

Frequently Asked Questions – GS1 Guitar Support

The grippers don't seem to rotate freely on the pivot point (to the base and/or shuttle)

When your product is brand new, the gripper pivot mount may be a little bit firm and not easily pivoted. This is not a defect. The product is designed and built using special materials that will “wear in” over use, and later the gripper will freely pivot. If you want to speed that process up, simply work the gripper in a back and forth rotational movement a few times, and you will feel it loosening up.

How hard should I tighten the Gripper Adjustment?

GS1-LEV - If you are using the LEV model, this following guide may be helpful. Rotate the lever and adjustment screw in or out until the width of the “open” (unclamped) Grippers is just enough to slip over the guitar body.



If you've got this basic fit, and next activate the clamp by rotating the lever, the GS1 should be just about right in terms of convenience and having a secure clamping force, and also not risking damage to the instrument.

Please use care when first dialing in the fit that's right.

If you have an elevated fingerboard guitar, things are pretty much the same, though you will need to position the grippers to be evenly spaced (correct angle) to be correctly aligned for the tapered body of your guitar.

GS1-SCR – If you are using the SCR version, the process is much the same. However, you will have to turn the knurled thumbwheel to get the clamping force to effect onto the instrument sides. Be careful not to overtighten. As a guide, it will be about six (6) full turns of the thumbwheel in order to match the clamping movement of the LEV model. So that will be about right in most cases, providing you started with a close fit before starting the adjustment.

I have a Murata guitar support. Can I use extensions or other parts from the Murata on my Woodside Guitars Guitar Support?

No, the size of the support pillar and other parts of the Murata are not the same. There are not parts compatible between these products.

I have a guitar with a delicate finish, such as French polish. Will the vinyl sleeves on the grippers harm my guitar's finish?

It's unlikely that there will be any problems with a guitar's finish, as long as the guitar support is removed after each playing session. We strongly discourage leaving the support attached to your guitar for days or even extended periods of many hours. Simply remove it when you're not playing your guitar, and there should be no issues. You may want to wipe your instrument down after use just to be sure there are not residual effects from that attachment period.

Also, keep in mind that all plastic, including the gripper's vinyl sleeves, will "outgas" the most when brand new. This effect will drop off dramatically after the first year or so.

There is no dealer in my region. Can I buy a Guitar Support directly from Woodside Guitars?

Woodside Guitars sells the GS1 and the HLK-1 lift kit only through its network of dealers. If your region or country does not have a dealer currently, please ask them to consider stocking our product and get in touch with us at info@woodsideguitars.com

We keep our list of dealers update on our website, to check that to keep updated on who's carrying our product in your region.

What if my Guitar Support seems to be having a problem?

We at Woodside Guitars take great steps in both the engineering, materials selection, and quality control to ensure that this is extremely unlikely. However, it is possible that there are occasionally issues with the product.

If you are having a problem, first check the FAQ list to see if it's already a known feature/limitation, and to be sure the product is being used properly.

Also, check our Tips section – there may be a tip that helps in your setup that is all you need to get the GS1 working the way you like.

If you still think there's a problem, contact your point of purchase. All of our dealers are knowledgeable about the product, and in the event it's found that your product is defective, they can assist you with getting a warranty replacement.