

Refelting the Keybed Promo Set Preview



The Piano Owner's Heads-Up Guide to Important Piano Maintenance

Focus On: Refelting the Keybed



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The quiet operation of the keys of your piano depends upon three sets of felts (front rail punchings, balance rail punchings and back rail cloth) that function as cushions. Besides their ability to absorb unwanted sounds, these felts are also important in determining both the height of the keys and the depth of the keystroke. As the piano is played over the years, however, these felts become thinner and harder. **The keybed felts of your piano have worn to the point where removal and replacement would benefit both the touch and appearance of your piano.**

As the keybed felts harden and wear thin the keys become uneven in height from note to note. Also the amount of downward stroke (key dip) begins to vary, resulting in an action which has an uneven touch. A perfectly level set of keys with a uniform amount of key dip is essential to a piano action which is performing up to its potential.

signed to stand up to decades of constant use.

Keybed felts come in a range of thicknesses, so that the original size of the felt installed at the factory may be duplicated. Paper and card punchings as thin as .002" are used under the felts for final adjustments necessary for level keys and even key dip.



New set of keybed felts in place.

When the old worn keybed felts have been replaced with a complete set of new felts, the piano will be able to function more as it did when it was a new instrument.

Heads-Up Preview

About This Preview Packet

The 24 main topics available for your free personalized promo or newsletter set all come in 2 versions—heads-up and full-length, both of which are shown in this preview packet.

Heads-up versions (see example on previous page) are always 1 page in length and as such are very direct and to the point. These shorter versions work especially well for pianos which have a number of repair issues in that a packet of them can be included with an estimate without creating a perceived overload of information for the owner. For my own business, I print multiple copies of heads-up for every topic covered thus far and carry several of each with me in my briefcase on tuning rounds in case I need to put a packet together. I spend a little more on printing expenses to have them produced on heavy-weight card stock, but the extra expense is well worth it, at least in my opinion—the promos have a very substantial 'feel' about them on the heavier-weight paper.

With a written estimate accompanied by relevant heads-up promos, a well-informed decision can be made more easily at the owner's leisure. This is especially helpful when the decision (to repair or not to repair) involves a discussion between joint owners of the piano—a husband and wife for example. The couple can sit down at the kitchen table together and go over the materials in an informed manner. Also, heads-up promos are great for any situation involving committees. If a half dozen repair topics are involved in a proposed restoration of a church piano, for example, the heads-ups can be passed around among committee members for everyone to become involved in the discussion and decision making.

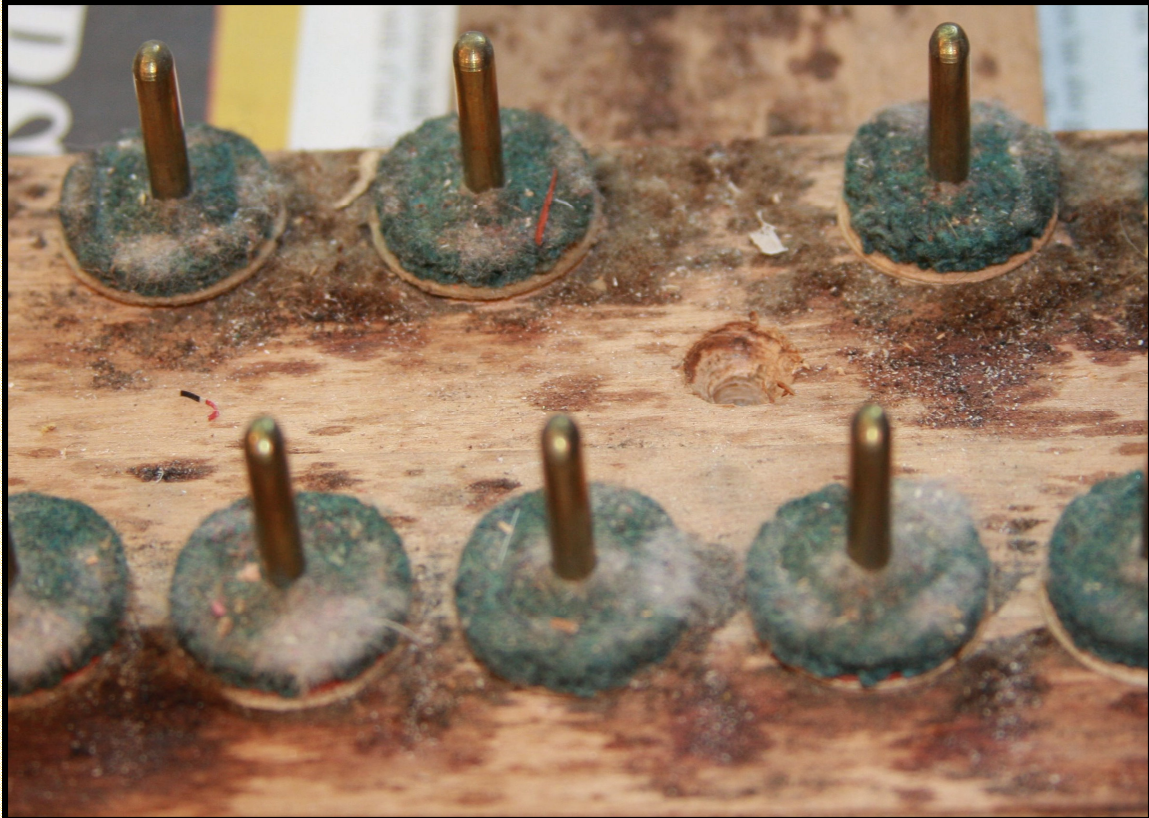
Full-length versions (see example on following pages) go into enough detail that even your most discriminating customer will be satisfied. For my own use, I've printed off a single copy of each full-length version that I have in a binder which I also carry in my briefcase. Occasionally, I get my binder out if the customer wants more information on the spot. More frequently, however, are situations in which I ask my customer if they would like me to send the full-length copies of the topics concerned via email for further reading and consideration. Quite often customers do opt to see the in-depth materials.

Whichever version of the promos are put to use, the fact is that they work! In my own business, since I have begun giving out promos with estimates, the percentage of clients having recommended repairs done has increased steadily. In 2011, over 90% of the estimates which I gave were followed through with. Before promos, those types of numbers were way beyond what I ever saw. Other users of promos (see testimonials) have experienced similar results. Technicians have reported back that because of the promos, their businesses are doing better than ever before.

But enough about my own experiences and those of other technicians. Try a promo set out for yourself! Pick out a topic for your free promo set, and let us help you start building upon your own success story! Best wishes to your future!

Full-Length Preview

The Owner's Guide to Piano Repair



Focus On: Refelting the Keybed

Information provided courtesy of:

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The quiet operation of the keys of your piano depends upon three sets of felts (front rail punchings, balance rail punchings and back rail cloth) that function as cushions. Besides their ability to absorb unwanted sounds, these felts are also important in determining both the height of the keys and the depth of the keystroke. As the piano is played over the years, however, these felts become thinner and harder. **The keybed felts of your piano have worn to the point where removal and replacement would benefit both the touch and appearance of your piano.**



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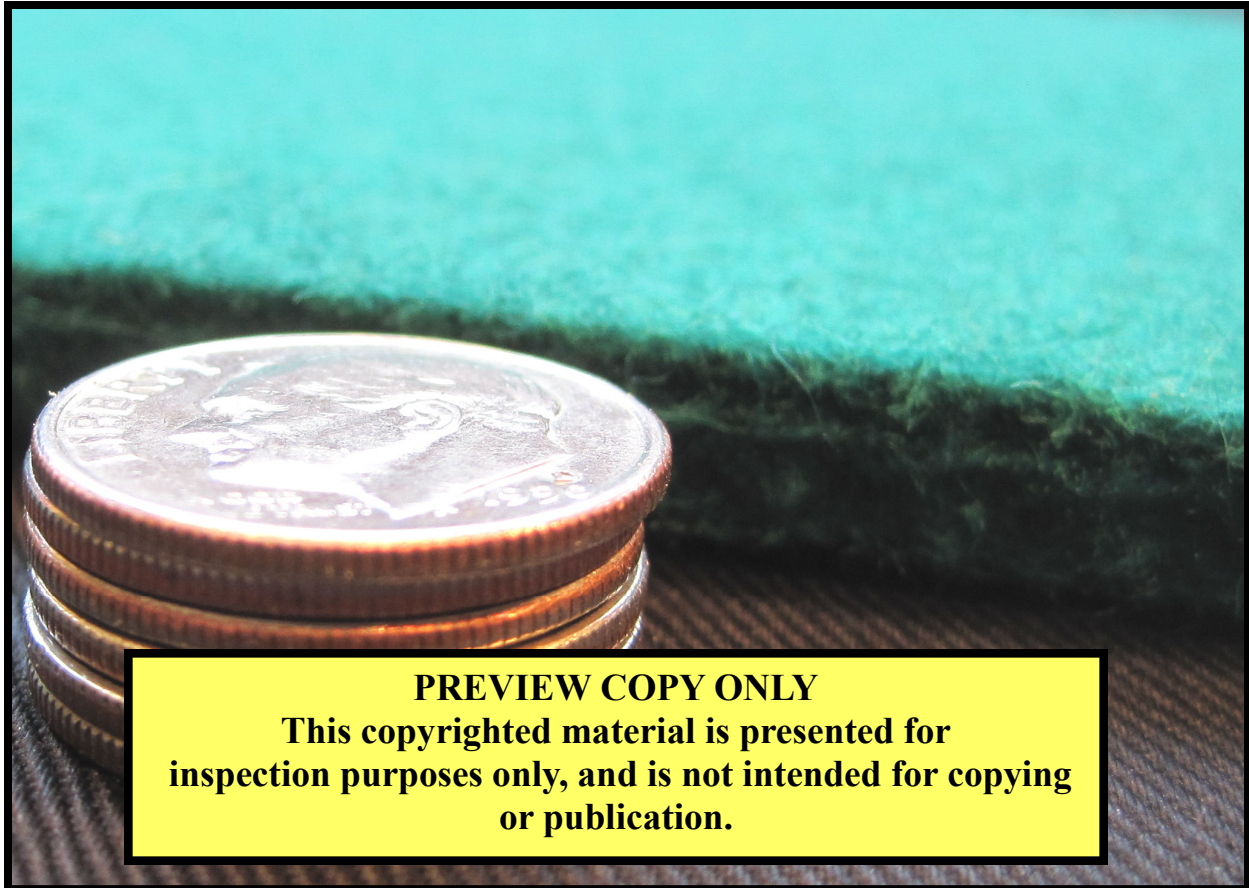
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The following commonly asked questions have been answered to give you the information you need in order to decide whether or not to have the keybed of your piano refelted.

What are the most noticeable effects upon the performance and appearance of the piano that are caused by worn keybed felts?

As the keybed felts harden and wear thin the keys become uneven in height from note to note. Also the amount of downward stroke (key dip) begins to vary. This variation results in an action which has an uneven touch. A perfectly level set of keys with a uniform amount of key dip is essential to a piano action which is performing up to its potential.

In addition to the negative impact upon the touch of the piano, uneven keys that result from worn felts give the keyboard of the piano an unattractive and uncared-for look, making the piano less inviting to play.



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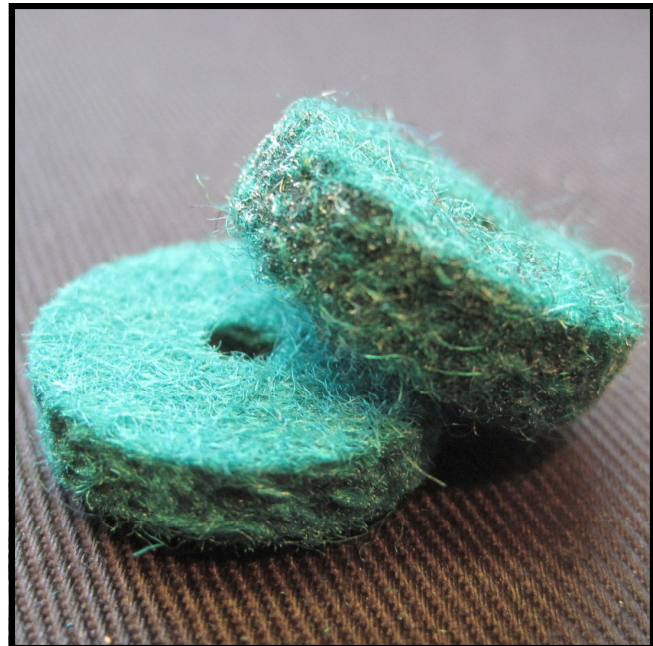
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The thickness of heavy backrail cloth equals that of six dimes.

Is the felt used for this job out of the ordinary at all?

Very much so. As illustrated in the photo above, the felt used for backrail cloth (as well as balance rail and front rail punchings) is a very thick, dense felt that is designed to stand up to decades of constant use.

Keybed felts come in a range of thicknesses, so that the original size of the felt installed at the factory may be duplicated. Paper and card punchings as thin as .002" are used under the felts for final adjustments necessary for level keys and even key dip.



Thinnest and thickest front rail punchings.

Is this work best done in the home or the shop?

It depends on whether other related work is to be done as well. If keytop re-covering, key rebushing or other time-consuming jobs are going to be done at the same time, transporting the necessary parts to the shop would make sense.

If only the keybed felts are going to be replaced and necessary adjustments to the regulation of

the piano possible to be done

the placement

removed to be discarded. Measurements will be taken so that the original thickness of the felt may be duplicated. The backrail cloth is typically glued in place and is somewhat more difficult to remove. (Along with the cloth, any glue adhering to the keyframe needs to be scraped off to give a clean surface to work with, as shown in the photo above.)

Paper and cardboard punchings which are used to level the keys and set the amount of key dip have typically deteriorated as well and ordinarily need to be discarded and replaced.

Are there other related repairs which might be recommended at this time?

Yes. At the minimum keys will need to be leveled and the key dip reset. Better yet, a full job of regulating the piano would help bring the performance of the piano back into proper condition. Also a thorough keybed cleaning is usually recommended at this time.

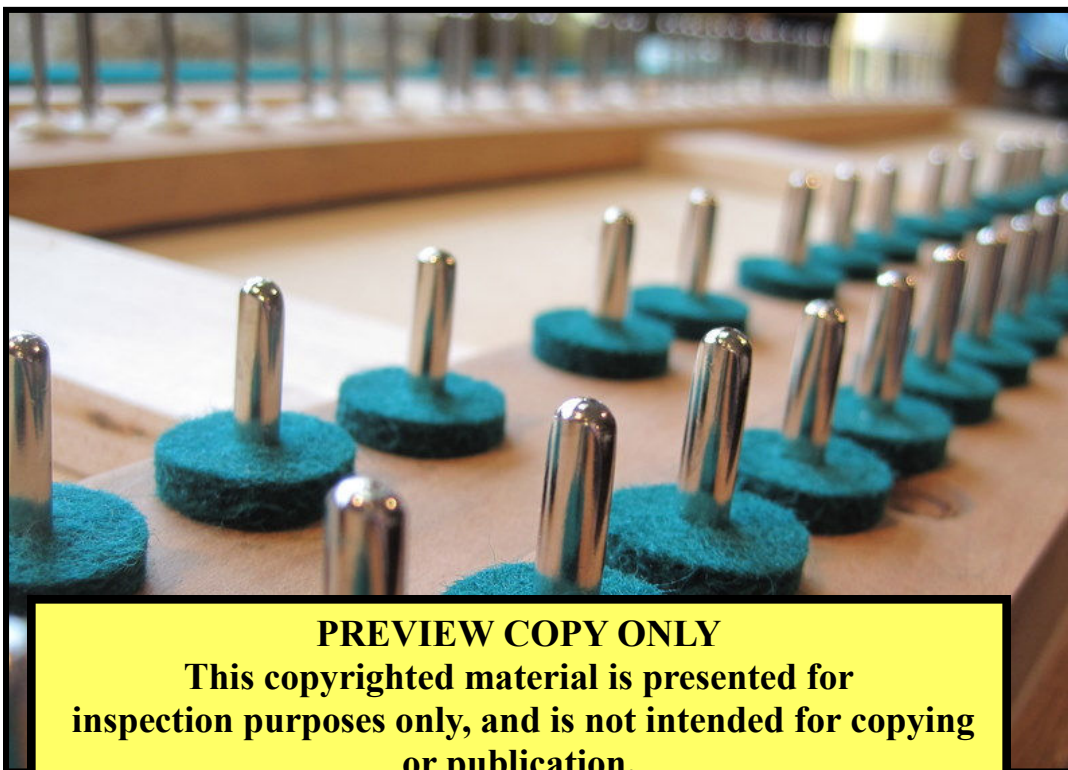
Related areas of repair should also be considered. The condition of the front rail and balance rail key pins should be carefully looked at. If corrosion is seen, they should be polished or replaced. The keys themselves should be examined for excessive wear to the key bushings. Keytops may need to be replaced as well. An overall job encompassing all of these factors can do wonders for an older piano.



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New set of keyblows in place.

"In business to bring your piano to its full potential."

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