

A note from Bob Taylor

Friends:

I have worked extensively with Jim D'Addario and his team on the development of the Humidipak system. We at Taylor feel that this is a breakthrough technology for maintaining the health of your instruments. We have been using Humidipak for the last two years to restore and maintain the proper humidity levels in our instruments and highly recommend this system.

While D'Addario and Taylor have tested this product extensively, it is impossible to identify and duplicate every guitar finish, hardware material and case material in advance to test for any negative side effects.

The first launch of Humidipak was a huge success because of the simplicity and great functionality of the product. Unfortunately an incompatibility between the formula and the packet material caused some packets to leak after an extended period of time. For this reason, the product was pulled from the market and redesigned. I applaud D'Addario's efforts to contain this problem for their customers and to satisfy any customer complaints from this defect.

Since that time, we have assisted in testing new formulations and have found no side effects with the instruments we make and the hardware and cases we use. That does not mean that there is not a material that has not been tested yet that will not have some negative side effect.

No compatibility issues have been uncovered in our tests of this new formulation to date. Much like some very effective medications can have side effects, proper monitoring of their use can identify these issues before damage is done. It is incumbent upon you, the end user, to monitor the use of this product to make sure there are no negative side effects with your instruments.

If you do notice any questionable condition, D'Addario asks you to contact them immediately. You can do so by emailing consumersupport@daddario.com with any concerns you may have.

Yours truly,
Bob Taylor