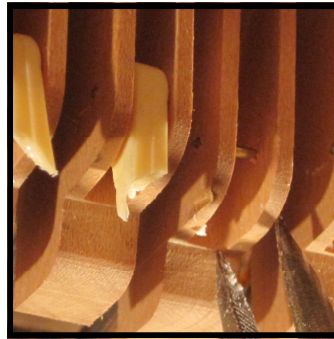


Plastic Elbow Replacement Promo Set Preview



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

Focus On: Plastic Elbow Replacement



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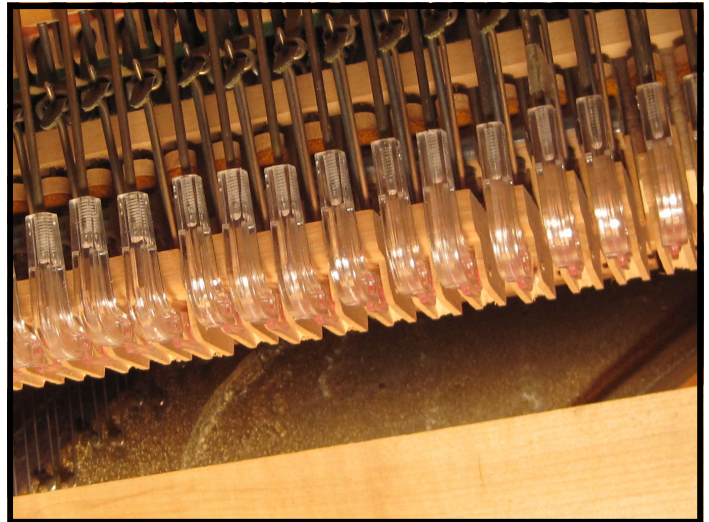
Your information Goes Here

The elbows in your piano are beginning to break, rendering a note useless each time it happens. I would suggest that you consider having me professionally install a complete set of high-quality Vagias Snap-On Drop Lifter Elbows to fix the problem once and for all.

The original elbows which still remain on your piano will continue to break if they are not replaced. Only by the installation of a new set of elbows may the problem be fixed on a permanent basis (the nylon used in the Vagias elbows is made to retain some flexibility and not become brittle with age).

The problem with only replacing just the broken elbows is that more elbows will undoubtedly break, usually at inopportune times, resulting in either another service call or in having to put up with notes which don't work until your next scheduled tuning.

Explanation of Repair
The original plastic elbows will eventually break, rendering a note useless each time it happens. The part in which the elbow is attached to the lifter wire, which the lifter wire is attached to, is the portion of the piano action which the lifter wire is attached to. The old elbow must then be broken away and removed from the wippen (left photo). After the remnants of the old plastic elbows are broken away from the lifter wires, the new Snap-On elbows are individually screwed onto the threaded lifter wires to an exact depth (right photo).



If you would like to have a new set of Vagias Snap-On Elbows installed, contact me at your convenience to set up an appointment. Working together, we can make sure that your piano is maintained correctly for your maximum enjoyment.

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: Plastic Elbow Replacement

Information provided courtesy of:

**Your Contact
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Many spinet pianos manufactured during the 1950's and '60's were outfitted with plastic parts which after decades of use are beginning to weaken and break. One of the most common of plastic parts to fail is what's known as an elbow - an integral part of a number of models of spinets.

The elbows in your piano are beginning to break, rendering a note useless each time it happens. **I would suggest that you consider having me professionally install a complete set of high-quality Vagias Snap-On Drop Lifter Elbows to fix the problem once and for all.**



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A completed installation of Vagias Snap-On elbows in a spinet piano.

The following commonly asked questions have been answered to give you the information you need to decide whether to complete this repair:

Why are elbows beginning to break now, after all these years?

When your piano was manufactured, plastic parts were just beginning to find their way into many smaller pianos. The benefit of long-term observation of the durability of plastics was not yet available, and certain characteristics of the plastic formulations being used at the time would not be realized for years to come. A specific problem that would become apparent over time was that the chemical which was put into the mixture of the plastic to solidify the part would eventually harden the plastic to the point of brittleness. Elbows are subjected to continuous stress every time the piano is played. Breakage begins to occur when a set of elbows have turned brittle with age.

Why should I replace the entire set, when only a few elbows are broken?

Of course you may have me just replace the broken ones for now if that works best with your budget. The problem is that more elbows will undoubtedly break, usually at inopportune times, resulting in either yet another service call or in having to put up with notes which don't work until your next scheduled tuning.



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Breakage in progress.

This half-hearted approach is in fact sometimes taken, as shown in the above photo. Three broken elbows here need to be replaced (along with six more not visible in from this camera angle). In between the broken elbows may be seen three replacement elbows, *which were replaced on three separate occasions*. Thus, the owner of this piano had to put up with broken notes time and time again, until she finally decided that enough was enough, and the repair was done correctly.

To draw a comparison, imagine you purchased an automobile with a set of bald tires. One tire blows out and must be replaced. Would it be wise to replace the other three tires at the same time? Certainly it would, because the other three would be near the end of their useful life as well. Whether the remaining bald tires would fail or not would not be the question, only when.

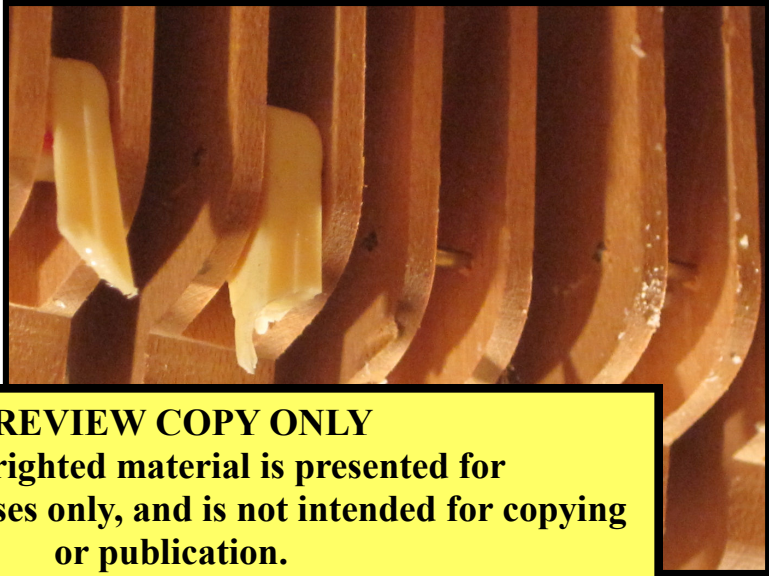
The original elbows which still remain on your piano will continue to break if they are not replaced. Only by the installation of a new set of elbows may the problem be fixed on a permanent basis (the nylon formulation used in the Vagias elbows is made to retain some flexibility and not become brittle with age).

How are the old elbows removed from the piano?

The first step is to intentionally break each elbow off close to the wooden wippen, the part in the lower area of the piano action which the elbow connects to. The old elbows were connected to the wippen with a brass pin, which the new Snap-On elbows will be also connected to. Before that may be done, however, the remaining portion of the old elbow must be carefully broken away and removed from the wippen.

This is a delicate step and one that calls for an experienced hand. If too much pressure is applied in breaking away the remnants of the old elbows, the thin wooden wings on either side of the slot in the wippen

may be damaged. This happens when the piano is dropped, which may cause the wippen to break. Fixing this



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more serious problem, often requiring the removal of the action from the piano.

Is this a repair which I might be able to do myself?

It would not be advisable, in that an inexperienced person would likely cause more problems that would need to be fixed by a knowledgeable technician.



There is, however, one easy related repair that you should be able to fix on your own. At times a note that is dropped down in front is not the result of a broken elbow at all, but is simply an unattached wooden button at the back of the key. To check, open the lid of the piano, pull the key cover forward a bit, and look to see if any buttons have come loose, as shown. Fix by returning the button back into place in the recessed slot. Push down firmly.

How are the new elbows installed?

After the remnants of the old plastic elbows are broken away from the lifter wires, the new Snap-On elbows are individually screwed onto the threaded lifter wires to an exact depth. The lifter wires with the new elbows attached are then reinstalled in the piano. Working from underneath the keybed, the buttons are positioned in the slot at the back of the keys, and the new elbows snapped onto the buttons. The brass buttons are then wiped with the wippen flange.



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adjustments to be made?

Yes. Once the lifter wires with attached elbows have been installed, adjustments will need be made to the amount of 'lost motion' that each note is given to prevent hammers from either bubbling (striking the strings more than once) or from blocking up against the springs (hitting the strings before being released).

Are there other repair jobs which should be done at the same time as an elbow replacement job?

Oftentimes, the need for this particular job comes at a time when other routine maintenance work could be done to benefit either the touch or the sound of the instrument. High on the list of work to consider for many such pianos would be hammer shaping (or replacement), voicing, and the regulation of the action.

Maintaining your piano with properly done repair work will help you to enjoy playing your instrument for years to come.



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With new elbows installed, and regulating buttons adjusted, all hammers are ready to fire.

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

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