

Humidipak Frequently Asked Questions

What are the symptoms of a dry instrument?

- Sharp Fret ends
 - Neck bow
 - Sunken top
 - Lifted bridge
 - Lower string height/notes start to buzz
 - Cracking of the neck and/or body
 - Change in tone of instrument
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Does my guitar need to be humidified?

YES!!! It is essential to humidify all wooden instruments. In fact, lack of humidity is the number one cause of all instrument repairs.

How do I use the system?

Simply place two packets in the included soundhole pouch and one packet in the included headstock pouch. Hang the soundhole pouch inside the guitar by draping it over the two middle (G and D) strings. Lay the headstock pouch in the top compartment of the case under your guitar's headstock. Close the case and THAT'S IT!

Note: At no time should you puncture, tear or open the packets exposing the inner contents. In case of a puncture or tear, immediately discard the packet and replace it.

When playing your instrument, leave the pouches inside the instrument case and secure the lid. This will maintain the proper humidity level inside the case and allow you the maximum life of the Humidipak packets. As long as you can press the packets with your fingers and feel movement of the contents, the packets are working. Once the packets become solid, discard and replace with Humidipak replacement packets.

I am a first time user, is there anything I should know?

YES. The Humidipak System is a humidity "maintenance" device. If your guitar has not been previously humidified and/or is showing signs of lack of humidity, the packets will dispense at an increased rate due to the fact that the instrument is in a dry condition and will soak up the moisture it desperately needs to reach equilibrium. As an example, a properly humidified acoustic guitar holds about 8-10 grams of water yet restoring a dry guitar to the proper level can take 30-60 grams of water/vapor. This is not including the case which needs to be properly humidified as well and will take additional water/vapor.

If your instrument is showing signs of lack of humidification you should pre-condition the guitar before using the Humidipak System in order to receive all the benefits and maximum life of the product.

To pre-condition your instrument we recommend using the Planet Waves GH soundhole humidifier and the following procedure:

1. Moisten the sponge as per the directions of the Planet Waves GH and install into the instrument. Place the instrument in its case and secure the case latches (very important).
 2. Check the humidifier after 24 hours from installation. If the sponge is dry. Once again moisten the sponge as per the directions and check the guitar again in another 24 hours.
 3. Repeat steps 1 and 2 until after 24 hours the sponge is still moist when you check the humidifier. This may take 1-2 weeks of daily maintenance.
 4. When the sponge is still moist after 24 hours, the guitar has reached equilibrium. Discontinue use of the GH humidifier and start using the Humidipak according to the instructions.
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How long will the packets last?

On average the packets will last 2-4 months depending on the geographic location and the conditions of which the instrument is exposed to. This is calculated on using the Humidipaks year round. You may experience months where the packets last longer and months where the packets dispense faster. For example:

- Climatic/seasonal conditions - During the coldest winter months where the humidity is constantly below 20% you may only get 4-5 weeks before the packets are fully dispensed. On the flip side, during the spring and into the summer where the humidity is at a comfortable level the packets can last 4-5 months or longer.
- Geographic regions - Extreme conditions such as a desert or high mountain environments will also shorten the life of the packets. In such locations the packets will dispense quicker as a strong demand is put on the packets to keep the humidity at a safe level. In this type of situation the packets may only last 4-5 weeks during the dry season. If you are in an area experiencing extreme conditions it may be necessary to use a sponge type humidifier along with the Humidipak System in order to maintain the proper humidity level.
- Instrument/Case condition - The condition of the instrument when you start using the Humidipaks will have an effect on the packets life as well. If the instrument has not been previously maintained and is severely lacking humidity, it will absorb the moisture content on the Humidipaks faster than if the instrument was at the proper humidity level to begin with. And don't forget about the case. Unless the case is properly humidified, it will soak up moisture as well. You will get the most life from the Humidipaks by constant use of the product and starting with a properly humidified instrument/case.

*Remember, when playing your instrument keep the Humidipaks in the case with the lid closed and secured for the maximum product life.

Sometimes the packet contents have a different consistency. Why?

It really depends on a few factors. How much water content they have, if they have been sitting for a while, and the environment they have been exposed to among others. A new packet can feel slightly firm to liquidly. If a new packet feels firm it's usually because the contents have settled. If you gently squeeze the packet you will feel it loosen up. If the packet feels looser than when you first purchased it, it just means that the packet has absorbed some moisture. As long as you can lightly press on the packet and feel the contents move, the packet is still functional. Once the packet becomes solid, remove it from the instrument case and replace it with a Humidipak Replacement Packet (PW-HPRP-03).

What is the solution made of? Is it safe?

The solution is made from a combination of water, salts and gum that acts as a thickener. All of the ingredients are approved by the U.S Food and Drug Administration as food additives. While the solution is completely safe and will not cause harm we do recommend to keep packets away from small children and animals.

What else can I do?

On top of using the Humidipak System you should also:

- Monitor the area where you store your instruments and provide the most stable environment possible. During the winter months you may need to use a room humidifier while during the summer months a de-humidifier may be needed.
- Maintain a consistent temperature in the room where your instruments are stored. Anywhere in the range of 70-74 degrees Fahrenheit is ideal. Planet Waves offers a humidity/temperature sensor (PW-HTS) that is perfect for monitoring a room or instrument case.
- Store your instrument in its case when not being used. The instruments case acts like a buffer to the outside environment which can change quickly.
- Store instruments away from direct sources of heating or air conditioning.
- Store instruments away from direct sunlight.

If you have any additional questions, please contact D'Addario/Planet Waves at Consumersupport@Daddario.com.