

The Sooner Tuner Special Edition

June 14, 2002

Dear PTG Members and Friends,

As you notice, this month's edition of the Sooner Tuner has a different format than usual. More about that later.

First of all, please take note that our next meeting will be at the home of Ross Trawick RPT on Thursday, June 20, 2002 at 8:30 a.m. Ross asks everyone to bring sunglasses to wear during his welding demonstration. The topic will be repair of cracked and broken grand piano leg locking plates. Ross will also demonstrate the "over-easy," a device that takes the place of the pedal lyre in moving a grand piano when the pedal lyre is too flimsy to be used.

To get to Ross's home on 3200 N. Bartel Road, take Interstate 35 to the NE 23rd Street exit in Oklahoma City. From this exit, travel east almost exactly 2 miles. You will come to Mart 23, a convenience store. If you reach the Canadian River Bridge, you have gone too far. Immediately past Mart 23, turn left on Bartel Road. Travel ½ mile north on Bartel Road. Ross's home will be on the right side. The shop building where we will meet is situated toward the front of the property behind some trees. If you get lost, call Ross at 427-6663 (shop) or 823-7185 (cell). *Don't forget to bring sunglasses.*

Our next big news item is that Oklahoma PTG Chapter Officers have been elected for the 2002-2003 year. Thanks to all these men who are giving of their time to help keep our Oklahoma Chapter alive and well. They are as follows: President, Bob Scheer; Vice President, Ben Davis; Secretary, Keith McGavern; Treasurer, Gary Bruce; Newsletter Editor, Don Bonds.

For those of you who had not heard, Oklahoma City University, where Bob Scheer RPT is technician, is acquiring 105 Steinway pianos from Edmond Music, the largest single purchase in Steinway & Sons Company's history.

The format for this month's newsletter is different because your outgoing newsletter editor, Valerie Crawford, doesn't have time to do anything else but a letter format today! During the past year, I have been a full-time college student preparing to transfer to Oklahoma State University in Stillwater to major in Apparel Design and Production. Due to a scheduling accident, I have almost more classwork this summer than is possible to do and still have time for eating and sleeping. I have enjoyed my term as newsletter editor. Thanks for giving me the opportunity to do this job and serve those of you who have contributed so much to my knowledge of the piano world. You won't be seeing much of me for the next two years, but I do plan to continue tuning. Have a great summer!

Sincerely,



Valerie Crawford
2001-2002 Newsletter Editor

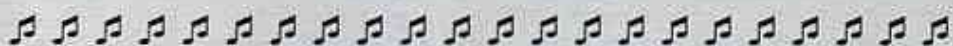
*Those darn "Rotten" Rubbers
(Grommets, that is)
By Ross E. Trawick, R.P.T.*

Around Christmas time 2001, I treated myself to a new toy (I mean tool); I purchased the new Sears "Mini- Driver" cordless screwdriver, a nice bright semi-transparent red one. I thought it would be nice to have a cordless power driver to carry in my tool case that wouldn't take up as much space as A standard cordless screwdriver. I realized I shouldn't expect as much power from this one as a standard cordless screwdriver, But I was more dissapointed than I hoped or expected to be at The lack of torque this tool had. It does have a higher speed than The average cordless screwdriver, plus a lock button for manual use of the tool. I parked this tool for a while , questioning if I would ever be able to find a use for it that would justify the purchase of it. And finally , one day I did.

I was in a customer's home servicing a Baldwin spinet; several notes were not functioning due to the rubber grommets that fit in the fork at the backside of the key for the drop rod, etc., had become "rotten" and brittle, causing the keys not to work, as I am sure many of you have experienced at some point. It can become all too time consuming having to take a nut driver or small socket , remove the nut on the rod , replace the rotten grommet with a new one, put the nut back on the rod, and tighten it to the proper degree of lost motion. Thus, I did the following that helped speed the process in quite a satisfactory manner: I used a 1/4 inch drive socket adapter { hex end in Tool } and a deep throated _1/4 socket. By hitting the reverse button on the mini-driver, I spun the nut off the rod quickly and

easily, replaced the grommet, and spun the nut back on by pushing the "forward " button until the nut was just about to the right point , making any final minor adjustments by locking the driver and turning the nut "manually". This made an otherwise time-consuming, repetitive task go much smoother, easier, less frustrating, and almost downright enjoyable. While the same can be done with a standard cordless screwdriver, the Sears Mini-Driver is less cumbersome in handling and does offer better speed for greater efficiency in performing this task.

*Happy Servicing!!!
Ross E. Trawick, R.P.T.*



Thanks for the great article, Ross.
Contributions to *The Sooner Tuner* Newsletter are always welcome.



Opinions or statements of fact contained in this publication do not necessarily reflect the stance of PTO as a whole unless those statements have been adopted by the board of PTO, Inc.

Defending Your Tuning

By Valerie Crawford

A customer called recently and said her piano had gone out of tune faster than she had expected. I had tuned the piano in February. Out of frustration over why this lady would blame my tuning skills for an out-of-tune piano three months post facto, I called Keith McGavern RPT to ask him if he had any suggestions. He had some great suggestions and I thought you might like to have the same checklist he gave me.

- Make her aware that since you have only seen the piano once, you don't have a track record. The piano was far out of tune the first time you saw it, so unless you have more visits to know what's going on, you will have to charge. You can't stabilize a piano the first time you tune it if you were starting from a pitch change.
- Ask her to sit down and play for you. Note how heavy her touch is and find out how often she plays the piano. If the usage factor is severe, that is why there is such a thing as piano tuners.
- Check for heat and air vents located close to the piano that you may have not seen on your first visit.
- Take into consideration how new the piano is (in this situation it was very new). The manufacturer of this brand recommends 4 tunings the first year and a minimum of 2 tunings every year thereafter.
- Remind her that we have had a change of season since February, and it was a rough one.
- The problem might be just with this particular piano. Some pianos of the same brand hold a tune better than others. The environment from one room to another in the same house can also affect a piano differently.
- Show genuine concern in trying to work with her to come to a resolution. You may have to say that the piano needs a Damp-Chaser or else she needs to plan to get it tuned 3 to 4 times a year.
- If you can't come to a resolution, tell her that she is welcome to work with someone else. If she insists on a refund, do it on the condition that she promises not to call you again.

In the end, I found almost all the factors that could have contributed to an unstable tuning present in her home. She had a floor heating and air vent 12 inches from the piano. She had a pool and a river in her back yard. The piano has only been tuned 3 times since leaving the showroom floor new. She plays the piano 6 hours a week with a moderately firm touch. The piano had gone 10 cents sharp since I had tuned it in February. She had a hygrometer in her home and it was reading 70% relative humidity. She said the hygrometer drops below 40% in the winter. She agreed to pay for another tuning and consider a Damp-Chaser. The advice Keith gave me helped me to feel good about defending my tuning to this customer and legitimately charging for the follow-up visit.

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