

THE SOONER TUNER



NEWSLETTER OF THE OKLAHOMA CHAPTER
OF THE PIANO TECHNICIANS GUILD, INC.

January 8, 1992

President's Message

Warmest greetings to you in this new year! This will be an important and memorable year for our chapter, and hopefully a good year for each of us as well. Have you taken a few moments to reflect over your memories and lessons of the past year and set some goals for 1992? For what and whom are you thankful, and what areas of your life might need further attention this year?

Our Spring Seminar is only eight weeks away. We're all counting on each other to work together in making this a valuable event for ourselves and our guests. Have you mailed your registration yet? Try to turn it in by our next meeting.

I'm excited about our technical on soundboard replacement. I have just purchased the grand that we are using for the seminar, on which Nick Gravagne will be demonstrating the installation of one of his custom made boards. This next Thursday we will show the videotape Tim and I made as we removed the old board, and you will be invited to participate in the next step. Don't miss it!

David Bonham, RTT
President

Upcoming Events

Our next meeting will be Jan. 16th at 7:00 p.m. at Tim Hast's shop at 3631 N. Bryant in Edmond. The technical will feature a video presentation of soundboard removal.

In February we will have a very special meeting. On the 15th we will meet at Norman Cantrell's shop. We will be finalizing plans and preparations for the Mid-America Tool Show and Workshop. We will need everyone to attend as we make these important last minute assignments.

Piano Proverbs

Having company around is a lot like having fish. It's nice at first but after a few days it does start to smell a bit.

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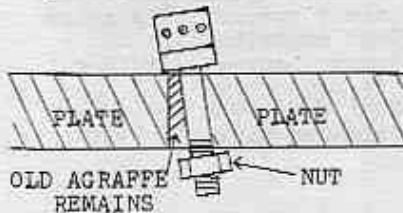
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Norman Cantrell, Editor
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"Memories"

Barbra Streisand sang a song about memories. We as human beings cherish memories of good experiences and people. We tend to try to forget the painful, the unpleasant memories, but our memories tend to be a kind of mixture of both. I would like to share with you a memory that means a lot to me, that of my friend and father-in-law Kenneth Herrold, who lost a battle with cancer on August 21. Kenneth was a friend, and a practical man with a superb ability to solve problems in engineering. His expertise came to my rescue many times in piano repair. He was fascinated with the piano, and he delighted in watching a rebuilt piano take shape. The last project he helped on is one that I'm sure you will enjoy.

I was disassembling a Steinway "B" when I noticed one of the agraffes in the mid-section sat about 1/4 inch higher and off at an odd angle from the other agraffes. To my horror I discovered that this was the result of an attempt to drill out the threaded shank of a broken agraffe. Whoever did the work allowed the drill to wander and the result was a new hole halfway into the old agraffe shank and halfway into the plate.

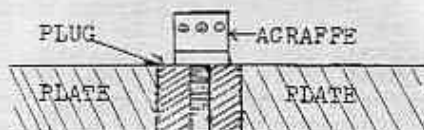
The "technician" (loosely used term) then had a metal shank welded onto an agraffe head and ran this through the large threadless hole and secured it with a nut and

"Memories" (cont.)

washer on the bottom side of the plate. I had no clue how to fix this. My first thought was, "Use lots of epoxy!" but epoxy has a way of failing the one time you absolutely, positively must depend on it.

That's when I called my Aerospace-engineer father-in-law. He looked at the problem and looked again, and shook his head and said "No way." I didn't panic; you see I have been down this road before with him, and that's what he always says when confronted with the impossible. But as usual, he went home and cogitated until he arrived at the solution. First of all he consulted his drill guide to determine what size drill smaller than 1/2 inch he would use to drill a hole that he could then use a tap to cut a 1/2 inch threaded hole. He tried drilling a new hole but with the old hole and the agraffe shank partially remaining, his drill would always choose to follow the old hole. So with a set of round files he carefully filed a round hole using the drill bit to determine where to remove metal. I know this sounds like an ordeal but it only took 45 minutes.

Then when he was satisfied that the hole was the correct diameter he used a tap to cut threads for a 1/2 inch bolt. He took a steel bolt and cut off the threaded section. He then used his metal lathe to drill and thread a 7/32 hole with the correct threads for the new agraffe. He screwed the new agraffe into the 1/2 inch diameter threaded plug he made from the steel bolt. Then we used 5 minute epoxy to lubricate the threaded hole in the plate and screwed the whole assembly in.

"Memories" (cont.)

It worked! This was the last of the projects my father-in-law helped me with before he died. I miss having him as a consultant and friend, but he left behind a legacy that I can share with you. When you come upon the impossible, stop and think about it. The solution will come, don't do anything yet, because if you think about it some more you will probably arrive at an even better solution. Finally, if you aren't going to do it right, just don't do it!

One of my best memories of this person was of the pleasure he took in a job well done. That is a legacy we need to attain, and pass on to other generations.

Tim Hast, RTT

Norm's Noncents

How much is a customer worth? Have you ever thought about it? I recently read a good book by Carl Sewell entitled Customers For Life. In the book Mr. Sewell addresses this question from a unique perspective. Mr. Sewell is a car dealer in the Dallas area so I will translate his figures to our area of expertise.

If your usual rate for tuning a piano is around \$50.00 do you value that customer as being worth \$50.00? If you do then according to Mr. Sewell you are making a big mistake! If you can cultivate that customer into a customer for life their repeat business will be worth considerably more. Multiply that \$50.00 by just ten years and customer is suddenly worth at least \$500.00. Not to mention how much easier a piano is to tune and service when it is tuned regularly. While not every customer has a concert grand, every customer kept for life has a much greater earning potential. Keep this in mind as you set your business goals at the beginning of this year.

Norman Cantrell, Editor

Spring Seminar Update

The Mid-America Piano Technicians Tool Show and Workshop is March 6-8. This is only eight weeks away. Time is running out for early registration and the discount that accompanies it. In case you have forgotten the cost

for chapter members is only \$65.00 before January 31st. Now would be a really good time to send in your registration. Please also plan to attend the February chapter meeting as we finalize plans and last minute assignments. Everyone will be needed to make the seminar go well!

Oklahoma PTG Personal

* The Christmas banquet was well attended. If you missed it we missed you. During the dinner conversation Keith McCavern announced his engagement to Carol Reineman. Congratulations to you two!

* I received a call from a gentleman from Chandler named Tom Wright this week. He expressed interest in joining our chapter. He will try to attend our next meeting at Tim's shop. I gave him David's phone number to get specific information on how to join. David was encouraged at having spoken with Tom and we look forward to meeting him later this month.

* If you are wondering whether or not you missed an issue of the Sooner Tuner, you didn't miss it it missed you. However, as my father said, "If you weren't too busy at Christmas to have had time to read the newsletter you should have been." By the way Sam Spinnet and Chase Baker are on a winter vacation. They travelled to Europe and should be back in February.

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