

garrison at a glance



Garrison Guitars' classic looks camouflage the technology inside the guitars' body.

- Garrison Guitars' 20,000 square-foot state-of-the-art manufacturing facility is located in St. John's, Newfoundland, Canada... North America's oldest city.
- Garrison Guitars is one of the largest acoustic guitar manufacturers in Canada.
- Garrison Guitars' unveiled its prototype guitars, the Griffiths Active Bracing System™ (GABS) and the Griffiths Integrated Blocking System™ (GIBS) at Winter NAMM 2000 in Los Angeles.
- The Griffiths Active Bracing System™ and the Griffiths Integrated Blocking System™ are the foundation of Garrison Guitars. By integrating the binding, kerfing, bridge plate and bracing into a one piece glass-fibre component, the top is activated by having all parts vibrate in unison. It also provides enhanced structural stability that would have taken hours to construct using traditional production techniques. Single unit bracing means that no matter where you create a vibration on a Garrison guitar, the resonance has an uninterrupted path to travel throughout the instrument.
- Every Garrison guitar is manufactured using the latest technologies, including robotics, cnc milling, laser cutting and UV painting and curing.
- Garrison's patented bracing technology, quality components and distinctive tone woods are standards for each and every Garrison guitar.
- Every Garrison guitar is manufactured from 100% solid-woods, including East Indian Rosewood, Western Red Cedar, Canadian Birch, Englemann Spruce, Sitka Spruce and Sapele.

Garrison
GUITARS
Craftsmanship. By design.

the history of garrison guitars



the beginning...

Chris Griffiths was 12 years old when he first picked up a guitar. His professional interest in the guitar industry began at the age of 17, when he was trying to make a living as an amateur guitar repairman at a local music store. As a means of securing future employment within the industry, Chris apprenticed at the Gallop Guitar Hospital in Big Rapids, Michigan. Unfortunately, his professional education in guitar building did not equal the slowing local economy and Chris soon found himself out of a job. Equipped with the formal training and talent required to build guitars, he jumped feet first into the guitar industry...

In 1993, at the ripe old age of 18, Chris started his first company in St. John's, Newfoundland, Canada. Griffiths Guitar Works had a simple mission, to defy the recession by selling high end, custom built acoustic and electric guitars at a time when his home province was pegged as the poorest in Canada. Unbelievably, it worked! Griffiths Guitar Works has grown from a one-man repair shop to the largest custom guitar store in Atlantic Canada, experiencing triple-digit growth from its successful e-commerce strategy.

the birth of Garrison Guitars...

Long before the plant, the employees or the processes... Garrison Guitars was a dream and the Griffiths Active Bracing System™ a rough sketch on an airline napkin. In just over eight years, that first crude design has evolved into a more intelligent way to build acoustic guitars. Our new technology had to be tested, re-tested and yes... tested some more!

Garrison Guitars unveiled its prototype guitars and the revolutionary Griffiths Active Bracing System™ at Winter NAMM 2000 in Los Angeles. The response was incredible. Compliments were received from manufacturers, distributors, dealers and guitar enthusiasts worldwide.

Having proven its market acceptance, all that was needed was the space, tools and people to make Garrison Guitars a reality...

the history of garrison guitars

the factory...



In just six months Garrison Guitars evolved from an empty warehouse to one of the largest acoustic guitar manufacturing companies in Canada... no small accomplishment. Tooled with the latest robotics, laser cutting, cnc milling and UV finishing, this is not your grandfathers' workshop.

the latest technologies and innovations...



top: Garrison Guitars, February 2001.
Bottom: Garrison Guitars, August 2001

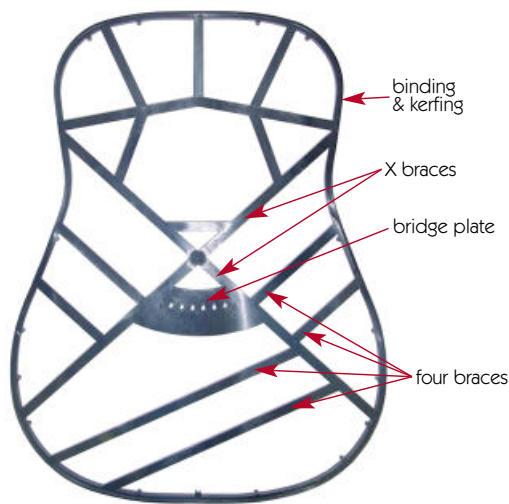
The Griffiths Active Bracing System™ is a revolutionary method of guitar construction that took over eight years to perfect. By integrating the binding, kerfing, bridge plate and all the braces into one glass fibre component, the top is activated by having all parts vibrate in unison. It also provides enhanced structural stability that would normally take hours to construct using traditional production techniques. We do it in just 45 seconds by employing unique projection molding technologies. The technology is not designed to cut corners, but add value. A single-unit brace means no matter where you create a vibration on a Garrison guitar, the resonance has an uninterrupted path to travel throughout the instrument.

Every Garrison guitar is manufactured from 100% solid wood. We use many traditional and non-traditional tonewoods such as East Indian Rosewood, Mahogany, Western Red Cedar, Englemann Spruce, Sitka Spruce, Ebony and Canadian Birch. In addition, every Garrison guitar comes equipped with the Buzz Feiten Tuning System™, D'Addario EXP Strings, TUSQ® nuts and saddles and optional Fishman Electronics.

selling the griffiths active bracing systemtm



selling the griffiths active bracing system™



The Griffiths Active Bracing System™ integrates the binding, kerfing, bridge plate and all the braces into one glass-fibre component.

The key to selling a Garrison guitar is, of course, taking the time to educate the end user about the Griffiths Active Bracing System™. There is a real story to tell here. A chance to show how much you know. A chance to separate your store and Garrison guitars from the competition.

The GABS™ Display Unit should be predominately displayed in your store next to or very near your selection of Garrison guitars. The GABS™ Display Unit is the skeleton of the inside of a Garrison guitar with no wood, but with a partially manufactured neck attached (so you can hang it like a guitar for maximum effect). The idea is that a curious end user will approach YOU and ask YOU questions when the GABS™ Display Unit piques their curiosity.

Start by taking the display unit off the wall – it is critical that you have it in your hands to demonstrate some basic physics principles. Furthermore, it's important that the end user gets a chance to hold it and inspect it up close. If you find that the GABS™ Display Unit is often being used by another salesperson when you go to retrieve it (depending on the size of your store and traffic during busy times) you can order additional units from Garrison on a cost recovery basis (we sell it at our cost because it is to BOTH of our benefits that the technology be effectively explained).

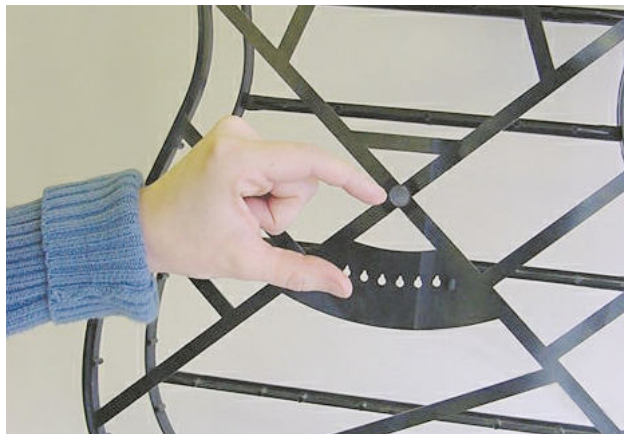


With GABS™ in hand, begin by saying that “this is a model of the Griffiths Active Bracing System™. The patented technology that’s inside every Garrison guitar.”

“The Griffiths Active Bracing System™ combines all the braces, the bridge plate, the kerfing and EVEN the binding into a single piece.” Point to the different components as you name them. Many great players don’t know the components by name and assuming they know as much as you do is a sure way to alienate them.

selling the griffiths active bracing system™

"A typical acoustic guitar body can be made up of anywhere from 34 to 40 different components, depending on the manufacturer, that have to be individually machined and individually installed – piece by piece. The Griffiths Active Bracing System™ is made in 45 seconds using a 400 ton



injection molding machine. It's made of long strand glass fibre" – spread your thumb and forefinger apart by about one and one half inches in order to allow them to visualize the length of the strands – "and a resin composite (the secret sauce) that carries the fibres into the mold. They chose glass because it adds significant strength to the bracing. This is very important because the whole reason you put braces in a guitar in the first place is to counteract string

tension/stress. Furthermore, glass transmits vibrations very effectively. Think of your windows rattling when a truck drives by, or the wine glass on the dinner table trick" – when you



refer to the wine glass on the dinner table trick, move your middle finger in a circular motion as if you are pretending to ring a wine glass... you'll be amazed at how many people will nod their head when you do this, as they recall experiences on how easily glass picks up and resonates with vibrations.

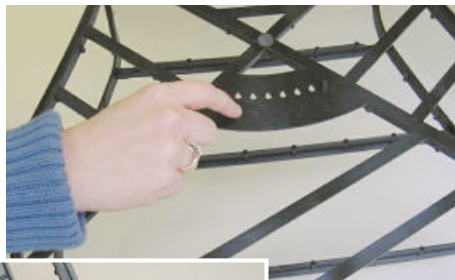
"This technology obviously gives them a manufacturing efficiency but more importantly it increases the structural integrity AND acoustic response of the instrument. Let me demonstrate the acoustic difference for you." At this point, you will want the GABS™ in your hands.

selling the griffiths active bracing system™

acoustic benefits...

“In a typical acoustic guitar, the only thing that these two braces would have in common is the fact that they are both glued to the top.” *Point to the brace bars below the bridge plate as an example.* “In this design, they are both inherently the same piece. It is physically and scientifically impossible to create a vibration on one brace and not have the entire guitar vibrate... and they haven’t even put the wood on yet!” “Here, *(pass the GABS™ to them so they are holding on to the back gently with one hand and the neck with the other)* “let me demonstrate”.

Begin tapping repeatedly and quickly on the bridge plate with the tip or nail of your fore finger – continually tapping as you talk.



“Typically, most vibrations are created here at the bridge plate... but the truth is, no matter where you create the vibration *(begin tapping various other braces)* you can feel the vibrations all the way throughout the unit, even



without wood. Even if we generate vibrations at the end block *(tap the end block repeatedly)* or even the binding *(tap the binding)* or even vibrations carried from the neck *(tap the neck)* you can feel it resonate all the way through, the vibrations have an uninterrupted path.”

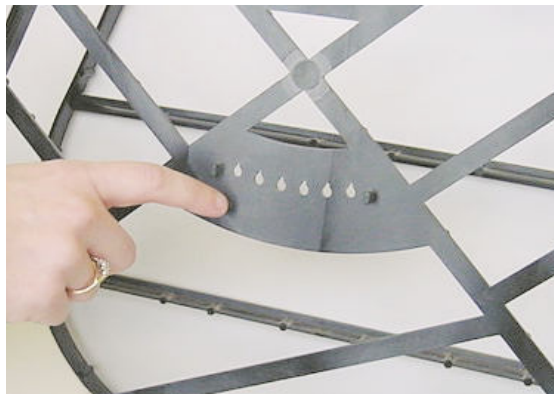
The reason you have to tap it quickly and repeatedly is if you don’t, the customer will begin to critique how long the vibrations last, which is a natural reaction, but really not fair as the top, back and sides haven’t been attached yet. Holding a traditional wood brace on it’s own, tapping it, and quantifying it’s sustain independent from the rest of the guitar wouldn’t appear to generate very good results either.

selling the griffiths active bracing system™

structural benefits...

With the GABS™ Display Unit back in your hands, you can quickly explain the structural advantages of the GABS™ design.

“This design also increases structural integrity of the guitar. In a traditional guitar, this bridge plate (run your finger around the perimeter of the bridge plate) is an independent piece of



wood. In the GABS™ design, it is inherently the same part as these two X braces (point to the two X braces that run along the sides of the bridge plate) which, in turn are inherently the same part as these four braces (point to each of the four braces that are attached to the treble side X brace). This means that not only does the one-piece design allow vibrations to be shared more

effectively, but tension, most of which is created at the bridge, is shared over a greater surface area. The bridge plate is supported by the two X braces, which are supported by the four braces. From a physics point of view, whenever you take a load and spread that load over a greater surface area, you are significantly reducing the amount of load (tension) in any one area. This creates a stronger and more stable acoustic guitar than the sum of the fragmented multiple braces in more traditional designs.”

selling the griffiths active bracing system™

fast facts...

Show your customers how detailed your expertise is with Garrison Guitars by getting to understanding these fast facts (will also allow you to answer questions for the more inquisitive customers!).

- **bridge plate posts**

These two posts on the surface of the bridge plate pass right through two identical holes LASER machined into the top and mate with two identical pockets routed by CNC into the bottom of the bridge. Once the bridge is installed you won't see any of it, however all this precision work is to guarantee the bridge gets placed accurately every single time. Critical for consistency in manufacturing and intonation!

- **bridge plate braces**

These two thin, tall braces would be next to impossible to make out of wood in traditional manufacturing. This is a great way for us to add structural integrity to the bridge plate, where it needs it most, without adding significant weight or mass to the top. Other manufacturers would need to make their bridge plates wider or thicker in order to add more strength, both of which would dampen the guitar top's ability to vibrate.

- **string and bridge pin holes**

Garrison is the only manufacturer that can predict the exact location of the string and bridge pin holes prior to assembly which is why the six holes are already built into the bridge plate on the GABS™ design.

- **GIBS™ locks it in**

GIBS™ refers to the Griffiths Integrated Blocking System™ – the neck block and the end block of all Garrison guitars are formed using the same technology and material as the GABS™. All four components (the two blocks, the top and back braces) were designed simultaneously and as such, the braces lock-in to the blocks creating even more inherent strength. This single unit is stronger than the sum of its parts.

our technology

key selling points...

Structural Stability

- The Griffiths Active Bracing System™ is made of a long strand glass-fibre composite, which adds significant strength to each and every Garrison guitar. This provides your Garrison customers with peace of mind knowing that their Garrison guitar is naturally strong.

Acoustic Benefits

- A typical acoustic guitar bracing system is made up of anywhere from 34 to 40 individually machined and individually installed pieces of wood, the Griffiths Active Bracing System™ combines all the braces, the bridge plate, the kerfing and even the binding into a single piece. A single-unit brace means that no matter where you create a vibration on any Garrison guitar (i.e., at the bridge plate, the end block, the neck, etc.), the resonance has an uninterrupted path to travel throughout the instrument.

Manufacturing Efficiency

- The Griffiths Active Bracing System™ along with Garrison's high-tech tools enables Garrison Guitars' to experience manufacturing efficiencies (i.e., GABS™ reduces production time from 2 hours to 45 seconds). These efficiencies are passed onto you in the form of higher margins allowing you to then pass them along to your customers... resulting in lower priced SOLID wood guitars.



our technology



The Griffiths Active Bracing System™ (GABS™)...

Garrison's revolutionary method of guitar construction. By integrating the binding, kerfing, bridge plate and all the braces into one glass fibre component, the top is activated by having all parts vibrate in unison. GABS™ technology eliminates more than 30 individually machined and installed wood pieces found in traditional bracing systems, providing enhanced structural stability that would have taken hours to construct.

Garrison achieves it in 45 seconds. A single-unit brace means that no matter where you create a vibration on a Garrison guitar, the resonance has an uninterrupted path to travel throughout the instrument.

Acoustic guitar construction has changed little in the past 150 years... at least the fundamentals, that is. By taking our time (over 8 years) and questioning new material options, the Griffiths Active Bracing System™ is a demonstration that by applying, engineered intelligence and old school craftsmanship innovations that are simple and superior can result. "What we managed to do by using a single-piece bracing system is come up with a design that adds more structural integrity to the instrument, while enhancing the guitar's ability to vibrate," says Chris Griffiths, Garrison Guitars president and founder.

The Griffiths Integrated Blocking System™ (GIBS™)...

The Griffiths Integrated Blocking System™ uses GABS™ technology to produce precise glass-fibre neck and end blocks that interlock with Garrison's bracing system. GIBS™ allows for significant tone and stress transfer between the neck and the body of the guitar. The tension of the strings on the neck joint is shared with the entire bracing system so the neck block doesn't have to work all on its own.



our technology

cnc router...

The neck and bridges of every Garrison guitar are precision machined using a three-axis computer numerically controlled (CNC) router. Garrison's CNC machine can hold up to 21 different tools and switch between them in about 2.5 seconds. The machine's tool selection and path is programmed by Garrison's technical team. It produces 8 necks in about 36 minutes.



The rough necks and bridges are held in custom-made vacuum jigs, which secure the parts from the bottom using vacuum pressure, allowing the machine to freely machine all outer surfaces without the interference of clamps.

We also use the CNC machine to accurately machine parts for our own tools, jigs and fixtures used elsewhere in the Garrison plant.

laser cutting...

A computer controlled, 50-watt laser cuts the top, back and sides of every Garrison guitar. Garrison's tops, backs and sides have to be cut to exact tolerances, within 0.005 of an inch every time, to fit the Griffiths Active Bracing System™.



our technology

uv painting & robotic curing...

Every Garrison guitar is finished with a paint that dries in less than 60 seconds, when exposed to UV light. While this is not unique to Garrison, we have managed to hone our techniques to the point where the top of every Garrison guitar ends up with a beautiful finish with less than two coats of paint.



The UV curable finish is sprayed by skilled painters, in the same manner as other paints, but it dries in less than 60 seconds when exposed to intense UV light. Garrison uses a Fanuc robot to manipulate its guitar bodies in front of the UV light. The robots calculated moves ensures every area of the guitar receives just the right amount of exposure to the UV light.



Garrison guitars come available in two finish options, satin and high gloss. High gloss guitars are the most difficult for Garrison to paint, as they require sanding operations between coats, as well as buffing to remove even the tiniest of dust particles that may exist.

product information

Garrison Guitars is one of the largest acoustic guitar manufacturers in Canada, producing a line of top quality, affordable acoustic guitars for music enthusiasts of all levels.

Garrison currently manufactures seven all-SOLID wood models, the G-20, G-25, G-30, G-35 (new for 2003), G-40, G-41 (new for 2003) and G-50, all of which feature the patented Griffiths Active Bracing System™ (GABS) and Griffiths Integrated Blocking System™ (GIBS), Garrison's revolutionary method of guitar construction. This technology is the foundation of every Garrison guitar and has been referred to as "the single biggest innovation in the history of the acoustic guitar", by industry competitors.

All models come equipped with D'Addario EXP strings, TUSQ® nuts and saddles, the Buzz Feiten Tuning System™, optional Fishman Electronics and Garrison's Limited 5-Year Transferable Warranty.

Every Garrison model is available right and left-handed (at no extra charge), cutaway and in 12-string models.

what's in this section...

- Key selling points
- Technical specifications
- The woods
- Model information
- Product Features
 - Buzz Feiten Tuning System
 - D'Addario Strings
 - TUSQ nuts and saddles
 - Fishman Electronics
- Warranty Information



The patented Griffiths
Active Bracing System™

Garrison
GUITARS
Craftsmanship. By design.

product information

key selling points...

The manufacturing and process efficiencies of our technology enable us to add many value-added features to every one of our guitars:

- **All-SOLID Wood Construction:** All-SOLID wood construction. You'll find it on every Garrison guitar. There are no laminates, no plywoods. Just natural woods that provide a superior sound.
- **The Buzz Feiten Tuning System™:** Every Garrison guitar is equipped with the Buzz Feiten Tuning System™, allowing your customers to play their Garrison guitar in tune with equally pleasing intonation each and every time they play.
- **D'Addario Strings:** Garrison guitars are equipped with factory installed D'Addario EXP coated strings. They are built to last 3 to 4 times longer than uncoated sets, thanks to an exclusive, ultra-fine, corrosion-resistant coating. The coating is applied to the wrap wire before the strings are wound. The result, a string that looks, feels, and sounds like a "regular" string, with the added benefit of longer life – and longer lasting tone as well.
- **TUSQ® Nuts and Saddles:** TUSQ® is designed to transfer frequencies more efficiently to acoustic guitar tops and transducer pickups, resulting in every Garrison guitar having an even and rich tone.
- **Fishman Electronics:** Fishman's design philosophy is to build pick-ups and electronics that bring out the natural warmth of an instruments sound, instead of altering or coloring it, this permits your Garrison Guitar customers to enjoy the distinctive tone woods used in every Garrison Guitar.

technical specifications...

Scale Length	25.4
Nut Width	1.7 (6-string) & 1.9 (12-string)
Number of Frets	20
Fingerboard Radius	12"
Truss Rod	Adjustable
Body Width	15.6"
Body Depth	4 7/8" at end block & 4" at neck block
Overall Length	41.4"

product information

tone woods...

The type of wood used on a guitar is probably the single most influential factor to its tone... that's why Garrison Guitars' uses all SOLID wood construction on every Garrison model.

Garrison's selection of tone woods come from around the world and include:

Canadian Birch (Betula Lutea). A unique tone wood, Canadian birch will fill any room with its grand resonant sound. Birch has a straight, close grain and a fine texture that creates an exquisite look and brilliant sound. Birch also offers intense color changes from pale yellows to light browns, sometimes all within the same piece of wood! Many of our birch guitars can also be found with a hint of figure-like flame and quilt. Garrison players feel that these characteristics make birch more "exotic-looking" than any other wood in its price range. You can find SOLID birch on our, G-20, G-25, G-30 and G-35 Series.

Englemann Spruce (Picea Engelmannii). Harvested in the Rocky Mountain Ranges, Englemann spruce is valued for its lustrous ivory hue and rich beautiful tone. Englemann's light weight produces a slightly louder and more projective sound than Sitka spruce. Usually reserved for more expensive guitars, Englemann is Garrison's choice for the tops of its G-40 and G-50 Series.

Sitka Spruce (Picea Sitchensis). Plentiful trees found in the Canadian Northwest and Alaska makes it possible for Garrison Guitars to acquire this fantastic tone wood. Sitka spruce is well known for its consistent quality, straight uniform grain, longevity and superior strength, which results in a very loud guitar that produces balanced resonant sound with superior sustain. Sitka spruce is used exclusively on Garrison's G-30 and G-35 Series.

East Indian Rosewood (Dalbergia Latifolia). Over the years East Indian rosewood has become a standard for the backs and sides of high-end acoustic guitars. Rosewood is richly grained with dark purple, red and brown colorings, and is extremely resonant, producing a deep warm projective bass response and long sustain. The most expensive among the commonly used acoustic tone woods, SOLID rosewood is found on the backs and sides of our G-50 Series and is used for the fingerboards and bridges on every Garrison guitar, with the exception of the G-25 and G-35 Series, which features ebony.

product information

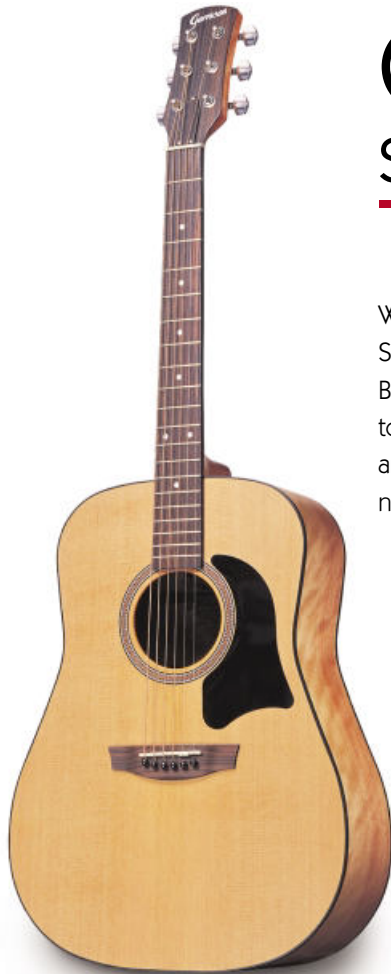
Mahogany (*Swietenia Macrophylla*). Mahogany became popular for the construction of acoustic guitars because it is beautiful, warm and has a superior tonal response. Yellowish brown to reddish brown in color, mahogany is exceptionally stable and consistently clear. Mahogany produces an obvious tone with a unique balance that yields a surprisingly strong loud sound; these attributes make it an excellent choice for the necks.

Western Red Cedar (*Thuja Plicata*). Harvested on the West coast of Canada, cedar is a straight-grained softwood that delivers a warm balanced tone, brilliant sustain and inspired visual warmth. It is bright, light and has a deep rich coloring that adds a distinctive look to Garrison guitars. Cedar follows the subtleties of ones playing style, from aggressive strumming to delicate finger picking and offers superior volume and depth. Matched with SOLID birch back and sides, cedar a great combination for our G-20 and G-25 Series.

Ebony. Ebony is an extremely bright and durable wood that features black colorings with dark-chocolate stripes, which is not stained so you get to enjoy its exquisite colors. Ebony is a superior edition to Garrison's G-25 and G-35 Series.

product information

G-20 series



Why not start with undeniable value? We use only SOLID Canadian Birch for the back and sides. Beautiful looking, with outstanding contribution to tone. Add a SOLID Cedar top, with its rich coloring and inspired visual warmth... and our G-20 sets a new standard in its price point.

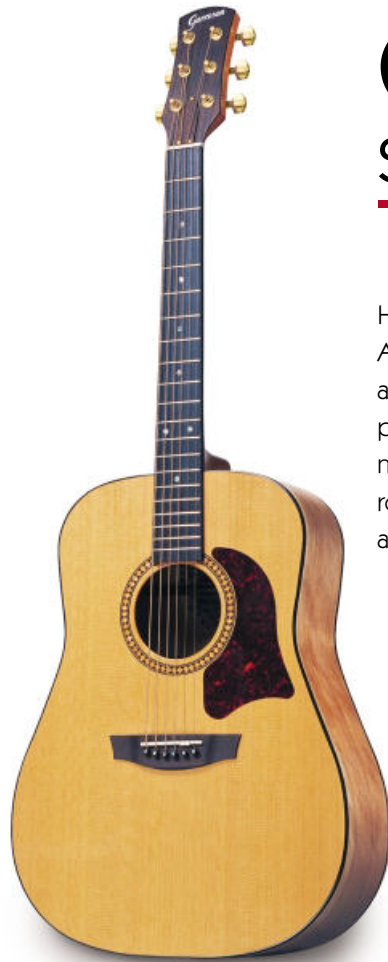


quality materials & components

Top	Solid Cedar Satin Finish
Back & Sides	Solid Birch Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Rosewood
Bridge	Solid Rosewood
Nut & Saddle	TUSQ®
Rosette	Herringbone Pattern Wood Inlay
Pick Guard	Black
Inlays	Mother of Pearl Dots
Tuners	Garrison Individual Chrome-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Classic 4
Options	Left Hand, No Extra Charge. 12 String.

product information

G-25 series



How do you improve on the value of a G-20? Add 5! Five upgraded features. Ebony fingerboard and bridge. Gold plated hardware. Tortoise shell pick guard on a high gloss top. Abalone inlay for neck and bridge pins. Contemporary wood inlay rosette. Even the most discerning player will appreciate our extra attention to detail.

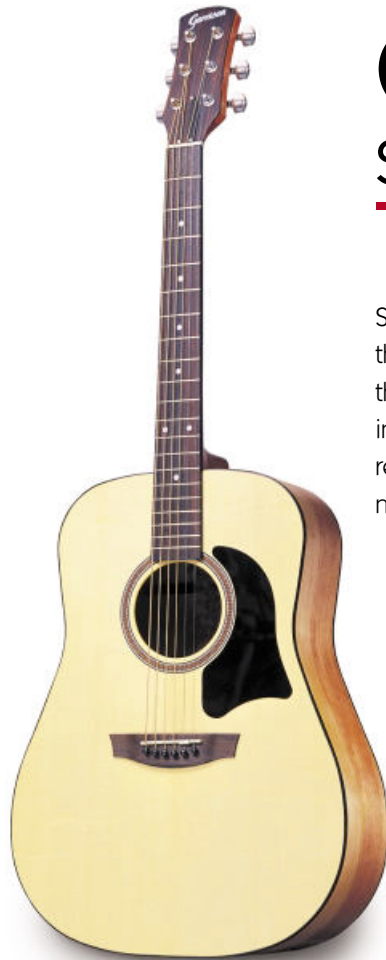


quality materials & components

Top	Solid Cedar Gloss Finish
Back & Sides	Solid Birch Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Ebony
Bridge	Solid Ebony
Nut & Saddle	TUSQ®
Rosette	Contemporary Pattern Wood Inlay
Pick Guard	Tortoise Shell
Inlays	Abalone Dots
Turners	Garrison Individual Gold-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Prefix
Options	Left Hand, No Extra Charge. 12 String.

product information

G-30 series



Sitka Spruce comes to life with a depth and range that compliments the solid Birch back and sides of the G-30. Spruce is the darling of the guitar building industry and a favorite among guitar players. It's responsive to even the most gentle touch and its natural sustain may leave you waiting.



quality materials & components

Top	Solid Sitka Spruce Satin Finish
Back & Sides	Solid Birch Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Rosewood
Bridge	Solid Rosewood
Nut & Saddle	TUSQ®
Rosette	Herringbone Pattern Wood Inlay
Pick Guard	Black
Inlays	Mother of Pearl Dots
Tuners	Garrison Individual Chrome-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Classic 4
Options	Left Hand, No Extra Charge. 12 String.

product information

G-35 ^{new}for 2003 series



Like the G-25, the G-35 takes the G-30's value position and dresses up the execution and presentation. The Ebony vs. Rosewood debate lives-on, with most players citing Ebony as a superior looking and sounding tone wood. As a tight-grained wood, Ebony adds a crispness to the high end and increased sustain. As a bridge, its dense form promotes enhanced energy transfer to the high gloss, SOLID Sitka Spruce top.

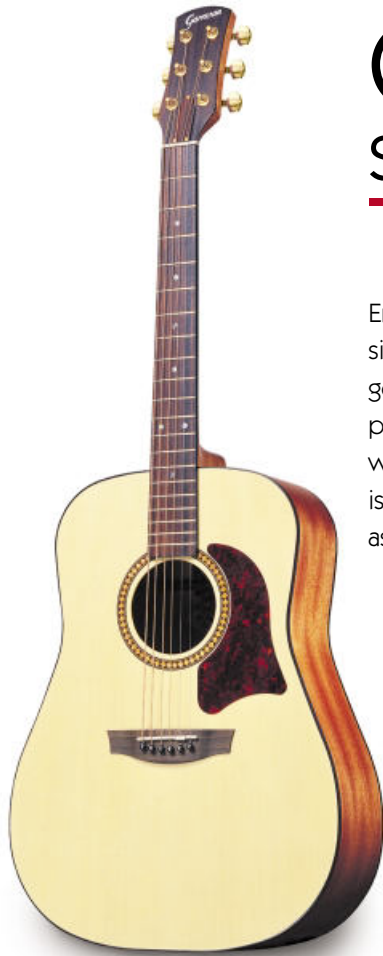


quality materials & components

Top	Solid Sitka Spruce Gloss Finish
Back & Sides	Solid Birch Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Ebony
Bridge	Solid Ebony
Nut & Saddle	TUSQ®
Rosette	Contemporary Pattern Wood Inlay
Pick Guard	Tortoise Shell
Inlays	Abalone Dots
Tuners	Garrison Individual Gold-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Prefix
Options	Left Hand, No Extra Charge. 12 String.

product information

G-40 series



Englemann Spruce top and Mahogany back and sides, what more could you ask for? How about gold tuners, high gloss finish top and abalone position markers? Our Mahogany is painted clear, with no stain to hide its charming color. Englemann is a premium wood, superior to Sitka and regarded as tops.

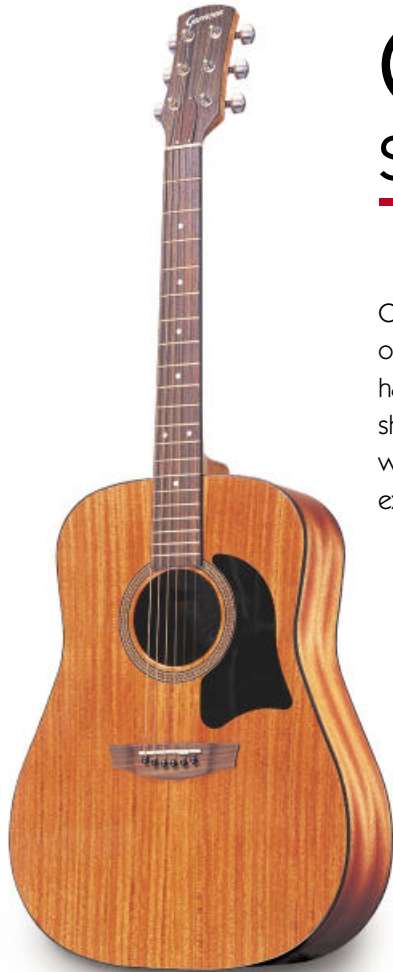


quality materials & components

Top	Solid Englemann Spruce Gloss Finish
Back & Sides	Solid Mahogany Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Rosewood
Bridge	Solid Rosewood
Nut & Saddle	TUSQ®
Rosette	Contemporary Pattern Wood Inlay
Pick Guard	Tortoise Shell
Inlays	Abalone Dots
Tuners	Garrison Individual Gold-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Prefix
Options	Left Hand, No Extra Charge. 12 String.

product information

G-41 ^{new}for 2003 series



Our love of Mahogany knows no bounds. A body of all Mahogany, matched with our active bracing, has proved to be a guitar who's tone even out shines its undeniable exquisite looks. Using a hard wood like Mahogany for a top is not new, but our execution is uniquely successful.

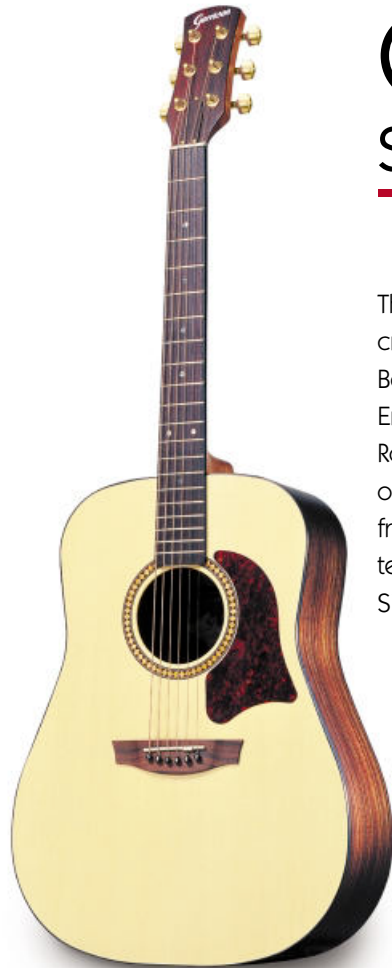


quality materials & components

Top	Solid Mahogany Gloss Finish
Back & Sides	Solid Mahogany Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Rosewood
Bridge	Solid Rosewood
Nut & Saddle	TUSQ®
Rosette	Herringbone Pattern Wood Inlay
Pick Guard	Black
Inlays	Mother of Pearl Dots
Tuners	Garrison Individual Chrome-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Prefix
Options	Left Hand, No Extra Charge. 12 String.

product information

G-50 series



This is our flagship. Top of the line. Crème de la crème. Best of the best. The Garrison G-50. Beautiful East Indian Rosewood meets our select Englemann tops. The depth of character in Rosewood speaks to us all. Tortoise shell pick guard on a high gloss top with an all wood rosette made from Rosewood and Maple. Take it home and tell your envious friends to form a line. Single file.



quality materials & components

Top	Solid Englemann Spruce Gloss Finish
Back & Sides	Solid Rosewood Satin Finish
Neck	Solid Mahogany Satin Finish
Fingerboard	Solid Rosewood
Bridge	Solid Rosewood
Nut & Saddle	TUSQ®
Rosette	Contemporary Pattern Wood Inlay
Pick Guard	Tortoise Shell
Inlays	Abalone Dots
Tuners	Garrison Individual Gold-Plated
Strings	D'Addario EXPs
Warranty	5-Year Transferable
Intonation	Buzz Feiten Tuning System™
Nut Width	1.7 inches
Scale Length	25.4 inches
Number Frets	20
Frets Clear of Body	14
Electronics	Optional Fishman Prefix
Options	Left Hand, No Extra Charge. 12 String.

limited 5-year transferable warranty

key selling points...

- 5-Year Transferable means that Garrison guitar owners have the right to transfer ownership to another individual in which coverage of the Garrison guitar will continue until the 5-year period from the original purchase receipt is concluded.
- Garrison's warranty covers the cost of all parts and labor required to remedy any defective materials used and any defect attributable to workmanship for a period of up to 5 years from the original purchase receipt.
- Warranty registration cards or the on-line registration form should be completed and returned to Garrison Guitars within 10 days of original purchase.
- The Garrison guitar owner has to pay all product shipping costs, including any required insurance to and from any Authorized Garrison Dealer, for warranty repair.
- Warranty service requires original proof of purchase, a written statement describing the nature of the claimed defect and the name, address and phone number of the person to whom the guitar is to be returned.



limited 5-year transferable warranty

That's right... every Garrison guitar comes with a Limited 5-Year Transferable Warranty. This gives your customers peace of mind knowing that their Garrison guitar is built to uncompromising standards and is proudly supported by the men and women who create them.

Every Garrison guitar owner should carefully read the terms and conditions pertaining to this warranty. If you have any questions or concerns regarding the Garrison Guitar Limited 5-Year Transferable Warranty, please contact us at 709-745-6677 or e-mail warranty@garrisonguitars.com.

To ensure your customer's rights under the Garrison Guitar Limited 5-Year Transferable Warranty, please stress the importance of completing and returning, within ten days of their Garrison guitar purchase, the warranty registration card that came with their guitar. Your customers also have the option of registering online at www.garrisonguitars.com/warrantymain.html

terms & conditions...

Garrison Guitars warrants to the owner against defective materials and workmanship under normal use for 5 years from the original purchase and is transferable with original purchase receipt.

Five-Year Transferable means that as an original owner of a Garrison guitar you have the right to transfer ownership to another individual in which coverage of the Garrison guitar will continue until the 5-year period from the original purchase receipt is concluded.

An Authorized Garrison Guitar Dealer will repair or replace, at its discretion, any Garrison guitar or part that is found to be defective. Routine maintenance and normal wear of your Garrison guitar are not covered by this warranty. Authorized Garrison Dealers reserve the right to use materials readily available at the time of the repair. Parts replaced by this warranty are warranted for the remaining period of the original warranty. Original receipt is required at the time of service request.

The Purchaser will assume and pay the cost of transportation to the Authorized Garrison Guitar Dealer/Service Centre. To locate an Authorized Garrison Dealer near you contact your Garrison Guitar Dealer or e-mail: warranty@garrisonguitars.com.



limited 5-year transferable warranty

what's covered?

This warranty covers the cost of all parts and labor required to remedy any defective materials used and any defect attributable to workmanship for a period up to 5 years from the original purchase receipt.

If your Garrison guitar is destroyed, lost or damaged beyond repair while in the possession of an Authorized Garrison Guitar Dealer for repair, your guitar will be replaced with one of the same or most similar style of a value not in excess of the original purchase price of the guitar.

what's not covered?

This warranty does not cover:

1. Damage to your Garrison guitar resulting from misuse, accidents, neglect and/or improper usage.
2. Routine maintenance work and normal wear, including strings, frets, tuners, finishes and cases of the guitar.
3. Unauthorized repairs and/or alterations from the guitars original configuration.
4. Purchase from an unauthorized Garrison Guitar Dealer or from a private sale that does not include the original purchase receipt.
5. Repair work resulting from the misuse and/or abuse of your Garrison guitar.
6. Modification or cracking of wood due to changes in temperature and/or humidity.
7. Products in which the trademark, name, and/or serial number have been modified in any way.
8. Hardware not manufactured by Garrison Guitars is warranted to the original manufacturer.

claim procedures...

In the event that a defect or malfunction occurs with your Garrison guitar you should immediately notify your Garrison Guitars Dealer for detailed instructions.



limited 5-year transferable warranty

As the owner of a Garrison Guitar, you are required to pay all product shipping costs, including any required insurance to and from the Authorized Garrison Dealer.

Warranty service requires the following:

1. Original proof of purchase (i.e., sales receipt or invoice, credit card slip, etc.).
2. A written statement describing the nature of the claimed defect.
3. The name, address and phone number of the purchaser to whom the guitar is to be returned.

Authorized Garrison Dealers hold the authority to review the claimed defect, examine the guitar, and make service, repairs and/or replacements as appropriate under this Limited 5-Year Transferable Warranty. Upon completion of the repair, the Authorized Garrison Dealer will return the guitar to the return address provided by the customer. If an Authorized Garrison Dealer determines that the defect or malfunction is not covered by the warranty, the guitar will be shipped to the return address provided by the customer.

policies and procedures



policies and procedures

Please carefully review the below policies and procedures.

authorized dealer roles & procedures...

As an Authorized Garrison Guitar Dealer you are responsible for adhering to all Garrison's roles and procedures. If at any time, you fail to meet the below provisions, Garrison Guitars holds the authority to re-evaluate and/or terminate the Dealership.

Principal Business. Authorized Garrison Dealers shall have as its principal business the resale to the public of musical instruments in a location suitable for retail sales.

Authorized Locations. Dealers are permitted to sell Garrison's products only at locations approved at the time of becoming an Authorized Garrison Dealer (As completed on the Garrison Dealer Application). Dealers with multiple retail locations are required to apply for each separate store location. Additional Garrison Guitar dealerships will only be assigned under criteria determined by Garrison Guitars at the time of application receipt. Also, Dealers shall refrain from transshipping Garrison product(s) to another dealer, retail location, or mail order firm within or outside the United States. Shipments of Garrison product(s) to other locations or to other retail music dealers without prior authorization from Garrison Guitars will be grounds for termination of the Dealership.

Term. The term of the agreement between Garrison Guitars and its Authorized Dealers is for an indefinite period, commencing on the date of execution and acceptance by both parties.

Opening Order. New Authorized Garrison Dealers are required to place an initial opening order of at least 12 Garrison guitars. The order must be a complete representation of Garrison's product offerings. For example, an Authorized Garrison Dealer can not place an opening order (or any other order) for all one model type; the Dealer must at all times have a complete representation of the Garrison line of products.

Inventory Requirements. Dealers agree to purchase Garrison products on a regular basis and to maintain a reasonable inventory representative of the Garrison line, as mutually agreed upon by Garrison headquarters and the Authorized Garrison Dealer. The Dealer is also required to maintain a reasonable annual volume of Garrison purchases.



policies and procedures

Performance Standards. Authorized Garrison Dealers are responsible for promoting, advertising and displaying in an effective manner or to the best of the Dealers ability all Garrison products in their store location. Dealers are also required to maintain sufficient inventory to meet customer demand, while maintaining adequate staff and facilities for displaying, testing and demonstrating their Garrison products.

Shipment Refusal. If at anytime, an Authorized Garrison Dealer refuses a pre-approved shipment, including all back orders, Garrison Guitars may unilaterally:

- Refuse any orders from the Authorized Dealer
- Cancel or delay any orders in the system
- Declare all withstanding amounts owed by the Dealer immediately due and payable
- Terminate the dealership

Authorized Garrison Dealers are responsible for all freight costs incurred due to refused shipments. Dealer will be billed and payment will be due upon receipt. Two refused shipments will be grounds for termination with cause.

Inspections and Returns. Authorized Garrison Dealers shall inspect all boxes prior to acceptance from transportation agent. If a box shows visible external damage, Dealer is responsible for notifying delivery driver before signing for delivery. Failure by the Dealer to notify the driver will result in the Dealer being responsible for freight damage.

Authorized Garrison Dealers shall not return any Garrison product for any reason without prior approval by Garrison Guitars. Approval by Garrison Guitars, or Garrison's Distributor is provided solely by the issuing of a valid Return Authorization Number (RA). Garrison Guitars holds the authority to decline unauthorized returns of its products.

Shipping. Every Garrison order is thoroughly checked, packed and inspected prior to leaving Garrison's shipping doc and is received by the shipping carrier in good condition.

- **Visible Damage.** If, when delivery of any Garrison order shows evidence of damage, insist on a notation of this

policies and procedures

damage being made on the freight expense bill or express receipt by the carrier's agent and make a written and or verbal request for immediate inspection by the delivery carrier.

- **Concealed Damage.** When shipment has been delivered to you in apparent good order, but upon opening the order you realize that the contents are damaged, make a written or oral request (i.e., telephone the delivery carrier) for an inspection. You have 12 days from the time the order is delivered to make a concealed damage claim, however Garrison Guitars recommends making the claim as soon as the damage is noted. You should send copies of the claim to Garrison Guitars or Garrison's Distributor. Please note: failure to comply with the above will result in an unpaid claim for which Garrison Guitars is not responsible.

Trademarks. Authorized Garrison Dealers are permitted to use the trade names, trademarks and copyrighted materials of Garrison Guitars and its products only in a manner deemed appropriate by Garrison Guitars. Dealers do not hold any property and/or ownership rights to any of Garrison's names and trademarks and the Dealers right to use such names and trademarks ends immediately if and when the Dealership relationship is terminated. Dealers are also not permitted to make any false or misleading representations with respect to Garrison Guitars and/or its products.

Internet Policy. Authorized Garrison Dealers are not permitted to sell Garrison products through their own or any other web site and/or web-based auction site. However, as an Authorized Garrison Dealer you are entitled to advertise the sale of Garrison products at your retail location via your company web site, using Garrison's logo and/or any other information pre-approved by Garrison's headquarters.

Minimum Advertising Policy (MAP). All Authorized Garrison Dealers are required to adhere to Garrison Guitars' Minimum Advertising Policy of list price less 10 per cent. Garrison Dealers are required at all times to advertise/promote Garrison products for sale to their customers at (1) no less than the MAP for such products or (2) at no price advertised. Dealers are held accountable for the actions of their employees with respects to this program. Garrison Guitars holds the authority to change and/or

policies and procedures

discontinue its Minimum Advertising Policy at any time. All changes can be made only by written notice to all participating Dealers and is effective on the date specified by Garrison Guitars.

Warranty Responsibilities. As an Authorized Garrison Dealer you are required to perform all repairs covered by the Garrison Limited Five-Year Transferable Warranty or if you are unable to perform the repairs at your retail location, send the guitar to a reputable repair shop on behalf of the customer. The customer is required to pay all shipping costs to send the guitar to you and/or to a repair shop. Repairs covered under Garrison's warranty include all parts and labor required to remedy any defective materials used and any defects attributable to workmanship. Please note: Modifications and/or cracking of the wood due to changes in temperature and/or humidity are not covered under the Garrison Limited Five-Year Transferable Warranty (See Warranty Section for further details).

Warranty Claims. Before proceeding with warranty repairs, you must contact Garrison Guitars or Garrison's Distributor to ensure the repair is in fact covered under the Garrison 5-Year Warranty. To get reimbursed for a warranty repair, you should:

1. Complete the Warranty Claim Form provided by Garrison Guitars.
2. Attach a copy of the receipt for the repair -- no warranty claim will be processed without proof of repair.
3. Fax to (709) 745-6688 or snail mail the Warranty Claim Form and copy of the receipt to Garrison Guitars.
4. Garrison Guitars will then bill your account accordingly for the amount required to remedy the guitar.

If Garrison Guitars feels there's a discrepancy in the labor and materials used to perform the warranty claim, Garrison holds the authority not to credit your account with the total amount. In the unlikely event that this would occur a Garrison Customer Service Representative will contact you with complete details.

Financial Condition. Authorized Garrison Dealers represent and warrants that the Dealer is in good and substantial financial condition and is able to pay all of its financial obligations when due. Dealer agrees to provide updated financial information to Garrison Guitars upon request by Garrison and is required to provide at least three credit references at the time of completing Garrison's Dealer Application.

policies and procedures

Location Change. Authorized Dealers are required to notify Garrison Guitars in writing when the Dealer moves or establishes a new or different location, branch or place of business.

garrison guitars roles & procedures...

The following are the roles and procedures Garrison Guitars' is required to adhere to during the relationship between Garrison Guitars and its Authorized Dealers.

Prices. Prices for every Garrison model are presented in Garrison's Dealer price list(s), which are issued periodically to our network of Dealers. Garrison Guitars holds the right to modify and/or change its Dealer prices at its sole discretion upon thirty (30) days prior to written notice. New prices issued by Garrison Guitars shall replace all previous prices beginning on the specified effective date. All back ordered shipments will be invoiced at the specified price at the time the order was placed.

Partial Orders. Garrison Guitars holds the authority to make partial shipments with respect to orders. These shipments will be invoiced and paid when shipped, without regard to subsequent orders.

Product Specifications. Garrison Guitars holds the right to discontinue the sale of any or all its products and parts, or change their design, at any time, without incurring any liability to its Dealers. Also, Garrison Guitars at its sole discretion has the right to modify product specifications from those shown in its catalogues and price lists.

Product Information. Garrison Guitars will provide Dealers with periodic issuance of product information either upon request or as Garrison deems appropriate.

Geographic Markets. Garrison Guitars will not assign Authorized Garrison Dealers within a specified distance from one another. The geographic distance will be deemed appropriate by Garrison Guitars and will be based on market size, population and store size. Also, Garrison Guitars reserves the right to assign dealers in locations consistent with the area population for distribution of its products. Garrison Guitars at its own discretion holds the authority to assign multiple dealerships in areas that are highly populated.

policies and procedures

Promotional Materials. Garrison Guitars, at its own discretion and timing will provide promotional materials and advertising support to Authorized Garrison Dealers.

Warranty Responsibilities. Garrison Guitars' warranty is to the end user only and is contained on a separate document or documents that accompany Garrison's products. Except for Garrison Guitars said express warranty to the end user, Garrison Guitars makes no warranties, expressed or implied, with respect to the goods, their use, their performance, fitness for particular purpose or merchantability to anyone. Garrison Guitars neither assumes nor authorizes any person to assume for Garrison Guitars any warranty, express or implied.

Delivery. Garrison Guitars will use its best efforts to fill orders accepted from Authorized Dealers as they are specified by the Dealer and as promptly as conditions allow. Garrison Guitars is able to use its own authority as to the shipping company and method used to complete and ship orders to Authorized Dealers and Distributors.

mutual roles & procedures...

Termination. The agreement between Garrison Guitars and any Authorized Garrison Dealer may be terminated by either party hereto with or without cause upon 30 days prior written notice. Garrison Guitars shall have the right to terminate this agreement for cause upon 5 days written notice. The term "for cause" shall include non-performance of any Authorized Dealer obligations, including, but not limited to, breach of provisions, or any other act of omission by the Dealer, which Garrison Guitars sole judgment adversely affects the interest of Garrison Guitars in promoting its products. Neither Garrison Guitars nor the Authorized Dealer shall be liable to the other in any way because of the termination or expiration of this agreement.

In the event of termination of the Agreement between Garrison Guitars and the Authorized Garrison Dealer, Garrison Guitars reserves the right to repurchase any or all Garrison Guitars products, which may be held in stock by the Dealer at the same price paid by the Dealer, provided that the right to repurchase is only at the option of Garrison Guitars.

policies and procedures

Confidentiality. Both Garrison Guitars and its network of Authorized Dealers are required to treat any and all information learned by the other concerning the business or affairs of the other as confidential and in particular, Authorized Garrison Dealers will not disclose to any third party methods of manufacturing or sale of products, including production and marketing plans.

Transfer of Product Ownership. There shall be no transfer of product through sale or otherwise to any individual/company for the purpose of resale without the written consent of Garrison Guitars.

frequently asked questions



frequently asked questions

How does The Griffiths Active Bracing System™ (GABS™) affect the guitar's structural stability during temperature and humidity changes?

A real concern with SOLID wood guitars is how the guitar reacts to humidity and temperature changes. It's important to note that extreme changes in humidity and temperature will cause parts of ANY SOLID wood guitar to expand or contract, which could result in top swells, distortions in finish, bridge lifting, low action, etc. Bracing a guitar helps counteract these and other problems caused by changes in humidity and temperature as well as string tension.

In a traditional guitar (i.e., wood bracing), both the wood on the top and in the braces have grains that run fairly straight in one direction. In order for the braces to add strength to the top, they are glued on perpendicular (or almost perpendicular) to the grain of the top wood in which they are reinforcing. Subsequently, when the wood expands or contracts with humidity and/or temperature changes, the effects are doubled by the fact the top and the bracing are moving in opposite directions at the same time! These movements create a "worse case scenario" for stress on the glue joint between the brace and the top.

The Griffiths Active Bracing System™ is far more stable than wood providing significantly more support to the top, resulting in a reduction of stress on the glue joint between brace and top (less than 50% stress as compared to traditional wood bracing). This means the Griffiths Active Bracing System™ does a **better** job supporting the top... which is exactly why we braced it in the first place!

How do we protect our Garrison inventory from damage caused by fluctuations in temperature and humidity changes?

Your SOLID wood Garrison's are susceptible to damage, including top swells, cracks, protruding frets, etc., from fluctuations in temperature and humidity and should be handled and stored with extreme care. To protect your Garrison inventory from damage caused by extremes in humidity and temperature you should continually monitor the temperature and humidity levels in your retail outlet. If at all possible, we recommend displaying your

frequently asked questions

Garrison inventory in a controlled acoustic room, of 65 to 70 Degrees Fahrenheit and relative humidity of 45 to 55 percent. If you do not have a room dedicated specifically for SOLID wood acoustics, you should still maintain the appropriate temperature and humidity levels.

If you are unable to maintain the recommended humidity and temperature levels you should store your inventory in the custom-fit hard shell cases that came with your stock and use a thermal hygrometer to maintain controlled levels of humidity.

Upon receiving your Garrison order you should allow sufficient time (i.e., 8-24 hours) for the guitars to adjust from the cold of shipping trucks and planes before unpacking them. Once you have allowed sufficient time for the guitars to adjust to the temperature of your store, you should carefully unpack the guitars and proceed with the above recommendations.

When you sell a Garrison guitar, you should always:

1. Inform the customer that it is a SOLID wood guitar and is therefore susceptible to damages caused by changes in humidity and temperature.
2. Inform the customer that Garrison's Limited Five-Year Transferable Warranty does not cover modifications or cracking of the wood due to changes in temperature and/or humidity.
3. Recommend that they store their Garrison in its hard shell case when it's not being played.
4. Recommend that they purchase a thermal hydrometer to protect their Garrison from damages caused by changes in temperature and humidity levels.

Why the name 'Garrison' and not 'Griffiths'?

Chris Griffiths, Founder and President of Garrison Guitars wanted to create separate brand names for the technology (the Griffiths Active Bracing System™ and the Griffiths Integrated Blocking System™) and the guitars he would manufacturer with this technology. It is very rare for a guitar company to have a name other then the last name of the person who owns it (Leo Fender, Gibson, Bob Taylor, Jean Larrivee, Hartley Peavey etc., etc.), but it is also very rare for a guitar's bracing system to be built from anything other than wood.

frequently asked questions

Garrison is a name that comes from Garrison Hill in downtown St. John's, Newfoundland – the home of Garrison Guitars. Chris is fiercely proud to be a Newfoundlander and the name choice is in keeping with that.

The dictionary describes a Garrison as:

Middle English garisoun protection, from Old French garison, from garir to protect, of Germanic origin; akin to Old German werien to defend – more at WEIR

Date: 15th century

1. a military post; especially: a permanent military installation
2. the troops stationed at a Garrison

Chris thought 'Garrison Guitars' sounded cool, although the military reference is not lost on him, considering how hard it was to enter a market entrenched with century-old tradition and established market leaders. Also, Sting (one of Chris's favorite songwriters) refers to a Garrison in the song "All This Time" from the Soul Cages album:

"The teacher told us, the Romans built this place. They built a wall and a temple, an edge of the empire Garrison town"

Where are Garrison guitars manufactured?

Garrison Guitars state-of-the-art manufacturing facility is located in North America's oldest city; St. John's, Newfoundland, Canada.

What is the Garrison Limited Five-Year Transferable Warranty?

Garrison Guitars warrants to the end user against defective materials and workmanship under normal use for 5 years from the original purchase and is transferable with original purchase receipt (i.e., sale receipt, credit card receipt, etc.).

Five-Year Transferable means that as an original owner of a Garrison guitar your customers have the right to transfer ownership to another individual in which the warranty coverage will continue until the 5-year period from the original purchase receipt is concluded.

frequently asked questions

Why is the Garrison warranty only for a 5-year period?

We feel strongly that if anything were to go wrong with a Garrison guitar as a result of manufacturing defects it would occur within the first 12-18 months of a customer owning the instrument—after the guitar has experienced a full four seasons of environmental cycles. Also, Garrison's warranty is transferable; therefore if an owner sells their Garrison within the 5-year period, the guitar is covered for the remainder of the 5-years; most guitar warranties are not transferable.

What are my responsibilities as an Authorized Garrison Dealer under Garrison's warranty?

As an Authorized Garrison Dealer you are required to perform all repairs covered by the Garrison Limited Five-Year Transferable Warranty or if you are unable to perform the repairs in-house, send the guitar to a reputable repair shop on behalf of the customer. The customer is responsible for paying all shipping costs to send the guitar to you and/or to a repair shop. Also, if you feel the guitar is beyond repair, please contact Garrison Guitars or Garrison's Distributor in which the Service Department will advise you of what steps to take. If you are not sure of your Garrison repair obligations, please contact us at warranty@garrisonguitars.com or 709.745.6677.

What types of repairs are covered under the Garrison Five-Year Limited Transferable Warranty?

All parts and labor required to remedy any defective materials used and any defects attributable to workmanship are covered under Garrison's warranty. If you are not sure what constitutes a warranty repair, please contact us at warranty@garrisonguitars.com or 709.745.6677.

What types of repairs am I not responsible for under the Garrison Limited Five-Year Transferable Warranty?

As an Authorized Garrison Dealer you are not responsible for the following:

- Damage resulting from misuse, accidents, neglect and/or improper usage.
- Routine maintenance work and normal wear, including

frequently asked questions

strings, frets, tuners, finishes and cases of the guitar.

- Modification or cracking of wood due to changes in temperature and/or humidity*.
- Hardware not manufactured by Garrison Guitars is warranted to the original manufacturer.

*** You should inform all Garrison customers at the time of purchase that their guitar is constructed from all SOLID woods and they should take the proper precautions to protect their Garrison from damage caused by changes in temperature and humidity levels. For example, if your store is located in a dry climate, you should suggest to your Garrison customers that they should invest in a humidifier.**

How do I get reimbursed for warranty repairs?

Before proceeding with warranty repairs, you must contact Garrison Guitars or Garrison's Distributor to ensure the repair is in fact covered under the Garrison 5-Year Warranty. To get reimbursed for a warranty repair, you should:

1. Complete the Warranty Claim Form provided by Garrison Guitars.
2. Attach a copy of the receipt for the repair -- no warranty claim will be processed without proof of repair.
3. Fax to (709) 745-6688 or snail mail the Warranty Claim Form and copy of the receipt to Garrison Guitars.
4. Garrison Guitars will then bill your account accordingly for the amount required to remedy the guitar.

If Garrison Guitars feels there's a discrepancy in the labor and materials used to perform the warranty claim, Garrison holds the authority not to credit your account with the total amount. In the unlikely event that this would occur a Garrison Customer Service Representative will contact you with complete details.

Can end users send their guitar to the Garrison factory for repair and/or restoration?

Customers are not permitted to send their Garrison guitar to the factory for warranty claims and/or repairs. They should bring their guitar back to you, the Authorized Garrison Dealer from whom they purchased. It is your responsibility to determine if you have the in-house capabilities to repair the instrument for your customer. For repairs not covered by the Garrison Warranty you should advise

frequently asked questions

your customers to choose a reputable repair shop that can perform the repairs in a timely and professional manner or if your desire you can perform the repair. Please note: no reimbursements will be provided for non-warranty repairs.

What is the Griffiths Active Bracing System™ (GABST™)?

The Griffiths Active Bracing System™ is Garrison's revolutionary method of guitar construction. By integrating the binding, kerfing, bridge plate and all the braces into one glass fibre component, the top is activated by having all parts vibrate in unison. GABST™ technology eliminates more than 30 individually machined and installed wood pieces found in traditional bracing systems, providing enhanced structural stability that would have taken hours to construct. Garrison achieves this in 45 seconds. A single-unit brace means that no matter where you create a vibration inside a Garrison guitar, the resonance has an uninterrupted path to travel throughout the instrument.

What is the Griffiths Integrated Blocking System™ (GIBST™)?

The Griffiths Integrated Blocking System™ uses GABST™ technology to produce precise glass fibre neck and end blocks that interlock with the Griffiths Active Bracing System™. GIBST™ allows for significant tone and stress transfer between the neck and the body of every Garrison guitar. The tension of the strings on the neck joint is shared with the entire bracing system so the neck block doesn't have to work all on its own.

Has Garrison experienced any problems with wood not binding to the Griffiths Active Bracing System™?

No, Garrison Guitars has not experienced any problems with the wood(s) not binding to the Griffiths Active Bracing System™. Prior to going forward with Garrison Guitars, there was substantial researching, testing and re-testing of different material options and combinations to ensure no problems such as these would occur. Actually, Garrison Guitars has never been able to get a glue joint to fail with the GABST™ technology.

The Griffiths Active Bracing System™ is affected by temperature and/or humidity fluctuations, but only at a fraction of the rate associated with wood bracing. The wood and paint on a Garrison

frequently asked questions

guitar will potentially crack, as in any guitar, when exposed to drastic environmental changes. Garrison's climactic testing has proven that the wood will split (in areas where there is no bracing) long before the glue joint between the bracing and the top will fail when exposed to extreme conditions.

As an Authorized Garrison Dealer, do we receive any marketing/promotional materials from Garrison Guitars?

Yes, Garrison Guitars, at its own discretion and timing will provide promotional materials and advertising support to every Authorized Garrison Dealer. At the time of receiving your first Garrison shipment you will receive 30 catalogues, the GABS™ marketing model and other POS materials for your store. Other dealer support materials will be provided on a go forward basis.

Am I permitted to sell my Garrison inventory on our retail web site?

No, Authorized Garrison Dealers are not permitted to sell Garrison products through their own or any other web site and/or web-based auction site. However, as an Authorized Garrison Dealer you are entitled to advertise the sale of Garrison products at your retail location via your company web site, using Garrison's logo and/or any other information pre-approved by Garrison. If you require a copy of Garrison's logo or any other information for your web site, please e-mail info@garrisonguitars.com.

What is Garrison's Minimum Advertising Pricing (MAP) Policy?

As an Authorized Garrison Guitar Dealer you are required to adhere to Garrison Guitars Minimum Advertising Policy. If you do not have a MAP list, your Garrison Rep can provide you with one. You are required at all times to advertise/promote Garrison products for sale to your customers at (1) no less than the MAP for such products or (2) at no price advertised. You are held accountable for the actions of your employees with respects to this program. Garrison Guitars holds the authority to change and/or discontinue its Minimum Advertising Policy at any time. All changes can be made only by written notice to all participating Dealers and is effective as of the date specified by Garrison Guitars.

frequently asked questions

What type of strings do you recommend?

String selection is a preference of each individual guitar player and is very important to both the feel and sound of any guitar.

We factory-install D'Addario EXP coated strings on every guitar. They are built to last 3 to 4 times longer than uncoated sets, thanks to an exclusive, ultra-fine, corrosion-resistant coating. The coating is applied to the wrap wire before the strings are wound. The result, a string that looks, feels, and sounds like a "regular" string, with the added benefit of longer life – and longer lasting tone as well.

For more information about D'Addario, visit www.daddario.com.

As an Authorized Garrison Dealer, am I able to install a heavier or lighter string gauge than the Phosphor Bronze Lights that come standard on every Garrison Guitar?

Yes, an end user can install different gauged strings on their Garrison guitar. However, if you decide to install a different string gauge you may need to adjust the truss rod, as the new gauge will put different amounts of tension on the neck of the guitar. You should inform the end user that they should allow the guitar time to settle after installing different gauged strings and then if needed bring their guitar back for a truss rod adjustment. Also, no changes and/or modifications should be made to any of Garrison's models prior to being sold.

If an end user requests nylon strings to be installed on their Garrison Guitar, are we able to do this?

No, we recommend never installing nylon strings on a steel string guitar and vise versa, as the two types of guitars are braced differently. For example, installing steel strings on a nylon string guitar will add extra stress on the top and may result in the bridge lifting.

frequently asked questions

What type of pickup do you recommend?

Garrison Guitars are equipped with Fishman electronics:

G-20 and G-30 - Fishman Classic 4EQ

G-25, G-35, G-40, G-41 and G-50 - Fishman Prefix

For more information about Fishman pickups, visit www.fishman.com.

What is the difference between the Classic 4EQ and the Prefix pick-ups?

The Classic 4EQ is a scaled-down version of the Prefix pickup, the Classic is made off shore, while the Prefix is made in the United States by Fishman. The Classic comes with a coaxial pick-up whereas the Prefix comes with the famous Fishman hand-made AG-125.

With the Buzz Feiten Tuning System™ does a Garrison guitar need to be tuned differently from other acoustic guitars?

No, a Garrison guitar is tuned in the same manner as any other acoustic guitar.

What type of finish does Garrison Guitars use?

Garrison Guitars uses a UV curable finish that dries in less than 60 seconds when exposed to UV intensive light. The following are Garrison's finish options:

G-20 and G-30 – Satin Finish or Optional

High Gloss Finish*

G-25, G-35, G-40, G-41 and G-50 – High gloss top and satin back and sides

*Optional high gloss finish is an extra \$80.00 retail (USD).

frequently asked questions

What types of tone woods does Garrison use?

Garrison Guitars uses many distinctive tone woods for the SOLID wood construction on all of its models, including:

- Canadian birch
- Western red cedar
- Englemann spruce
- Sitka spruce
- East Indian rosewood
- Mahogany
- Ebony

What body styles does Garrison Guitars' manufacturer and are there any plans to add any other styles?

Garrison Guitars' currently manufacturer's dreadnought body styles and at this time there are no plans to add another style to the line-up. If we were to add another body style we would have to modify the Griffiths Active Bracing System™ and many of the jigs and fixtures used throughout the entire manufacturing process and at this stage in our development, we feel it's important to focus on our current product offerings.

Am I able to sell a Garrison guitar without its custom-fit hard shell case?

No, you are not permitted to sell any of Garrison's products without its custom-fit hard shell case. The custom-fit hard shell case is one of the many value-added features that is a standard with every Garrison guitar.

frequently asked questions

What is the scale length on a Garrison guitar?

The scale length on every Garrison guitar is 25.4 inches.

What is the nut width on a Garrison guitar?

The width of the nut on Garrison's 6-strings is 1.7" and on the 12-strings its 1.9".

What are the body dimensions of a Garrison guitar?

The body width on a Garrison guitar is 15.6 inches, the body depth is 4 7/8 inches at the end block and 4 inches at the neck block and the overall body length is 41.4 inches.

What process do I follow if a Garrison guitar shows-up damaged?

Every Garrison order is thoroughly checked, packed and inspected prior to leaving our shipping doc and is received by the shipping carrier in good condition.

- **Visible Damage.** If, when delivery of any Garrison order shows evidence of damage, insist on a notation of this damage being made on the freight expense bill or express receipt by the carrier's agent and make a written and or verbal request for immediate inspection by the delivery carrier.
- **Concealed Damage.** When shipment has been delivered to you in apparent good order, but upon opening the order you realize that the contents are damaged, make a written or oral request (i.e., telephone the delivery carrier) for an inspection. You have 12 days from the time the order is delivered to make a concealed damage claim, however Garrison Guitars recommends making the claim as soon as the damage is noted. You should send copies of the claim to Garrison Guitars. Please note: failure to comply with the above will result in an unpaid claim for which Garrison Guitars is not responsible.

Upon the notice of either visible and/or concealed damage you should proceed to call the shipping carrier to make a damage claim. They will ship the product back to Garrison Guitars at no cost to you.

frequently asked questions

If I needed to ship a Garrison guitar how do you recommend I pack the guitar?

The following are a few simple steps you should take when shipping any Garrison product:

- **Pad the headstock.** One of the most common injuries caused to a guitar during shipping is a cracked headstock, which can be prevented by placing bubble wrap (if available) or crumpled newspaper and/or magazine pages around the headstock. You should make sure the headstock is wedged into the case so that it can't move in any direction if the guitar case is dropped or banged during shipping.
- **Reduce string tension.** You should loosen the strings on the Garrison before shipping. This will reduce the amount of tension on the neck avoiding extra stress, which can result in damage to the guitars headstock if it's dropped during shipment.
- **Proper case.** You should use the custom-fit Garrison hard shell case that came with the Garrison guitar.
- **Shipping box.** You should pack your Garrison (as described above) and case it in a cardboard guitar shipping box.

Should we use humidifiers to protect our Garrison inventory and at what humidity and temperature levels should our Garrison inventory be stored?

To protect any SOLID wood guitar from damage due to fluctuations in humidity levels, we recommend using a thermal hygrometer inside the guitar case or display your Garrison's in a controlled environment. You should store your Garrison inventory at 45 to 55 percent relative humidity with a temperature of 65 to 70 Degrees Fahrenheit.

The frets feel sharp on some of our Garrison inventory, why is this and what should we do to fix it?

Sharp frets are a result of shrinkage of the fretboard, which is caused by humidity changes (i.e., severe dryness). This is not a huge problem and is easily fixed by having either a guitar technician at your store file the frets or by bringing the guitar to a trusted technician. Garrison Guitars however is alleviating this issue by binding all its fret boards.

frequently asked questions

We have a Garrison that has string buzz, what causes this and how should we fix it?

The buzzing you are experiencing can be caused by a number of different things, including excessive wear of the frets, a back-bowed neck, the strings are too close to the frets (low action) or your guitar may be the culprit of drying out. To fix a buzz problem caused by drying-out you need to use a Dampit; insert the Dampit into the sound hole of the guitar and keep the case closed for approximately 3 days, if necessary repeat for another 3 days.

What is "cold-checking" and how can we prevent it from occurring?

Cold-checking is a spider web effect that sometimes occurs in the finish of a guitar when it has been exposed to severe temperature changes. To prevent cold-checking from occurring, you should never leave your Garrison inventory in areas of severe temperature fluctuations (i.e., near the front door of the store, in a shipping/receiving area, etc.).

An end user asked if we could upgrade the tuners on his G-20 to Garrison gold-plated tuners, is this or any other custom order requests possible?

No, we currently do not accept any orders for custom-made Garrison guitars; however we are working on a system that will allow us to process special orders in the future.

Do any artists play Garrison Guitars?

Yes, there are many local, national and international artists playing Garrison's both on-stage and in the recording studios. A list is available at www.garrisonguitars.com.

Do you sell clothing and other items under the Garrison brand?

We are currently working on a 'Garrison Gear' section for our web site. This section will be an on-line shopping network in which you will be able to purchase Garrison branded clothing, straps, picks, gig bags and much, much more. We are hoping to have this up-and-running within the next couple of months... so check back soon!



frequently asked questions

When was my Garrison Guitar made?

The serial number on your Garrison guitar tells you exactly when your guitar was manufactured. The first 6 digits represent the date (yy/mm/ddli*) whereas the last 3 digits represent the guitar number manufactured that day. You can find your Garrison guitar serial number inside the sound hole.

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