherever you source yours, **please** read the material on the Oasis website, and always use **distilled water** (available any grocery in our area).

A final hint: do **NOT** rely on a hygrometer, unless you are prepared to go through the annual hassle of recalibrating it. Even the digital models are notoriously inaccurate!

Truss Rod Adjustment

A reminder: if you had your instrument set up in my shop within the last 12 months, I'll check and adjust your truss rod at no charge. Don't hesitate to make use of this service – some guitars can change a lot with the seasons. Please call ahead.

FREEBIE!

Yep, completely **free**: we're now offering to install a heel-mounted strap button on ANY guitar brought into the shop. There is absolutely **NO OBLIGATION** and we can often do the work while you wait. As for all other services, we ask that you call/text/email ahead to set up an appointment.

'Til next time!

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