

A close-up photograph of a mechanical assembly, likely a guitar's bridge or tailpiece, showing a rusty metal spring and a wooden component. The text "Repinning and Restringing" is overlaid in a white serif font, and "Promo Set Preview" is overlaid in a white serif font with a black underline.

Repinning and Restringing Promo Set Preview

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

Focus On: Repinning and Restringing



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For a piano to hold a stable tuning and sound its best, it is essential that the tuning pins are tight and that the strings are in good condition. When the tuning pins of a piano become loose and tend to slip, the piano will not stay in tune for a reasonable amount of time. When the strings have deteriorated to the point where they are breaking frequently, the tone of the piano will usually suffer as well. **Your piano is showing symptoms of problems caused by brittle strings and loose pins which could be lessened or eliminated if your piano were to be repinned and restrung.**

The problem with loose pins actually has more to do with the dried-out condition of the pinblock than the pins themselves. Replacing the factory installed pins of your piano with slightly oversized pins would be one highly effective way to bring the torque of the pins back to what the piano had when it was new.

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s, or if there
are strings which have been replaced or tied,
then the set of strings is most likely due for
replacement. Rusty strings and pins (photo
left) should also be considered candidates for
replacement.



New tuning pins and strings being installed.

With a completely new set of strings, both bass and treble, and new pins as well, your piano would maintain a more stable tuning and would have a sound closer to the piano's potential. **Having your piano professionally repinned and restrung would pay dividends in terms of the enhanced performance of your piano.**

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: Repinning and Restringing

Information provided courtesy of:

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For a piano to maintain a stable tuning and sound its best, it is essential that the tuning pins are tight and that the strings are in good condition. When the tuning pins of a piano become loose and tend to slip, the piano will not stay in tune for a reasonable amount of time. When the strings have deteriorated to the point where they are breaking frequently, the tone of the piano will usually suffer as well. **Your piano is showing symptoms of problems caused by brittle strings and loose pins which could be eliminated if your piano were repinned and restrung.**



New tuning pins and strings being installed.

The following commonly asked questions have been answered to give you the information you need in order to decide whether or not to have your piano repinned and restrung:

What factors would cause the tuning pins of a piano to loosen up to the point where they do not hold?

The problem with loose pins actually has more to do with the condition of the pinblock than the pins themselves. The pinblock is typically a 1 1/2" thick plank, consisting of laminations of hardwood (typically hardrock maple) that grip each pin tightly. The holes for the tuning pins are drilled smaller (approximately 1/100") than the pins, but as the piano ages the pinblock tends to dry out and shrink up slightly, causing the pins to have less than ideal torque. Replacing the factory installed pins of your piano with slightly oversized pins would be one highly effective way to bring the torque of the pins back to what the piano had when it was new.

What are the symptoms of loose pins?

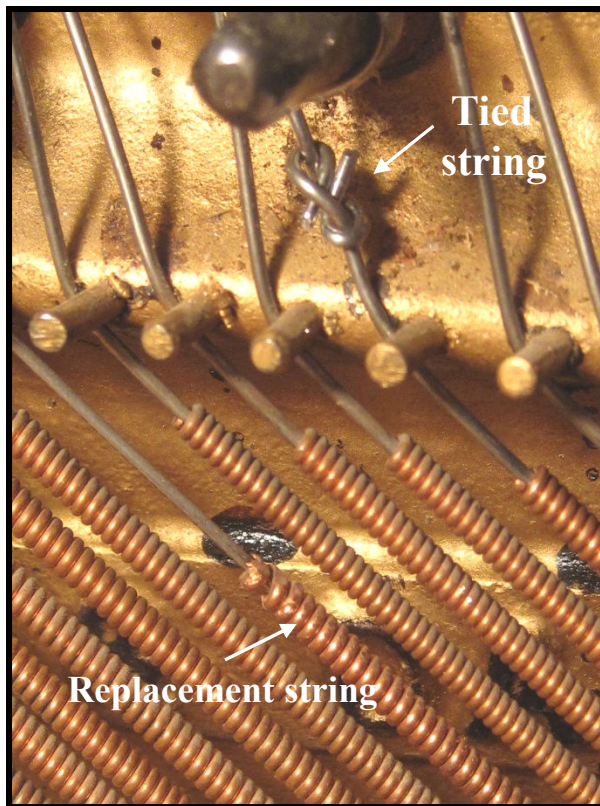
Most obvious is the presence of individual notes that are wildly out of tune with themselves, indicating that pins are slipping. Each treble note has three strings, and the upper bass strings usually have two, so when one pin slips, the strings aren't matched and they produce a raucous sound.

A quick glance inside the piano will sometimes confirm the condition. If the tops of tuning pins have been marked with chalk (photo), that is a sign that tuners in the past have noticed pins which were unlikely to hold. Also, pins that look out of place, shinier or larger in circumference than the rest, indicate that previous technicians have tried to address the problem. In don't d evident been on



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What are the symptoms of a set of strings that are ready for replacement?

The most obvious sign that strings need to be replaced is a history of breakage. If the piano is missing a number of strings, or if there are strings which have been replaced or tied (both seen in photo at left), then the set of strings is most likely due for replacement. Rusty strings and pins (cover photo) should also be considered candidates for replacement.

A poor sound may also be the result of a set of strings which is past its prime. Bass strings which are tubby sounding, or treble strings with a less than satisfactory tone may be in need of replacement, even if they are not brittle or rusty.

What factors cause the strings of a piano to deteriorate?

First of all, piano strings are made from high-carbon steel, and as such are susceptible to rusting, especially in climates of high humidity. When rust attacks the strings of a piano, not only is the tonal quality of the strings affected but breakage is much more likely to occur as well. Piano strings typically have 150 or more pounds of tension on them, and they wind their way around various friction points. With this amount of tension and strain, it is understandable that the added problem of corrosion will spell trouble.

Even when rust is not present, steel string may become brittle with age and suffer from simple metal fatigue. Bass strings have copper windings over their steel cores, which is another problem area. These copper windings are put on at tension, and tend to lose their vibrancy over the decades, becoming "tubby" sounding.

For a piano that has problems with loose pins or over-taxed strings, are there other op

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problems with loose pins only, treatment with C.A. glue may be an option to consider. Sometimes very satisfactory results may be obtained in terms of pin torque without having to resort to the pulling out and replacing of every pin. Likewise, if the problem with poor string quality is strictly in the bass of the piano, replacing just the bass strings would be an option as well.

However, since both loose pins and poor quality strings are problematic with your piano, it really would make sense to do the two jobs at the same time. Both jobs are very labor-intensive, requiring the picking up and laying down of a dozen or more hand tools for each of the 230 or so pins and strings of the piano. By combining the two jobs, a more efficient use of time allows for a savings in cost over doing one job

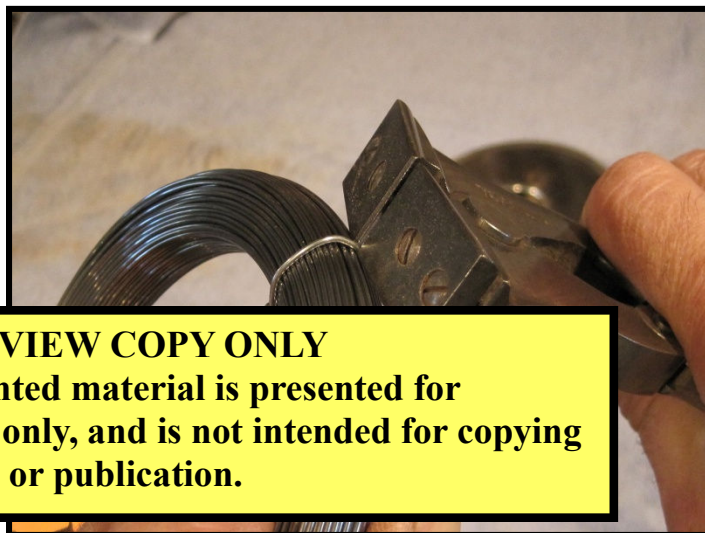


Are new bass and treble strings off-the-shelf items, or are they custom-made for the individual piano?

Copper wound bass strings are special-ordered to match the original strings found in the piano. If your piano is a well-known brand and model, the stringing company will be able to produce the new set using information on file. If the data isn't available, however, the old strings of your piano will need to be removed and sent to the stringing company for duplication.

Treble wire, on the other hand, is purchased by the technician in rolls of precise thicknesses to match what the piano originally had. Wire is available in sizes graduated in 1/1000th of an inch increments starting from the thinnest of .029" to the thickest

of .049". (shown has Precision cation of v to ensure that the tonal quality of the completed restringing job is what it should be.



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What about tuning pins? Are they a specialty item?



Tuning pins are a stock piano replacement part sold in sets. They are made from high-quality steel cut with micro-threads and are produced with extremely consistent diameter. Typically, the next size up from the factory set (which would be .004" larger) will be installed to give a tighter fit. Tuning pins do come in two finishes, blued (shown in photo) and nickle plated.

With a completely new set of strings, both bass and treble, and new

pins as well, your piano would maintain a much more stable tuning and would have a sound that would be closer to the piano's potential. **Having the work described in this pamphlet done would be an investment which would pay dividends in terms of the enhanced performance of your piano.**



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Work in progress on a restringing / repinning job.

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

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