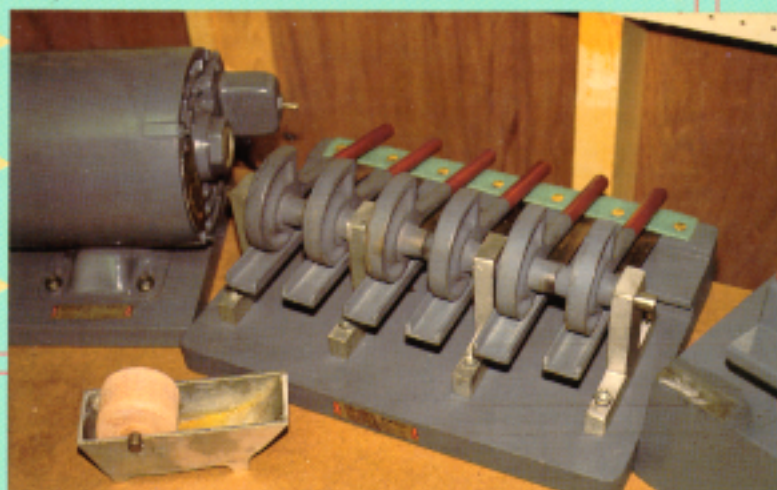
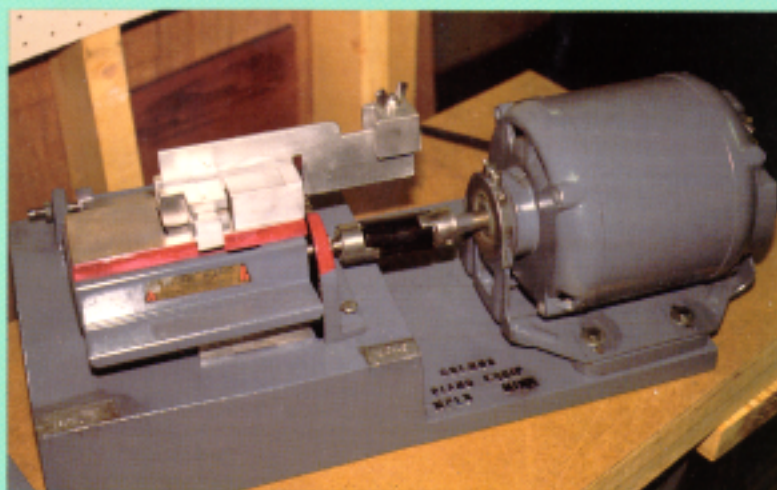


PIANO TECHNICIANS Journal

November 1991





"Whether I'm on the road with the Range, the Grateful Dead or at home in my studio, the Baldwin is my constant companion. Its keyboard action responds equally well when creating a subtle melodic line or a strong driving rhythm."

Bruce Hornsby



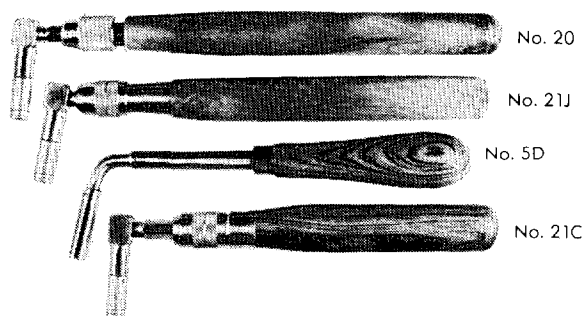
As a pianist and keyboard technician for Bruce Hornsby, I have learned that I can expect great things from the Baldwin piano. As touring instruments, the pianos are moved daily, submitted to changing temperatures — indoors and out, and even danced on by Bruce. It amazes me how they take the abuse, hold their pitch and always sound great. The Baldwin piano rocks!

John "J.T." Thomas

Baldwin

Baldwin . . . *Leading the way through research.*

SCHAFF'S NEW TOOL EXPLOSION

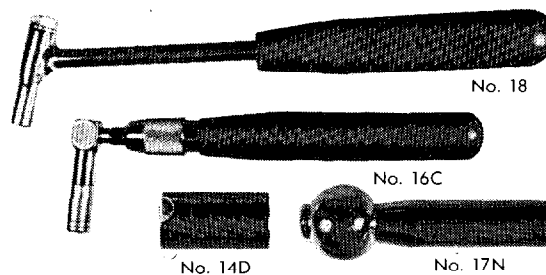


HARDWOOD EXTENSION TUNING LEVER—Medium priced lever that measures 13" overall, having a 9½" wood handle. Chrome plated hexagon shaft extends to 18" long. Comes with our 1½" long No. 13B Head and No. 14B #2 Star Tip. Lever weighs 14 oz.
No. 20—Wood Extension Lever.

STATIONARY ROSEWOOD TUNING LEVER—This lever is modeled after the Yamaha type in design appearance. The overall length is 11½" which includes an 8" rosewood handle. Comes with a stainless steel collar and tuning head (our No. 13B) and No. 14B #2 Star tip. Net weight 1 pound.
No. 21J—Stationary Rosewood Tuning Lever. 1

EUROPEAN TUNING LEVER—Imported from England to be used on 1/0 tuning pins that are in European pianos. Lever is all one piece measuring 10½" long with a 5" high gloss finish, hardwood handle. Shaft and head are polished steel. Choose from a star tip or square head. Weighs 9½ oz.
No. 5D—European Lever, Star Head.
No. 5E—European Lever, Square Head.

COMPACT, EXTENDABLE ROSEWOOD LEVER—Just like our famous Schaff No. 21 Lever as shown in the catalog, but it is much shorter, measuring only 10" overall with a 6" rosewood handle. Stainless steel hexagon shaft extends to 14½" long. Comes with No. 13B Head and No. 14B Tip. Weighs 1 lb.
No. 21C—Compact Rosewood Lever. 1



PIANO FACTORY STYLE TUNING LEVER—Specifically designed by Schaff. 13" overall with an unbreakable 7" PVC plastic handle. Steel shaft is welded at the head for extra strength. Specially designed tuning tip is locked in position with machine screw and lock washer. Hardened tool steel tip will withstand stress and pounding to set and level tuning pins. Standard with a star tip but square tip available. Approximately 17° angle head. Weighs 14½ oz.
No. 18—Factory Tuning Lever.

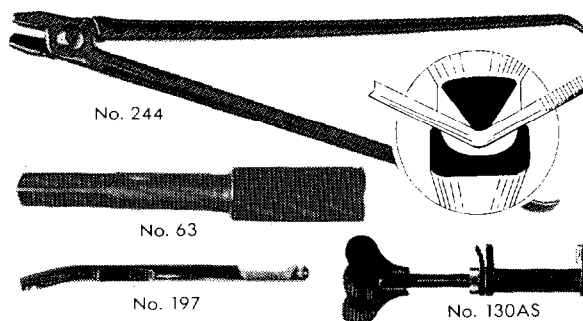
COMPACT, EXTENDABLE NYLON TUNING LEVER—Overall length is 10", with the nylon handle being 6½". Hexagon, chrome plated shaft extends to 14". Comes with our No. 13B Head and No. 14B #2 Star Tip. Weighs 14½ oz.
No. 16C—Compact Nylon Lever.

REPLACEMENT TIPS FOR FACTORY STYLE LEVER—These tuning lever tips can only be used with No. 18 Tuning Lever. Available either as a star or square type tip.

No. 14D—Factory Star Tip.
No. 14E—Factory Square Tip.

FENDON NARROW WALL TUNING TIP—A must tool for all piano tuners. Whenever tuning pins are too close together (as in the extreme treble of smaller size pianos) for a conventional sized tuning tip, use this narrow diameter Fendon tip. Comes 2½" long, chrome plated and will fit any Schaff tuning lever. Remember, this tip is not designed to take the stress for high tension notes in the bass and tenor sections of the piano. Use only where you have tuning pin clearance problems.

No. 17N—Fendon Tip.



POWER TUNING PIN SOCKET—Triangle shank on one end, star head on the other. Used for fast removal of tuning pins with a reversing power drill. 3½" long.

No. 63—Power Tuning Pin Socket.

FENDON GRAND AND UPRIGHT BACKCHECK BENDER—Through the help of a local piano technician, Tom Fendon, we have improved our regular grand backcheck wire bender to be dual-purpose. One side to bend the wires forward or backward on grands, the other for uprights. The upright end is notched out for access around the bridle wires. Nickel plated. 6½" long.

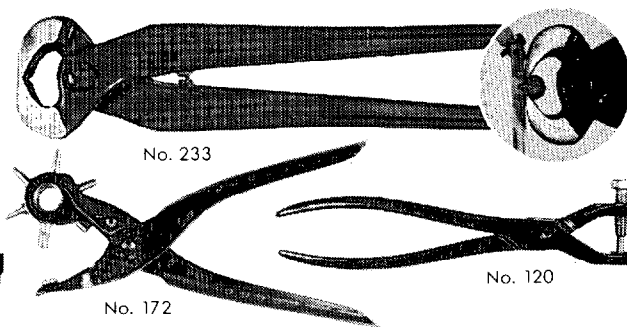
No. 197—Fendon Backcheck Bender.

HAMMER HEAD EXTRACTOR FOR SPINET PIANOS—As a complement to our regular type No. 130A Extractor, this tool is used only on certain spinet pianos where there is a short distance between the hammer butt and hammer head. Use with our No. 130B Clamp for broken hammer shanks.

No. 130AS—Spinet Extractor.

REVOLVING PUNCH PLIERS—Used for punching round holes in leather, plastic, rubber, canvas, cardboard and similar material. Made of steel with 6 tapered, non-clogging hardened steel punches in the following sizes: 5/64, 3/32, 7/64, 1/8, 5/32 and 3/16 inches. Overall tool length is 9" with a weight of 8 oz.

No. 172—Revolving Punch Pliers.



GRAND HAMMER HEAD EXTRACTING PLIERS—By far and away the best tool available for removing grand hammer heads from their shanks. Pliers are made from casted magnesium bronze and are chrome plated. Adjustable screw has a finders point to prevent slippage during hammer head extraction. Overall length is 8", weight 10 oz.

No. 120—Grand Hammer Extracting Pliers.

ORIGINAL FACTORY TYPE WIRE BENDING PLIERS—At long last, after a year in developing, this pre-World War I wire bending plier is now available. By a new method of casting we have had a mold built and can now duplicate the original design that proved so successful in the past. You can be sure that there is nothing on the world market that comes close to duplicating this plier. Made of stainless steel, measuring 9" long, the plier weighs only 9½ oz.

No. 244—Original Wire Bending Pliers.

GRAND KNUCKLE EXTRACTING PLIERS—One of the most ingenious ideas we have seen for solving an age old problem of removing knuckles from grand hammer shanks. As the insert picture shows, simply grab the knuckle and gently squeeze the pliers. This tool is a standard heavy duty cutting nipper made from a drop forged casting, has a polished head and red enameled handles. Overall length 10½", weight 1 lb. 3 oz.

No. 233—Knuckle Extracting Pliers.

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PIANO TECHNICIANS Journal

NOVEMBER 1991 — VOLUME 34, NUMBER 11

OFFICIAL PUBLICATION OF THE PIANO TECHNICIANS GUILD, INC.

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*This month's cover photos
represent the significant pieces
of a piano key recovering
system, formerly manufactured
by Oslund Piano Equipment.
See Jim Harvey's "On The
Cover," on page 13.*

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Randy Potter School Purchases Aubrey Willis

As you may be aware, the Aubrey Willis School of Piano Tuning and Repairing ceased to exist September 21, 1990, when Career One, of Phoenix, Arizona, a licensee, went out of business.

Owners of the course Dave and Rose (Willis) Pennington asked us to consider taking over the license, to offer to "teach out" to stranded Aubrey Willis students, and to allow former Aubrey Willis students to transfer into our school as Continuing Education students. Many already have.

David Pennington, RTT, former President and Director of Instruction at Aubrey Willis, said "It was the best course in its day, but it has needed rewriting and updating for many years. When the Randy Potter course was published (in 1987) it was more complete and up-to-date than anything even my father-in-law had conceived of. They have become the industry leader in teaching piano technology. I have been recommending Randy's course for some time." Pennington, was trained by Aubrey Willis and is married to his daughter, Rose.

For more information, see the related News Release in the July 1991 Industry News section of the *Piano Technicians Journal*.

See us at the Arizona State Seminar, Tucson, January 3-4, 1992; the California State Convention in Ontario, CA, February 21-23, 1992; and the Pacific Northwest Regional in Banff, AB, Canada, April 2-4, 1992.

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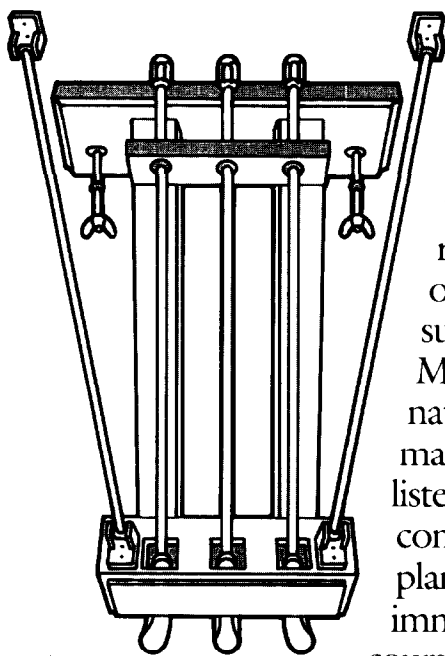
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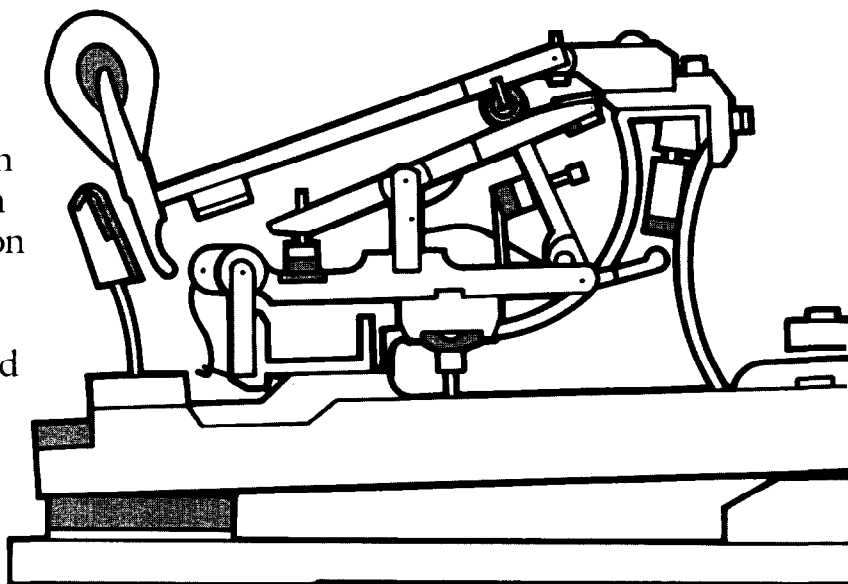
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How we to silence



Several of you have recently written or phoned with suggestions. Don Mannino, our national service manager, read and listened to your comments and planned an immediate course of action.



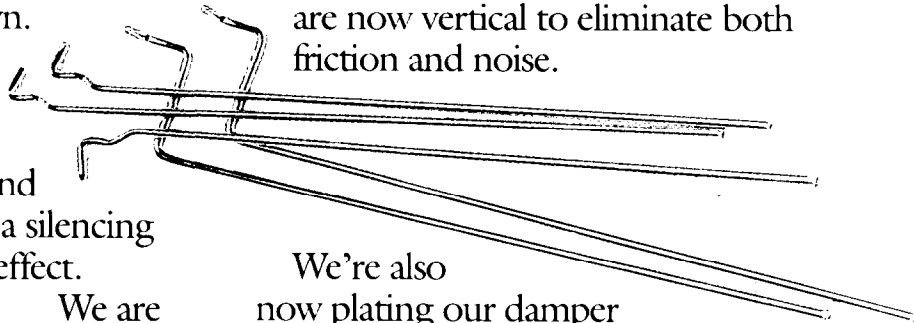
Some of you have suggested that we lessen the amount of mechanical noise in our pianos. With the help of your suggestions, we've come up with a number of ways to quiet our pianos down.

For starters, we've changed the knuckle core felt, whippen heel cloth and keyboard rail cloth in our grand actions to softer materials for a silencing effect.



We are now fastening our grand pedals to the pedal

box bottom instead of using nylon dowels in the box sides. And the grand pedal rods that previously had been angled in slightly are now vertical to eliminate both friction and noise.

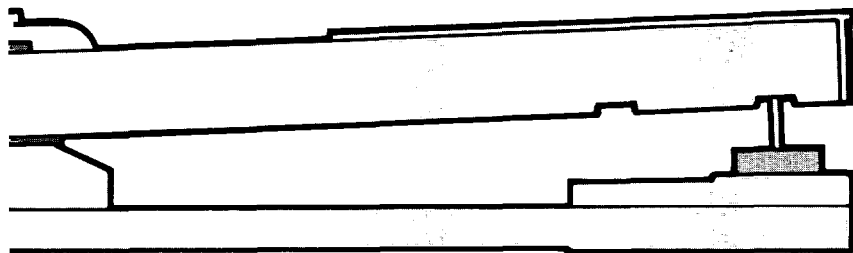


We're also now plating our damper wires more heavily and smoothly to decrease wear and corrosion as well as reduce noise where they pass through the guide rail.

In addition to diminishing noise, we've

are plotting
our critics.

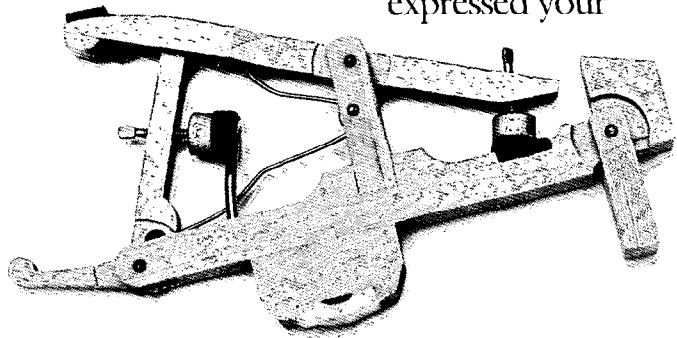
also lightened our touch through the repositioning of jack tenders and letoff buttons, and the use of auxiliary whippen springs in selected models. In response to your comments and suggestions about our action, we've now introduced a lighter



weigh off standard, as well.

We're also excited to have discovered a truly remarkable grade of English bushing cloth for our action centers and keys. Its superior properties will dramatically increase action longevity as well as create a noticeably smoother touch.

On his latest trip to the factory, Don expressed your



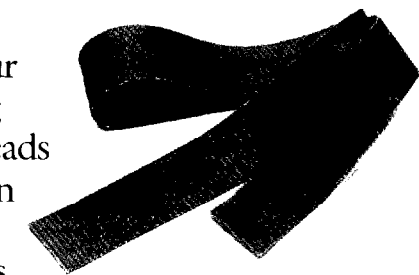
concerns to our manufacturing department heads and production engineers.

Within six days,

they began implementing improvements and refinements. And within a week, many of these were already in use in our pianos.

Striving to build a perfect piano is not an easy task. It's a challenge we eagerly face each day. But we're getting there thanks to all of you — not so silent partners.

To share your comments and suggestions on how we can continue to improve our pianos together, please write us at Young Chang America, Inc., 13336 Alondra Boulevard, Cerritos, CA 90701, or call us at (213) 926-3200.



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PRESIDENT'S MESSAGE

It Pays To Be A Professional

Nolan P. Zeringue, RTT
President

I wait now in the midst of two situations which make me realize how important it is for us to be reliable and be dependable to follow through on what we tell our customers in their service needs. Hopefully our customers are dealing with us because we are the professionals in our field.

My central air conditioning and heating unit in my house is 21 years old and beginning to give some problems. I called one of the more prominent local dealers for an estimate and got some figures over the phone. He was to come and inspect the system I have to get a better appraisal of my situation. Well, he never came. I saw him at a home and garden show in June, and he points a finger at me as I walk up to him and says, "Oh, yeah, I have to come by and see what you need." Well he wrote it down, but he didn't come. I saw him later at a parade in town and asked him if I was going to get as good of service from him after I bought the new unit as I was getting from him before purchase. All his reply was that that was a good question!

One other dealer requested for an estimate has not returned the call and the one from whom I will probably buy the new units is the most expensive of them all, but he was right there when I called, gave me what I needed, and said when I was ready to buy, he hoped I would consider him. This man I feel will be right there when I have problems and should get the job even being the most expensive. To me his was the most professional.

The other situation was to have carpet removed from my house and replaced with new flooring and some carpet. The estimate was in writing, but did not tell anything in clear terms but the price. Not how



much per square yard, not what material or flooring that was going to wind up in the house, not what was going to be done with the old floor and carpet, i.e. extra charge for removal or my responsibility for removal.

Another sad example is the telephone company, but we won't get into that.

I can't imagine how some of these people stay in business. I guess it may be possible that they have more than they can handle and don't concern themselves with the impression they give to their customers.

I am convinced you will be successful as a piano technician even if you are not the finest tuner or rebuilder in the world, and even if you are not the best tuner or rebuilder in your area as long as you pay attention to what is needed from a business prospective. Always be honest with the customer. Represent yourself in a professional manner. Always follow up on what you have told the customer you will do — be it a call back in six months or a call back to see if everything is in proper order with the instrument, or if you have promised to send an estimate. Always live up to what you have committed in your word.

Jack Wyatt, Chair of the Economics Affairs Committee has written that one should not short-change yourself in the fees charged for services. I think this is so true, and I feel certain this will reflect the professionalism in your business to your customer. Don't price yourself cheap and reflect yourself as a "cheap tuner." Charge what is deserving of a professional and present yourself as one who is dependable to his/her word, and I feel you will reap the benefits in a prosperous business. ■

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Christopher S. Robinson, RTT

"I am having good results on Steinways with the latest Renner Premium Blue hammers. The lacquering of hammers to produce tone has been a pet peeve of mine for over 35 years. I am pleased that I no longer have to carry on this battle by myself and that other prominent members of the piano fraternity are of the same opinion."

Norman H. Neblett, RTT

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FROM THE HOME OFFICE

No Strings Attached

Larry Goldsmith
Executive Director

From Charlie Huether comes a clipping from the Bergen (NJ) *Sunday Record*. The article, a column by reporter Mike Kelly, describes a unique service provided by the Paterson, NJ, public library — a public access piano.

"Here, on the second floor of the main branch of the Paterson library on Broadway, down the block from a crack house, the Sweet Dreams laundry, and a liquor store where winos gather each morning with the rush hour, sits a shiny Steinway piano that anyone can play, no strings attached — except, of course, for the 264 that the library dutifully keeps tuned," Kelly writes.

He describes one of the piano's patrons, a 19-year-old technical high school graduate named Andre Brown who spends much of his time at the keyboard the library bought in 1971 for \$5,388. Brown's taking business classes because he wants to open a nightclub. But mostly, he wants to play piano. He's self-taught, because the piano classes were filled in the public school he attended.

"Outside on this sultry day, a boy and a girl play catch in a schoolyard. A group of men argue loudly as they stand by a car. From an apartment window, a baby cries. On a corner sits a trash-filled oil drum.

"But all that may as well be in another city. In his room, by the piano that anyone can use, Andre Brown can be alone with his dreams."

In this day of declining support for education and the arts, wouldn't it be great if more people had access to music they could make themselves? I'm sure there are a lot of reasons why most libraries don't have a music room — it would be tough to police, vandalism might be a problem and, of course, it would be an expensive service to provide and maintain.

But think of the benefit. In an entire lifetime, when would most people from a low-income urban environment — Brown calls it a ghetto — have an

opportunity to play a well-maintained, high-quality instrument? Talent is not given only to those wealthy enough to take advantage of it. And even for those who have more desire than talent, the experience of making music is vital.

As NAMM's Larry Linkin said during last July's Convention Opening Assembly in Philadelphia, "I put it to you that what's being put in motion in the USA is a 'cultural caste system.' More and more, an education in music and the other arts will become a privilege tied to wealth and class economics."

Linkin cited such examples as the San Francisco Unified School District, which in 1970 employed 22 music teachers to teach classroom music and now, 20 years later, offers no elementary classroom music. He also noted that the music program at South Philadelphia High School, which graduated Eddie Fisher, Mario Lanza, Buddy Greco, Al Alberts, the Four Aces, Chubby Checker and Marion Anderson, not to mention 30 members of the Philadelphia Orchestra, now no longer even has a band.

"Music education will not be available in our nation's public schools," Linkin said. "Instead of a heritage for all of our children, it will be an elitist legacy for the enrichment of only a few."

It seems sometimes that we're raising a generation of children who think making music means pushing buttons on a boom box. We can point to many contributing factors — our changing society, tighter federal and state budgets, the decline of the American family, even the nature of current popular music — but often, it's a simply matter of missed opportunities. People — young people in particular — are not being turned onto music, and often it's a question of no access — no educational opportunities, no instruments, none of the social reinforcement that says it's okay to play or sing for fun.

There's a public piano in Paterson, NJ, that says it doesn't have to be that way. ■

Growing Up Complete: The Imperative for Music Education

*The National Commission on Music Education's 1991
Report to Congress and the Administration*

Based on the principle that music and the other arts in education have intrinsic value and are essential for a comprehensive, well-balanced education, this report addresses the concerns over—and repercussions of—the omission of music and the other arts from a child's basic education.

The report:

- presents a rationale for music and the other arts in education
- examines the status and trends of music education into the '90's
- provides testimony on why music is critical in children's developmental process
- offers recommendations for parents, teachers, school officials, and the music community on how to make music basic in our children's education

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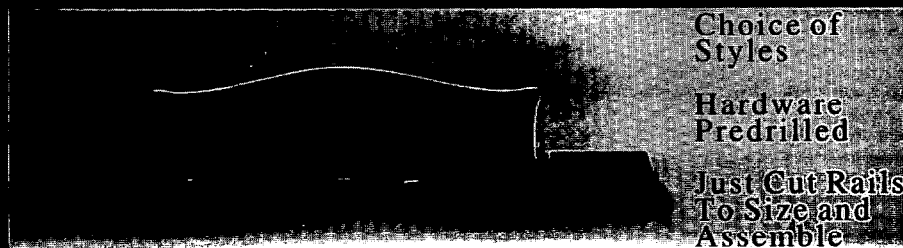
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INTERNATIONAL RELATIONS

Report On The Seventh IAPBT Meeting

Ronald Berry, RTT
Indianapolis Chapter

This month marks the return of the international column of the *Journal*. We have tried to keep you informed of international events with the International Association of Piano Rebuilders and Technicians' *IAPBT Newsletter*, but we are returning to the monthly column format. It is easier and more timely to have a shorter column each month than to produce a larger newsletter. The *Journal* goes to all the member organizations of IAPBT so we will use this column to keep them informed and expect to get information from them to share with everyone.

This month we have the somewhat belated account of the IAPBT meetings in Seoul, Korea. The group from the U.S. was not large, only 11 people, but there were about 40 Japanese, 250 Koreans, and about 25 Taiwanese, and one from Singapore. In future columns I will be presenting the text of speeches given in Seoul and two years before in Kyoto, Japan on the "Present and Future of Piano Technicians and Pianos." Each speech is from a representative of one of the organizations that are members of IAPBT.

IABPT Seventh Meeting In Seoul, Korea

The seventh IABPT congress was a great success. The Korea Association of Piano Technicians hosted the meeting and went out of their way to see that everyone had a good time. The hotel and convention center facilities were exceptional. The Koreans have a unique way of making everyone feel welcome. Just as the Korean culture makes meals a communal event so was the whole congress. Each arriving group was met at the airport by a committee welcoming. The conference opened with a wel-

come reception in a beautiful outdoor garden overlooking the Han river. Representatives from Young Chang and Samick piano companies were present and their companies had helped to provide the reception. Here as everywhere the relation between manufacturers and technicians is strong.

The next morning, after some opening speeches by various dignitaries, began the council session. This meeting handled the organizational issues of IAPBT. A resume of that meeting appears later in this article. After lunch was a symposium on the "Present and Future of Piano Technicians" presented by representatives from four organizations who are members of IAPBT. This symposium was done with simultaneous translation and allowed the audience to ask questions. The text of one of those presentations will appear in this column in the future.

The evening after the symposium was the congress dinner which included entertainment of traditional Korean folk dancing and music. This Korean music exhibited intricate rhythm patterns among the various drummers. After the formal entertainment, groups from each country came to the stage to sing. This expanded to the whole group, proving once again that music is the universal language. Sharing songs together brings people together regardless of their language or culture.

The next day had been planned to visit piano factories. For some reason we were not able to visit the factories but instead took a tour of the Korean folk village in Suwon, south of Seoul. This village depicts early life in Korea with many actors living that life to make it more realistic. On the way back to Seoul we went to the OB Brewery for a tour

and taste test. The group was then hosted to a dinner by the KAPT at a riverside restaurant.

Many friendships were made and renewed. Many cultural differences were crossed. From our discussions of pianos we came to know that the problems and concerns of piano technicians are the same all over the world.

Minutes Of The Seventh IAPBT Council

At its seventh meeting in Seoul, Korea, IAPBT elected a new Board of Directors and new officers. They are as follows: President — Bo Jung Lee, KAPT; Vice President — Mikio Sakurai, JPTA; Secretary/Treasurer — Edwin Hilbert, PTG; Directors — Ling Ho Liu, TPTA; Kenzo Utsunomiya, JPTA; and Ronald Berry, PTG.

The Australian Association has one director on the Board, but since they were unable to send a delegation to the meeting they will elect their director and inform us of who was elected.

The Council was made aware of a new organization in Taiwan, the "Piano Technicians Guild, R.O.C." This group did not ask for separate IAPBT membership. They were welcomed and encouraged to work closely with the Taipei Piano Tuners Association already existing in Taiwan.

The Council accepted Jose Kalmus from Brazil as an individual member since there is no organization in Brazil. See the previous IAPBT newsletter for his letter.

It was accepted to develop a program where a technician from one country could visit in the home of a technician in another country. The IAPBT office will develop forms to collect information for those wanting to travel or

host and will match them up.

Member organizations were asked to send their exam procedures and by-laws to the other organizations so that each organization could find the best parts of each. It was hoped that sometime in the future that exams could become standard enough to allow organizations to recognize each other's exams for membership.

JPTA presented a final draft of nomenclature to go with the Piano Nomenclature book published by the Verlag Erwin Bochinsky in Germany. This adds Japanese to the six languages in the book. Korean and Chinese versions should be done soon. IAPBT will make the lists in the Oriental languages available for printing costs and the user will need to purchase the book from the Verlag Erwin

Bochinsky for the pictures and to relate the terms to the European languages.

Sites were selected for future IAPBT meetings. 1993 will be in France with conjunction with the European congress. IAPBT will work out details with the French association. The 1995 meeting will be in conjunction with the PTG convention in the USA. The 1997 meeting will be in Taiwan. ■

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TECHNICAL FORUM

You're In The Right Place...

Jim Harvey, RTT
Editor

This column *will* contain technical information for your knowledge bank. But your indulgence for a moment of digression will be appreciated, especially since it may be the last time you see this level of sincerity for a while — at least from me!

Here we go again. A new editor. What can we expect, or worse; how much will this one fall short of what we have come to expect?

There is a short but nonetheless powerful list of names that I am privileged to follow. During my tenure as a member of PTG, I'm aware of Don Galt, Yat-Lam Hong, Jack Krefting, and finally, Susan Graham. Each of these individuals brought to the *Journal*, and our membership, not only their individual writing style, but their personalities as well. Each had a different perspective as to what was needed by the majority of the readership at that particular moment in time, and each tried to the limits of their ability to fill that need.

Since 1974, when becoming a (then) Craftsman member of the PTG, I have met and talked with each of these individuals. A more honest statement would be to say that, opportunist that I am, I took advantage of the moment in an attempt to rob them of whatever information they might have which had not been shared in these pages!

The common link I discovered between Don, Yat-Lam, Jack and Susan was the same that I found with all my colleagues and mentors since joining our organization: that of a genuine heart-felt conviction to share their accrued knowledge with the rest of us.

Since I am immediately succeeding Susan, I feel a particular sentiment is in order. When her column "Shop Talk" first appeared a few years ago, I knew I had found a new portion of the *Journal* that I could not afford the luxury of

skipping. I became a fan — no — an addict of that series! Needless to say, I was delighted when she later became our Technical Editor! In the list of distinguished colleagues mentioned above, about the only thing I cannot say about Susan is that I have big shoes to fill! My apologies for the rhetorical point, but since Susan does not have big feet (or shoes), there may not be another opportunity to sneak this in at a later date. She has also been very helpful in helping me understand things like — oh, publishing deadlines and the like. Thanks, Susan from all of us!

Update

For those readers who may not be aware, there are a few goal-post moves in effect as of this issue. One of the hats worn by Larry Goldsmith was that of *Journal* Editor. Larry has been, uh, "promoted" to publisher, while my new title has been bumped from Technical Editor to Editor.

Just what can you expect as a consequence of these changes? For openers, and if not already apparent, a change of writing style! However, if things progress as they should, I should theoretically not be writing a column at all! Other than responding to easy (?) questions, my responsibility *should* be that of editing and assembling information that *you* provide. Whatever the case, in contrast to the responsibilities and implied technical prowess of this assignment, I remain adamant in my position of being the avid student of piano technology. I am neither too knowledgeable, nor too proud to reach out for help and advice from each of you. Together we can continue to make the *Journal* what you want it to be.

In a future issue we will publish an updated reminder of the recommended method of preparing articles for consid-

eration in the *Journal*. These suggestions make the process of publishing the magazine more seamless and cost-effective, and the contents more accurate. In the meantime, keep those cards and letters coming in. Just as a reminder, since I've moved from the post office box to larger quarters, you may send any information that you wish considered for publication to:

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I still don't understand the suffix on the zip code, but have reason to suspect that they will now deliver mail to my living room, instead of the front door! Now on with the fun!

Nostalgia

While waiting for additional material to arrive during this transitional period (a.k.a. getting my act together), I felt it might be interesting to share with some of our newer technicians a little of our past. This month's cover is just such a moment. Our veteran readers will remember this equipment as the once-popular *Oslund* key covering equipment.

In 1965 I worked for a piano and organ store. I was not yet a piano technician. The shop had a full-time piano and a full-time organ technician. The piano technician didn't concern himself with organs or electronics; conversely, the organ technician became interested in piano work. Being very smart (my perception), he sent off for a correspondence course, and was seriously pursuing his studies: that is, until the grand regulation installments of the course arrived. Even with additional help from the piano technician and the owner of the shop, he could not grasp the concepts involved with grand actions. Instead he became frustrated to the extent that he dropped the course. But come to think of it, a lot of us are still learning,

even after years of thinking we had it right!

This same shop was where I learned key recovering. I remember the work area being in an out-building heated by a wood-burning stove. At that time we were not using the newer plastic or implex-style covers; rather sheets of pyralin were cut up to make appropriate sized "blanks." I recall using the pyralin scraps as kindling for the heater. (I suppose I did my part in helping destroy the ozone layer!)

After moving back from California to South Carolina a few years ago, I returned to that store. It was no longer a piano shop, but the same person still owned the building. I met him at the store, and while conversationally catching up for lost years, I inquired about the

old Oslund equipment. He escorted me to the out-building. There, under a lot of junk and layers of dirt and dust, was the entire setup. In fact, it appeared as if no one had used the equipment since I left! So, after about ten minutes of negotiations, I was able to persuade him that I wanted the equipment more than he. I bought it — rust and all — and brought it back to my shop. The cover photos this month are the results of my "labor of love" involved in the complete tear-down and reconditioning of that equipment. (See side-bar.)

You may wonder whether I still use this equipment. Actually, it can be used, even with the newer pre-molded keys available today. But times and methods change. So as fast as "Mr. C-clamp" (Bill Spurlock) can turn out an

idea, I usually start building the equipment he writes/lectures about.

Broken Plate Blues

The following is from a writer who prefers to remain anonymous. Although he has attended a piano technical school, he admits to not having had the opportunity to work with back assemblies. The piano involved is a 1916 Jesse French upright.

Recently I had a plate break as I was pitch-raising a piano. I must explain that I am a tuner-technician; not a rebuilder. All of my education in this area is from reading and asking questions (although I did not pull the plate from the piano involved).

I will speculate as to the cause of plate breakage and I ask you to elaborate and hypothesize as to the possible reason for the

On The Cover

Jim Harvey

This month's cover photos represent the significant pieces of a piano key recovering system, formerly manufactured by Oslund Piano Equipment of Minneapolis, MN. The entire system includes the key trimmer (not shown), the "Key-Master," a set of gang clamps, and a glue dispenser. The trimmer was used to surface the tops of the keys after the ivories (or other material) had been removed. Existing covers naturally had to be removed first, using heat/other method, otherwise risk not only dull cutting blades, but possible injury to anyone in the vicinity. There was still sometimes the adhesive liner ("glue wafer") to contend with, so this made that removal easier. But the primary purpose of the trimmer was that of reducing the overall height of the key to compensate for the thicker key covers, which concurrently yielded an appropriately smooth surface on which to glue the new key covers. Technicians not familiar with this machine have commented about seeing keys which were not surfaced correctly — as if done by a circular saw. Ironically, this was one of the characteristics of the Oslund surfer: it left a small but tell-tale arc of missing wood behind the key cover.

It was typical to cut key blanks from sheets of flat "pyralin" stock. Optionally, it was possible to purchase pre-cut blanks. Either way, this left the operator with rectangular-shaped pieces of pyralin, each slightly larger than a "normal" #1 or #88 keycover: there was no such thing as "one-piece with fronts."

The glue used was acetone-based, which would literally eat through the pyralin if too much were applied! In lesser cases, it would cause a distorted, wavy texture to the top of the key cover, or, if some were to accidentally get on the top of the cover, damage it enough to cause that key to be reworked. The glue roller was to apply just enough glue,

without applying too much, and in general to speed up the process, with minimal wasted motions.

Although some owners of this equipment purchased multiple gang clamps, one would suffice. Card stock resembling blotting paper was placed on the clamp platform. Since each of the clamps operated on a cam, the paper served two purposes. It provided an absorptive surface for any glue that happened to be squeezed out; and multiple cards could be inserted to make up for any "lost motion" or lack of travel that the cam may provide for a particular overall key thickness. Each key was then placed in a "slot," upside down, and while held there, the clamp was closed by using the lever. By the time the last key was clamped in place, the glue on the first key of the series was sufficiently tacky that it could be removed and placed aside.

The Key-Master contained two blades running off the same motor via a clever arbor and universal joint setup. A very thin blade was used to reduce the blank down to the shape of the individual keystick. It accomplished this by the operator placing the key on a small, highly-polished aluminum table, then guiding the key into the blade, using a fence to follow the key outline. If the machine were properly calibrated, this meant that very little hand filing/shaping had to be done. Usually "breaking" the edge where the blade had contacted the pyralin was sufficient. The larger notching blade had no noticeable set to the teeth, and each tooth's cutting edge was absolutely flat across the surface. This was used to create the sharp notch, again by using the keystick as a guide.

Although part of a bygone era in piano shop processes, this equipment, and the construction thereof was indeed well thought-out, safe to use, and masterfully implemented. ≡

breakage.

I was reconditioning the piano involved and I will explain the basic work that I had done. I removed the cap on the strung back and the pinblock to check for gaps: there were no gaps of any significance. I experienced some string breakage in the high treble when pitch raising. The plate cracked at the bottom of the high treble section — about seven inches across. It also cracked at the bottom plate screw at the high treble.

The work that I had done on the piano involved a lot of soundboard work, i.e., regluing the board to the ribs and rim. I did some work on the bass bridge — regluing loose laminations in the apron. The plate had four perimeter bolts at the top — the two middle ones were stripped so I put dowel plugs in. I of course tightened all the plate screws. The top four bolts were excessively loose. Other work involved filing the plate V-bar.

The possible causes for the breakage are: 1. Overtightening of the plate screws. The top perimeter bolts were excessively loose. Could this have caused the plate to break? And if this is so, should I be afraid of overtightening plate screws? We are always hearing people say how important this is, but what about the possibility of unseen structural deterioration inside where plate tightening could cause breakage?

2. Over-filing of the V-Bar. Could this have created too much downbearing to the point that excessive torsion was created? I suspect that I may have over-filed the V-bar or that there was inner deterioration of shims or such under the plate, particularly under the high treble bolt where there was a crack. (I had not removed the plate — I had sprayed it in the cabinet.)

3. Incorrect setting of the pressure bar after re-installation. It seems to me that the pressure bar would have to be set excessively low and this seems unlikely.

4. Too sudden a change of tension in the pitch raising process. I suspect this the least, as I was very careful to raise in small increments at a time.

Finally, what does one do with an action full of new parts including hammers? Should I save the action intact in sparse hopes that I'll come across the same model of piano some day in the future? How much work would it be to take off the hammers, plug them and rebore them for another piano?

It is very important to me for you to help me with this, not only because this was my only piano, but because I want to learn

from the past to better the future.

Elaborate and hypothesize I shall, since that's all that can be done in this situation. But first, didn't I mention earlier that I prefer *easy* questions?

An *easy* way out of this would be to say that these things happen periodically. However, from portions of the letter that I didn't include, it is obvious that the writer is naturally upset over this matter, and is looking for any answers, even bad ones, in order to better understand what could have happened. And just so this doesn't turn out to be an exercise in futility, let's first review some information about plates that I've have picked up over time.

Cast-iron plates are the blue-chip of the foundryman's art when compared to, for instance, automobile engine blocks. This means that better materials are used, and more meticulous processing methods are incorporated, which includes a cool-down cycle. Proper cooling means *even* cooling; no hot spots. This helps prevent the build-up of internal stresses that could cause the plate to fail when it is put under tension. But cool-down is as much a product of plate design as process. That is why we see the various holes and thinned areas (such as in the webbing area) on plates.

Properly designed plates are cast with an overage factor, in terms of their abilities to handle the tensions involved. This helps explain why we don't have more plate breakage than we do as a result of pitch-raises. It also means that many of our concerns over raising pitch are ill-founded. This does not mean, however, that all possible precautions should not be taken.

As with many other manufactured products, there is an "infant mortality" factor with piano plates, since to place every finished plate through a magnifluxing procedure is simply not cost effective. Therefore, those plates that are destined to fail will usually do so within the first two years of a piano's service life. Of those, most failures occur before the product (strung back) ever leaves the (piano) factory. Since the statistics for failure are so low, most can look forward to a trouble-free service life. And finally, although very durable, plates are dependent on the integrity of the super-structure (back assembly) for support. Otherwise they would be much more massive (and heavy) than they

already are.

I'm having difficulty in understanding the order in which repairs were performed, based on the sequence of events as described. For example, was the pitch adjustment done before or after the other work (bridge, board, plate bronzing and related) was done? Since the word "restringing" was not mentioned as an item, I suppose my curiosity centers around whether the pitch raise (and broken strings) was done on old or new wire. If the former, I'm thinking of the logistics involved in any of the repairs done while working with the old strings in the way. If the latter, then tensions (especially in the event of mis-measured wire sizes) could become a factor.

In general terms, procedure would dictate checking whether the piano was structurally sound first; then performing the pitch raise. If major additional work were being considered, I would want to watch the piano through a couple of tunings, (bridge/board permitting), before proceeding with those extra repair items.

I feel uncomfortable with "no gaps of any significance," and to doweling the holes. With a piano this old, I would consider that if there were gaps, they were significant, especially considering the other repairs done. (See the following topic.) Between this and the fact that there were loose and/or stripped screw holes, the plate had possibly developed a "memory" of this condition, one from which it could not readily return from the added forces associated with repairing those holes and tightening the bolts.

Considering my mental image of where the break occurred, there is the possibility of plate flex in the area of a nose bolt or its surrounds. Sometimes, even though nose bolts are in place and seemingly snug, the threaded portion in the backpost may be stripped. This would prevent the bolt from providing proper support at that point under the plate. This condition is at best difficult, and at worst impossible, to determine without removing the plate! But if it exists, the tendency toward the plate flexing and possibly breaking would be exacerbated.

There are many articles dealing with plates, stresses therein, broken plates, and casting processes covered in past issues of the *Journal*. I'm confident

figure 1

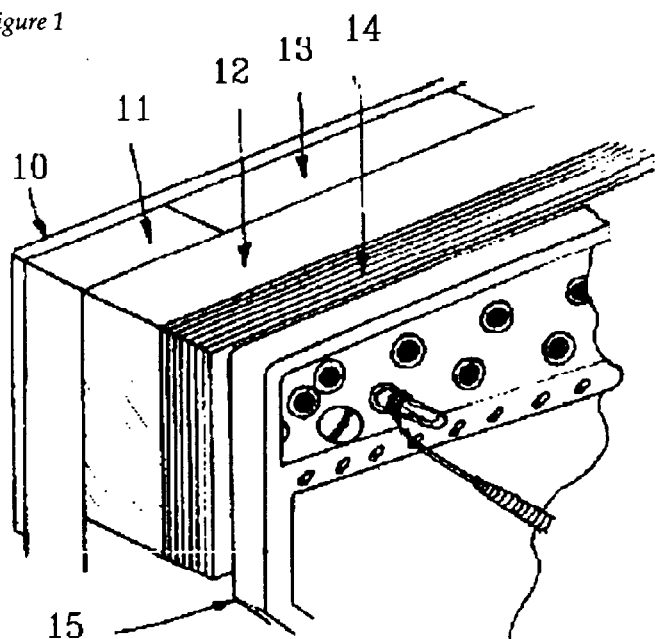
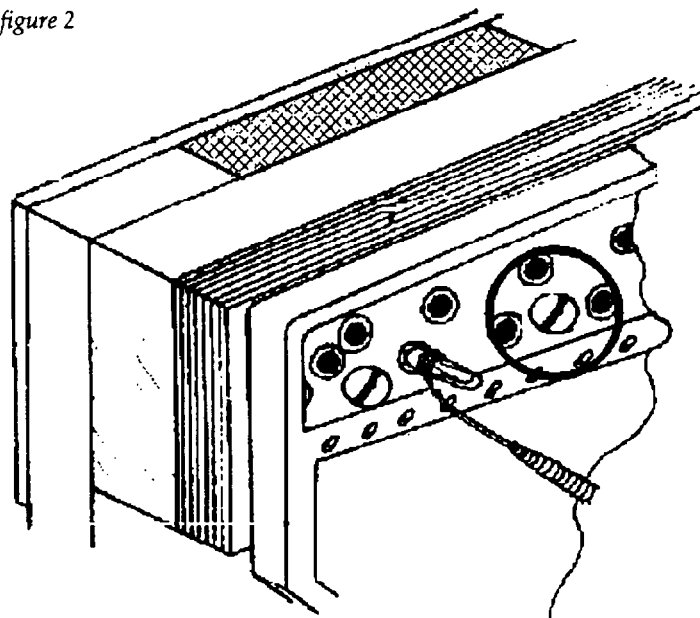


figure 2



- 10 — top binder board
 11 — back post
 12 — pinblock core
 13 — filler block
 14 — pin panel
 15 — plate casting, showing tuning pin
 and string at a and b

that at least one of them would provide more information than provided here. Unfortunately, I could not access my old issues for review prior to writing this, but they are indexed in the "Classified Index To Published Piano Technology," available from the PTG Home Office.

Responding to the writer's itemized speculations, in order:

1. While it is conceivable to overtighten the plate screws, that doesn't seem likely here, providing moderation was used, and not an air impact wrench!

2. I must also disallow the speculations about filing the V-bar in this case, while holding in reserve the comments about any new wire sizes (and related tensions).

3. The same goes for tightening the pressure bar (although that could cause the string to not render properly and contribute to the wire breakage).

4. Since we were not provided with a starting pitch reference, use your own judgment with the following thought: the idea of being "very careful to raise (pitch) in small increments at a time" is foreign to me. After all reasonable tests regarding structural matters have been made to the best of one's ability, and if the piano is less than a semitone down, my tendency is to not *ease* the piano up.

At the risk of causing debate over this point, I don't want to prolong the misery for either myself or the piano. In other words, if the piano is going to fold in half, let it happen now — not in increments: *yank it up!* Besides, there are better things to do than make a career out of a pitch raise. Perhaps in a future article I'll provide the rationale behind this cavalier statement.

Finally, regarding salvaging the action and parts: many have tried; more have given up. I returned an action once to a school piano, only to find that the piano, and the school, had burned to the ground. A few years later, after becoming tired of seeing that action "mobile" suspended from my shop ceiling, it became the target for my "ballistics entertainment" during a camping trip. Afterward, with a little flange lube for starter, the remains were fired up for a somewhat odoriferous marshmallow roast. Try salvaging the action and/or parts if you like, but that action will likely outlive you before finding a home — at least until two days after you discard it!

Notwithstanding the writer's concern over this matter, I have explored this issue with another in mind — one that applies to all of us; the establishing of certain attitudes and realistic goals in our work, especially with older instruments — and one that I plan to address in a later article.

Back To Plate Gap (Re)visited

Our next item is one that is inevitably featured at most every "Klunker

Klinik" that I've attended, and probably in prior issues of the *Journal*. Yet, as evidenced by the number of people who gather around the piano for the show-and-tell portion of a seminar class, it is still a popular subject, and one that deserves a review.

Last month I had the opportunity to visit my parents and go on service calls with my father, Charlie Pritchett, RTT. We received a call from a funeral home that needed a piano tuned in a new location they were opening. Upon opening the top of the piano we noticed the pinblock was separating from the back and had a gap of approximately $3/32$ " in the middle, tapering down at both sides. As you can imagine, it was horribly out of tune and over a quarter step flat. The plate screws going into the pinblock would not tighten.

After we explained the situation to them, they decided to have it repaired. There was just one problem. We couldn't do the work for two more days and they needed the piano the next evening for a service. Since only the piano was going to be used (without the organ), we decided to lower the pitch $1/2$ -step and tune it there. This would enable them to use the piano for the service, and it would take some tension off the plate. It held tune there, and two days later when we came back to do the repair, it was still in tune.

Working as much glue into the crack as we could, we used $3/4$ " pipe clamps across the top of the piano to draw the gap closed. One at a time, we removed each of the six lag screws and replaced them with $3/8$ " x 6" bolts, washers, nuts and lock (jamb) nuts. Using a $3/8$ " wood-boring bit (which fit

nicely in the plate holes for the lag screws) we drilled all the way through from the front to the back, stopped when the bit was just about to break through and finished drilling from the back side so as not to splinter the wood. After the nuts were tightened, the extra length of bolt was cut off. After completing the repair, we raised the pitch back up to A-440.

This repair is strong, but looks rather "industrial" with six bolts, washers and nuts sticking out the back of the piano. This made me wonder if it would be possible to modify the repair. By using the correct size Forstner bit (these drill flat-bottomed holes), the washer and nuts could be recessed into the back of the piano and a shorter bolt could be used. This would yield a more aesthetically-pleasing repair. The hardware would be out of view and could not snag clothing or knock holes in walls. I have a question about this though: by drilling from the back toward the plate enough to recess the nuts (5/8" or so), would the thickness of the wood be reduced so much that it would not be strong enough for the job?

I would like to hear your comments on this or on the repair in general.

Rodney Pritchett

Rodney has provided a brief, yet well-documented account of an otherwise traditional and acceptable repair. At first glance, the modification procedure seems to have merit, in that it would put a professional finishing touch on the work. But there is an alternate method, and a caveat in order.

This repair has been performed in a shop environment by leaving out the through-bolts; the end results being no

different than with the bolts. Although the pipe clamps are utilized to close the gap in both instances, in the shop they can be left in place long enough to assure that the glue has properly cured (not to mention an air source to force the glue into the smallest of fissures). But in the field we don't have the luxury of that much time. Therefore the bolts act as auxiliary clamps, after the pipe clamps are back in the service vehicle (and we are in the coffee shop).

I've not had an occasion to use Forstner bits in a drill motor; rather exclusively in a drill press. So I deferred my question to Bill Spurlock, who, as I might have guessed, has used them in portables. My initial concern was due to the nature of a Forstner bit. They have a center pilot point from which to reference the actual working part of the bit. To paraphrase Rodney, it is customary to "chase" the hole from the plate side to the back side of the piano. Once that is done, however, the resulting hole would now be too large for the pilot portion of the Forstner bit. The bit would then likely wander around all over the place. Bill confirmed that this would be the case, and suggested a countermeasure: that of inserting a length of dowel stock into the (now larger) hole to act as a homing device for the pilot bit.

Bill volunteered an alternate method that you might like to try. In short, follow our writer's procedure as described, but instead of using regular bolts, use a 3/8" carriage bolt inserted from the back of the piano. Then use a combination of washer and acorn nut on

the inside of the cabinet. This may require more careful measurements when sawing the bolts to length, but the results are a virtually flat profile on the back of the piano, and a cosmetically-pleasing repair on the inside.

Now for the caveat. We never know from one manufacturer (or production run) to the next just what we might be drilling into. Depending on the instrument, sometimes there are filler blocks behind a dress veneer ("binder" per the nomenclature manual) at the back of the piano (figure 1), and sometimes you may be drilling through air! Imagine the superimposed plate screw (shown circled in figure 2), with the shaded area being *nothing*. The point here is to maintain as much "meat" as possible for our objective, so if there are more plate screws than there are backposts, either move over to where there is something to drill through, or proceed with caution.

Tip-Top-Tech-Tip For Hammer Reinforcer

Bill Ballard, editor of the *Granite Action* newsletter, left this one on my answering machine: *Are you looking for a way to monitor the thinner in your hammer dope? At the end of each session, mark the level of the liquid on the side of the container. These marks will be going down unless you've added some, in which case verifying the reinforcing strength is another matter. If, at the last session, the level has dropped from the last mark, add thinner to bring it back to that mark. You know that its not the solids which are evaporating. Quite likely, what you'll find is that your container is, in fact, evaporation proof!*

It occurs to me that this practice has been used in the past for measuring other volatile materials! Perhaps I've seen too many old cowboy movies.

And speaking of Bill Ballard, the Forum continues with his review of a class recently conducted by Bill Garlick. It was of sufficient length and dedicated subject matter that I felt it needed a separate area of the magazine. My thanks to both Bill Ballard and Bill Garlick for permission to use this material. In fact when I called, Garlick volunteered to provide even *more* information. However, I felt as if there was sufficient content already to be both educational, and to whet our appetites for actually seeing Bill's class at some future seminar. ☐

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TUNING UP

Paenultimus

Rick Baldassin, RTT
Tuning Editor

This being the next-to-last column I will be contributing as Tuning Editor, the following will be the last of your letters that I will be able to publish and comment on.

This month there are three letters. Two come from Steve Schell, RTT, of the South Bay, CA Chapter. Steve prefaces his first letter by stating that he wrote the letter in rough form almost a year ago, but never finished or typed it until now. "Better late than never, I guess," he wrote. "Any later and I would have been the only beneficiary," I replied. Steve writes:

I greatly enjoyed your recent treatise on unison tuning. I certainly agree that good solid unisons are essentials to fine tuning, and with your statement that "...it is difficult to tune unisons with an electronic aid, except in the high treble." However, it is not impossible, as I have been using a Sanderson Accu-Tuner to tune all plain wire unisons on grands for the past two years or so.

My approach is as follows: quickly tune the piano, setting the pitch about one cent sharp of A440 (or whatever pitch level is desired). This stabilizes the piano to keep it from moving around during the fine tuning, and the slight sharpness allows for some pounding later without having to move the tuning pins in the block again. This initial tuning need not take more than 15 to 20 minutes, and it is essential to achieving the best results. Besides, most of the time spent here is made up for in time saved in the fine tuning. As George Defebaugh was fond of saying, "The fastest way to tune a piano is to tune it twice."

Next step is to strip mute the entire piano. Start tuning from AO if using an 88-note stored memory tuning

(preferred), or from C3 if using a stretch calculated tuning. Tune only one string of notes containing wound strings; the unisons on these will have to be tuned later by ear. From the first plain wire unison, begin isolating each string individually and tuning it to the display. Deliver a hard settling blow, followed immediately by a soft blow to observe the display. Any tendency for the lights to creep in the first two seconds must be corrected by more hard blows, nudges on the tuning hammer, or if necessary a movement of the pin in the block. The goal is to attain a state where one is confident that the string would withstand several more hard blows and yet render the lights motionless upon a soft blow. This is the degree of stability which is sought; some pianos make this possible more than others. By manipulating a mute and pulling the strip out as progress is made, tune in a left, center, right pattern. Briefly listen to each completed unison before proceeding, and correct any strings which have moved. Proceed in this manner all the way to C8.

I first decided to try tuning this way after participating in several PTG tuning exams. It occurred to me that since we were able to measure the deviations between unison strings to a resolution of 1/10 cent on the selected partial, and these measured deviations generally agreed with what we heard, then this degree of resolution might be useful in the tuning process. I have found this to be the case, as the inharmonicity is usually very similar for the three strings of a plain wire unison. Wound strings are another matter; the same partials on neighboring strings might disagree by five cents or more, and are almost never as close as those of plain wire. These strings must be tuned aurally for the best compromise.

This method of tuning has some real advantages. First of all, the tuner is spared the grief of trying to aurally tune unisons in an imperfect world of false beats, loud noises and other distractions. If the false beats are really bad, some interpretation of the display or movement of the device to another position will be necessary. The resulting unison will sound solid, but with an overlay of the offending beat(s). To me this sounds better than the typical aural compromise, where all of the partials are mistuned slightly in an attempt to hide the false beat. Also, a very clean tuning overall results from tuning each string to the display. The temperament sounds like the strip mute is still in place, as the unison partials line up well and the intervals have not been changed by drift in the unison tuning process. Stability is very good; each string has been "pounded into submission" and the results will withstand almost any pianistic abuse.

A further important benefit is that hearing protection may be worn throughout most of the tuning process. Foam earplugs will block loud, potentially damaging noises from both the piano and external sources (sound checks on stage, for example). Passersby who observe the piano tuner to be wearing earplugs will not approach with pesky questions; they keep their distance!

While I do not use this procedure myself, Jim Coleman has told me that he has used this method of tuning on a Hamburg Steinway and Falcone piano which he took care of at Arizona State University. It was his feeling that the unisons on these two pianos were so clean, that it permitted this type of tuning, and it was his feeling that the stability was very good as a result of this practice.

I know I have said this before, and I know many of you will agree with me when I say that it is the stability of the unisons which is the most important aspect of tuning. On this one facet hangs your reputation. One thing which Steve mentions that I do incorporate in my tuning is the routine of tuning unisons as I go. I do not strip mute as Steve mentions, but rather tune with one rubber wedge. Since I have converted to this method, I have noticed a marked improvement in my stability. This is more or less the way I used to do it. I learned to insert a temperament strip, set the temperament, pull the strip out, tune the unisons in the temperament, then tune the octaves, tuning the unisons at the same time. My involvement with the tuning test exposed me to the idea of strip muting the entire piano, and I adopted this practice in my daily routine. Some time later (when the stakes were higher) I reverted back to the single mute, and the results are definitely better. I do not know if I am sure why. Maybe because all of the outside strings are no longer being stretched at the same time by the strip mute. Who knows?

Another thing which Steve mentioned, with which I wholeheartedly agree, is the idea of tuning the piano twice. The piano has the best chance of staying in tune if it is essentially in tune when you begin. The best way to achieve this if you are not so lucky to have the piano in such a condition when you first arrive, is to put it so very nearly in tune yourself. Then and only then will it stay in tune. Not only are the results better, but it is my contention that it is faster, as well. All of the time you may think you are saving by eliminating the first pass is more than eaten up fixing unisons, octaves, and temperament that have slipped, and the up and down, in and out trying to make it stay still actually creates the instability you are trying to avoid. Do it twice.

A third thing which Steve mentions is the idea of settling the final tuning from slightly above the pitch. He executes this by doing his first tuning a cent or so sharp of where he wants to end up. This allows the

final movement to be made in the downward direction, using settling blows, and minute hammer manipulation, ideally without moving the tuning pin in the block. If you have to move the pin in the block on your final movement, you will wish you had not made it your final move, and the string will move of its own initiative, much to everyone's disappointment.

I have found quite often, as Steve has, that the best compromise for false beating strings is the compromise dictated by the Accu-Tuner. This compromise is more often than not something other than what I would have done by ear. Occasionally it will be the same either way, and sometimes the ear compromise is best. Basically, if I can't make it sound good by ear in a reasonable amount of time, I set all three strings with the tuner, and listen to see if I like it better.

Even though I do not use the tuner to set all three strings, I do use it to see if the display is still motionless when all three strings have been tuned. This insures that the instrument with unisons tuned is still where I want it to be.

There are many good points which Steve makes in this first letter which should help increase your unisons stability. Here is Steve's second letter:

I enjoyed your recent article on tuning spinet pianos. Your observations, as usual, were right on the money. Especially well taken was your point that these pianos have limitations, and that one must do his or her best and then move on. I recall the struggles I had in years past, when I would dread tuning some of these spinets, and would privately blame myself if I was not pleased with the results. There may be other tuners making the same mistake. I have talked to several who hate to tune spinets, or refuse them altogether. This is unfortunate because the problems exhibited by spinet scales exist to a greater or (usually) lesser degree in all pianos, and tuning them affords an opportunity to learn to deal with the effects of inharmonicity, and to master the art of compromise.

Typically, two problems confront the tuner used to dealing with well-

scaled pianos: 1) the difficulty in constructing an acceptable temperament, i.e. ascending parallel intervals with smoothly increasing beat speeds, and 2) the tendency for the piano to sound "constipated" overall, with sharp-sounding bass and flat-sounding treble. These are both the result of excessive and sometimes wildly fluctuating inharmonicity. I have found that a rethinking of priorities is called for to make the best of the situation. To help slay the inharmonicity dragon and enable the piano to sound coherent from end to end, it is necessary to expand the octaves as much as can be tolerated throughout the scale. I have found the Sanderson Accu-Tuner in stretch mode to be of great help in achieving this. I use the highest stretch number that the piano will tolerate without creating objectionably wide (more than .5 to .7 BPS) single octaves at the 2:1 level. This is usually close to the number derived from measuring F4 in the normal way, but on those charmers that measure 10 to 12, it may be necessary to retreat to a smaller number like eight to keep the single octaves from screaming. The results are tolerable single octaves, and very uniform slightly-expanded 4:1 double octaves. Other temperament intervals will vary somewhat from the ideal, but not enough to really be obvious when playing the piano. To me this is a better compromise (there's that word again) than sacrificing an octave uniformly in an attempt to achieve a smooth temperament.

In the treble, I normally tune pure to slightly expanded 4:1 double octaves all the way to the top. Single octaves will become progressively more expanded, which can be put up with in order to keep the treble from sounding flat in relation to the midrange. Triple octaves will become very contracted, but this can't be helped.

Descending from C3, I again expand as much as possible in an attempt to keep the bass from sounding sharp. Single octaves are hard to diagnose here, as the different partial levels are at such odds with each other. I rely more on the 4:1 double octave, expanding it one to two BPS. This usually results in a single octave somewhere between a pure 4:2 and a pure 6:3. M3rds may change speeds abruptly in places, but I don't try to fix them.

A final test is to play contiguous

octaves with both hands, four notes simultaneously, up and down the keyboard. If all has gone well, there will be an overall solid sound which the uniformity of double octaves has helped to achieve.

I look at the job of tuning a poorly-scaled spinet piano as a game of trying to persuade the instrument to imitate the sound of a larger, well-designed piano. This can sometimes be achieved to a greater degree than I once thought possible, which makes the pursuit of this goal a fun challenge. As with so many things, one's attitude helps to determine one's degree of success.

Thanks as always, Rick, for your fine writing in the Journal. Even if you give up the column, I hope that you continue to contribute as time allows.

In this second letter, Steve refers to what he called a "rethinking of priorities" when it comes to these instruments, that involves expanding the octaves as much as possible throughout the scale. My experience has shown me that this game plan is best on all pianos, not just spinets. Basically, the well-scaled instruments allow you to stretch them, while the not-so-great instruments require it of you. The approach is the same on all instruments. The well-scaled instruments sound better when you are done. That's all.

Our thanks to Steve for his two letters, and his insightful commentary. Our final letter comes from Kerry Nicholson, RTT, of the Palmetto-Florence, SC Chapter. Kerry writes:

After reading your articles for all these years, I feel like we have become good friends. Your work has helped me to improve mine considerably, and I thank you for all of the time and research you have put into it. Thanks for all you have contributed to the PTG. Your column was going the right direction for me from the beginning. You kept it fresh and alive the whole time, and handled some touchy subjects with admirable taste. Good luck, and I hope to see you again soon in the future.

Thank you. Until next month, I remain, Rick Baldassin, Tuning Editor.

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PRACTICALLY SPEAKING

Using The Table-Mounted Router, Part II

Router Projects For Fun And Profit

Bill Spurlock, RTT
Sacramento Valley Chapter

Last month's article presented tips on buying the right router for your shop, setting up a router table, and making different types of cuts. Also referred to were six previous articles of this series which featured uses for the router in piano repair. In case you're still not convinced that you need this valuable tool, here are some additional router projects that should push you over the edge!

Ivory Jointer

This tool holds an ivory piece exactly vertical, so that you can draw it across a file to form a perfect square joint between head and tail. This tool makes a great first project for the router table because it is easy to make yet it looks rather exotic, especially when the two pieces are made from woods of contrasting colors. (Both parts should be of hard woods such as maple, oak, or walnut).

Although this tool is only 3 1/2"

long, you should work with wood at least 12" in length when sawing the pieces to width and routing the slots. This gives you long enough pieces to hold onto without placing your fingers too close to the blades. The pieces can be cut to length as a final step. The drawings in figure 1 are full-size. Exact dimensions are not critical, however it is convenient to make the sliding piece 3/4" wide since you can cut it off the side of a 3/4" thick board using a table saw. A 3/4" router

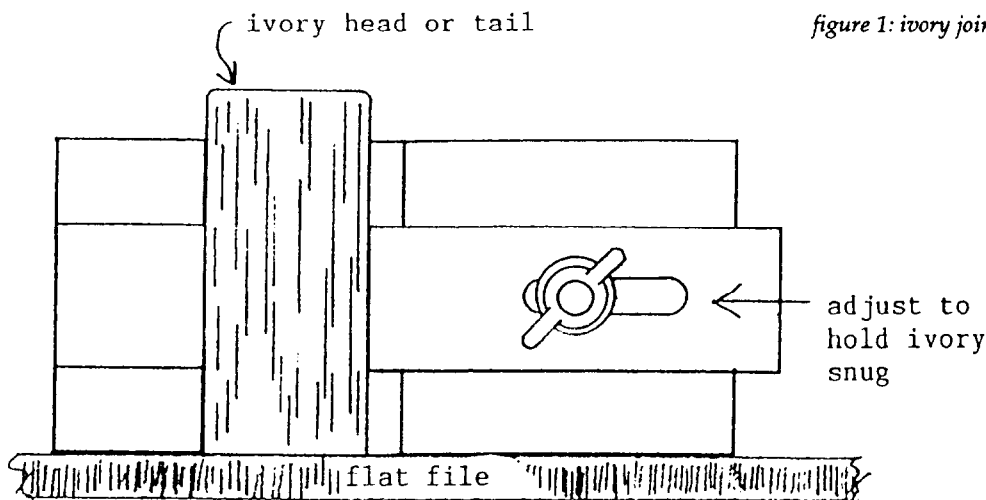
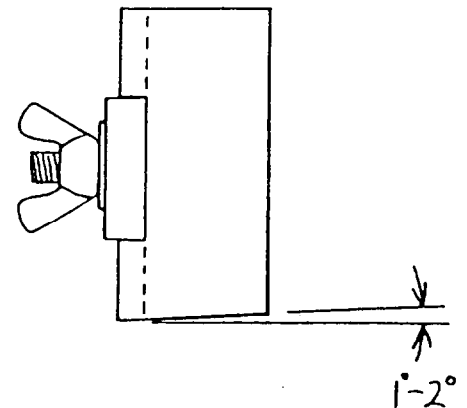
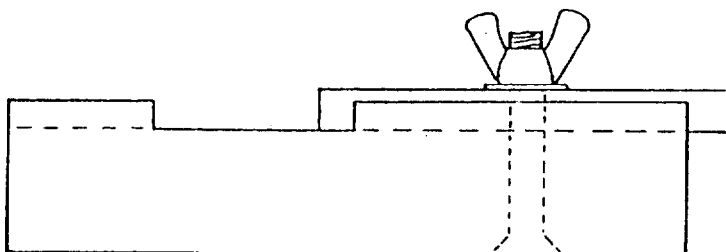


figure 1: ivory jointer for filing perfect square ends prior to gluing

Draw ivory along file to square end.



If end of tail is not perfect, use angled side of jointer to bevel end of head for tighter fit at top surface



Otherwise, turn jointer over and use square edge.

PIANO TECHNICIANS Journal UPDATE

FOR MEMBERS OF THE PIANO TECHNICIANS GUILD, INC.

'Go For The Gold' Is Sacramento Convention Theme

Piano Technicians Guild members will "Go For The Gold" next summer during PTG's 35th Annual Convention and Technical Institute next July in Sacramento, CA.

"Go For The Gold" was selected as the convention theme

during a Convention Planning Committee meeting Sept. 27-28 at the convention headquarters hotel, the Hyatt Regency Sacramento. The theme was selected to reflect the region's gold rush heritage.

Those attending the meeting

included President Nolan Zeringue, Vice President Fern Henry, Secretary-Treasurer Sharla Kistler, Western Regional Vice President Jim Coleman Jr., Institute Director Ben McKlveen, Auxiliary President Arlene
Continued on next page

Erie Chapter Member Featured In Mural

Erie, PA, Chapter member Tony Manna was one of eight citizens of that city selected to be subjects of a wall-sized mural dedicated in downtown Erie last August.

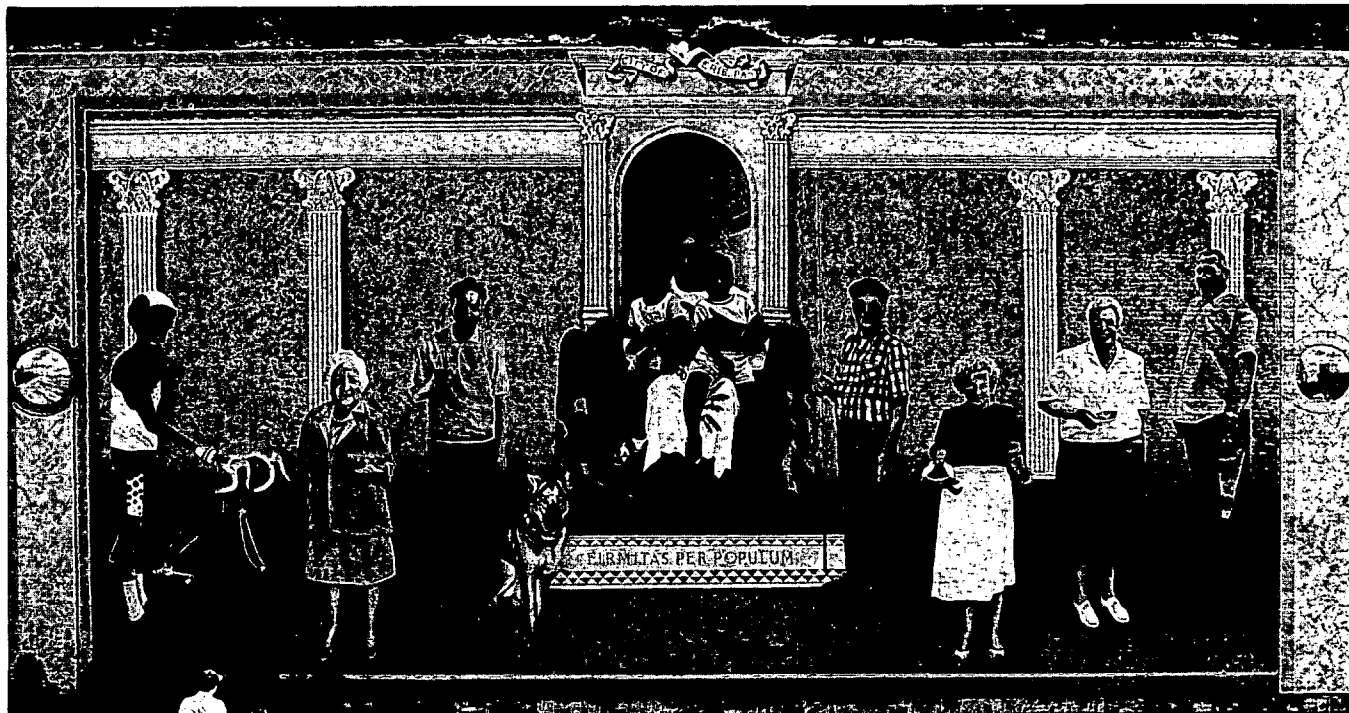
The mural, titled "Strength Through People," was created by New York City artist Kristin Reed. It was the first project of the Public Art Committee of the

Erie Area Chamber of Commerce's Excellence Council Division, funded in part by the Mid-Atlantic Arts Foundation and organized by the Erie Art Museum.

Based on community input, Reed developed the basic concept for the mural, which features portraits of eight long-time Erie residents. The subjects

are not historical figures or community leaders, but regular people who reflect the diversity of life in Erie.

Besides Manna, who holds a tuning fork and is shown with his seeing eye dog Farrell, the mural subjects include an insurance executive and bicycling enthusiast, a woman
Continued on page 4



Erie, PA, member Tony Manna, third from left, with his seeing eye dog Farrell, is one of eight Erie citizens included in a new downtown mural there. The mural, by artist Kristin Reed, was dedicated in August.

THE SOUND BOARD

Dear Members:

In the September issue of the Journal, the "Resume of Council Actions" report included the full text of the Resolution introduced by the Chicago Chapter regarding timber resources and their endangerment in specific cases, and the need for the PTG to take appropriate action.

Both I and Audrey Karabinus, as co-authors of the resolution, and the Chicago Chapter, as sponsor of the resolution, wish to thank you for including it in your report. There is, however, a major inaccuracy whose correction might go some distance in clarifying what we mean by "appropriate action" above. The resolution was presented and accepted in amended form so that the "Be it Resolved" portion of the resolution should read:

"BE IT RESOLVED the Council of the PTG, Inc., expresses its concern by planning to create an on-going executive Resources Oversight Committee whose purposes would include:

1. to function as an information clearinghouse and
2. to express these and related concerns to manufacturers and public policy makers through appropriate channels as provided by the structure of the PTG."

The difference between the original and amended form is critical in so far as the authors and sponsor wish to be responsive to Council and the membership by urging controlled and focussed information-gathering efforts. We need not fear information; we need to fear the lack or suppression of it.

Paul Revenko-Jones, RTT

Convention...

Paetow, Host Chapter Chairman James G. Bryant, and Home Office staff members Larry Goldsmith and Sandy Essary. Also attending were 1991 Institute Director Ernie Juhn, Auxiliary Scholarship Chair Ginger Bryant, and Past President Sid Stone.

The 1992 convention format will differ somewhat from past gatherings. Current plans are to use Sacramento's Community Center for some activities. The center is adjacent to the headquarters hotel. Some additional lower-cost hotel rooms will be available in another nearby hotel.

In another change from previous conventions, committee members voted to discontinue

the closing luncheon, which had suffered from declining ticket sales in recent years. The Awards Banquet — with an upgraded menu — was moved to the last night of the convention, and other social activities will be rearranged and the schedule tightened.

Registration fees will be \$140 for PTG members until the early registration deadline, June 24, and \$160 afterward. Non-member registrations will be \$210 until June 24 and \$230 afterward. Auxiliary fees will be \$50 and \$60, and non-member spouse registrations will be \$60 and \$70.

Details of a special "Go For The Gold" convention contest will be announced in a future issue.

Continuing Education Program Begins

October first was the official startup date for the new continuing education program. All chapter presidents have received a copy of the new handbook in last month's chapter mailing.

Chapters are asked to request a number of handbooks to distribute to RTT members. Individual members may also request a handbook on their own, but it would make it much easier and less expensive for the Home Office to send them out on the chapter level. The committee plans to see that these handbooks are available at all state and regional seminars, so if you are a

seminar director, please contact the Home Office or a member of the Continuing Education Committee if you are not contacted.

Please feel free to let any committee member know if there are any questions or glitches in the implementation of this program. It is designed so that adjustments can be made as needed. One of the committee charges is to solicit advice on improving the program, so let us know if you have suggestions.

*Continuing Education Committee:
Philip Gurlik, Chair; Ellen Sewell,
Greg Shaffer*

Board To Meet In January

PTG's Board of Directors will meet Jan. 24-25, 1992, in Kansas City, MO. The deadline for committee reports and agenda items for the meeting will be November 15. Mem-

bers who have items for consideration by the Board should bring them to the attention of their regional vice president as soon as possible.

Ethics Committee Solicits Members' Questions, Comments

The more things change, the more they stay the same, or so the old saying goes. And as of the 1991 International PTG convention in Philadelphia, the new chairman of the Code of Ethics Committee is Taylor Mackinnon. Although this is a small change, the charge to the Committee remains basically the same, i.e. to inform and educate the Guild membership in proper ethical behavior and the use of our PTG names and emblems.

A code, whether it is Morse Code or a moral code, is a means of communication, and ethics has to do with moral values, so our Code of Ethics is a means of communicating to our members the principles of conduct expected of our membership.

Is this oversimplifying the situation? I don't think so, and yet the "law" becomes more and more

specific each year. It is common to think the 10 Commandments were the only rules of the children of the Israelites. But as they grew as a nation, their books of laws grew and expanded with them. Look at our country's constitution and bill of rights; pretty good, concise rules of conduct. Now think of the huge volume of legislation that takes place in the United States Congress each year.

One might think that with the 10 Commandments and the U.S. Bill of Rights we might be able to get along pretty well. But it would not seem so. I'm reminded of Robert Folgrum's book, "Everything I Need To Know, I Learned in Kindergarten." Wouldn't it be wonderful if we could all conduct ourselves that simply?

Back to reality. As a

committee, we are to solicit questions from you and develop articles for the Journal discussing and attempting to answer these questions. This year the Committee's charge has been expanded somewhat. Among other things, we are asked to look into the proper and improper uses of the PTG name and emblems. If you have examples or questions about the PTG name or its emblems, or if you have questions or comments regarding ethical conduct, please contact the Chairman of the Code of Ethics Committee, Taylor Mackinnon, 772 NE Arrington Road, Hillsboro, OR 97124, (503) 648-5247, or any other member of the Committee. We really would like to hear from you!

— Taylor Mackinnon

Who Can Change the PTG Bylaws?

An organization's bylaws must provide stability in an ever-changing world. Councils and Boards may change, and membership may fluctuate, but year after year the bylaws continue to be a guiding force in the life of PTG. This is why changing the bylaws should never be taken lightly. When a problem arises in PTG, sometimes we are tempted to rush some kind of bylaws change to the Council, thinking that amending the bylaws will fix the situation. Sometimes it does, but many times solutions can be found elsewhere.

Even though PTG has a very fine set of bylaws and regulations, it is occasionally necessary to revise them. In fact, every year I have been in PTG the bylaws have been amended in some fashion.

Who can change the PTG bylaws? Not the Executive Board. Not the Bylaws Committee. Only the Council can amend the bylaws, and that requires prior notice and a two-

thirds vote of the delegates.

How do amendments get to the Council? Bylaws amendments may be proposed by a chapter, a committee, or the Executive Board. Individual members may not propose bylaws amendments. Only franchised members in a chapter or on a committee may vote on bylaws amendment proposals.

These proposals first go to the Bylaws Committee where they are processed into the proper form, and then are placed on the annual Council agenda. All proposed bylaws amendments for the next Council meeting must be submitted in writing to the chairman of the Bylaws Committee no later than February 1, 1992. If you plan to submit proposals, please do not wait until January. The Bylaws Committee must finish processing all proposals by March 1, only 29 days after the February 1 deadline.

Proposals may be sent to me at

9707 Timberview, Waco, Texas 76712.

Danny L. Boone,
Chairman, Bylaws Committee

Membership Status

Northeast Region	856
Northeast RTTs	534
Southeast Region	631
Southeast RTTs	387
South Central Region	322
South Central RTTs	209
Central East Region	648
Central East RTTs	399
Central West Region	389
Central West RTTs	251
Western Region	617
Western RTTs	394
Pacific NW Region	381
Pacific NW RTTs	233
Total Membership	3,844
Total RTTs	2,407

'92 Invoices Include Marketing Assessment

Invoices for 1992 dues include Guild dues of \$126 and any chapter dues to be collected by the Home Office. The invoices also will include a line item which reads "1992 Special Assessment — \$12."

The assessment, mandated by the 1991 Council, provides funds for expanded marketing activities for the Guild — new printed materials, products and services to promote the organization to other segments of the music industry, the public and non-members.

A Marketing Committee is now hard at work on the first phases of the project. Several reports have already appeared in the *Journal*, and more information will be provided on a regular basis to help you track our progress.

Council debated adding the \$12 amount to dues, but elected to make it a special assessment to provide for periodic review; however, the assessment is mandatory, and payment will be necessary to preserve a member's good standing.

Dues invoices have been mailed. They will be due January first and delinquent January 31.

Those whose dues are unpaid by March 2 will be dropped from the membership roster. Only the names of those whose dues are paid by March 2 will be published in PTC's 1992 Membership Directory, which will be the April issue of the *Journal*.

Registered Tuner-Technicians who allow their membership to lapse will be required to retake the examinations when they rejoin if the examinations they originally took are not the current approved version.

Members who, because of hardship or other special circumstances, feel that they will be unable to pay their 1992 dues on the above schedule are urged to contact their chapter president or regional vice president immediately. Once the deadline date has passed, extensions will not be granted.

Those who have outstanding invoices for *Journal* advertising, purchase of business aids, or other bills must bring their accounts up to date before payments will be credited to their 1992 dues.

Mural...

who ran an ice cream parlor in Erie's Italian neighborhood in the 1930s, a woman who has helped to raise more than 100 foster children, the proprietor of a bait shop, a woman who helps resettle immigrants, a waitress at the Woolworth's lunch counter for more than 25 years, and a volunteer handyman who set up a woodworking shop for senior citizens.

Manna has been a Craftsman

member of PTC since 1972, when the Erie Chapter was organized. He has been a popular instructor at Guild functions.

We are all very proud of you, Tony, and when we attend the Pennsylvania State Convention hosted by the Erie Chapter in April 1992, we will plan to drive into Erie and have a firsthand look at the mural.

— Celia and Dick Bittinger

DATES & DEADLINES

November 1, 1991

1992 dues invoices to mail

November 7, 1991

RTT Tuning and Technical Exams. North Carolina Conference Test Center. Application Deadline: October 15, 1991. Contact: Bill Clayton (704) 392-7836 for tuning exam; or Bill Alexander (704) 455-2998 for technical exam.

November 28-29, 1991

Thanksgiving — Home Office closed.

December 24-25, 1991

Christmas — Home Office closed.

December 31, 1992

New Year's Eve — Home Office closed.

January 1, 1992

1992 Annual dues officially due.

New Year's Day — Home Office closed.

January 11-12, 1992

RTT Tuning and Technical Exams. Puget Sound Chapter Test Center. Application Deadline: Jan. 4, 1992. Examiner trainees welcome to participate. Contact: Wayne Matley, 2502 Harmony Lane, Enumclaw, WA 98022. (206) 825-6921.

January 25, 1992

RTT Tuning and Technical Exams. Portland, OR, Test Center. Contact: Dave Peake; 5826 NE 115th; Portland, OR 97266. (503) 761-4800.

January 31, 1992

Unpaid membership dues delinquent.

February 3, 1992

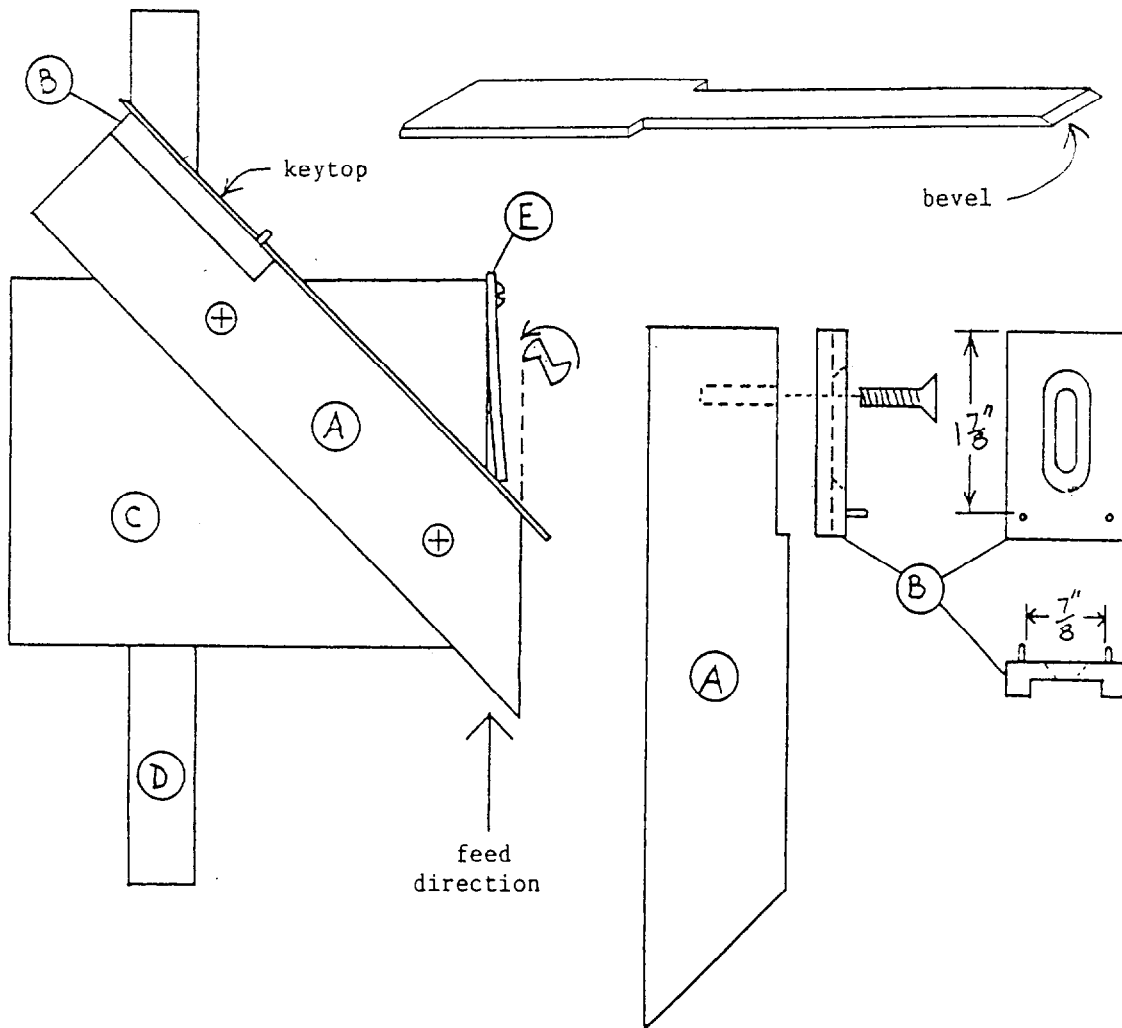
1992-93 officer nominations to Nominating Committee Chair.

Amendments proposed for 1992 Council due to Bylaws Committee Chair.

March 2, 1992

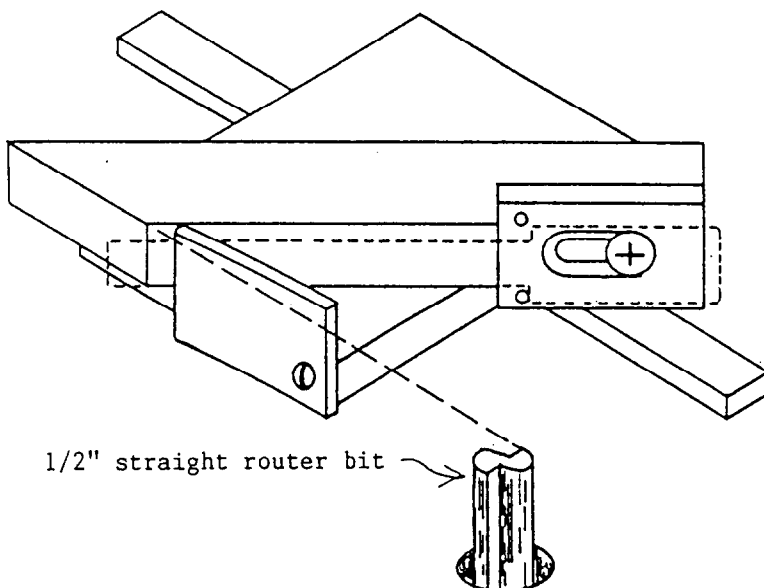
Members delinquent in 1992 dues to be dropped.

figure 2: jig for shortening and beveling tails of replacement keytops

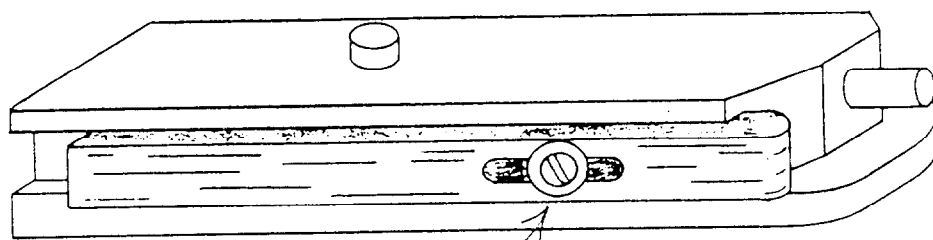


Parts List:

- A - 3/4" x 1 1/2" x 8", 45 deg. angle on one end, 1/8" x 2 1/8" step on other.
- B - 5/16" x 1 1/4" x 2 1/8", 3/4" wide x 3/16" deep groove in bottom to straddle part A. Adjustment slot for mounting screw allows adjustment of keytop length. Bridge pins engage keytop notches.
- C - 1/2" x 4" x 5" plywood base.
- D - 3/4" wide strip rides in miter slot of router table.
- E - Flexible plastic or thin wood "spring" holds keytop snug while cutting.



1/2" straight router bit



adjusting screw & slot

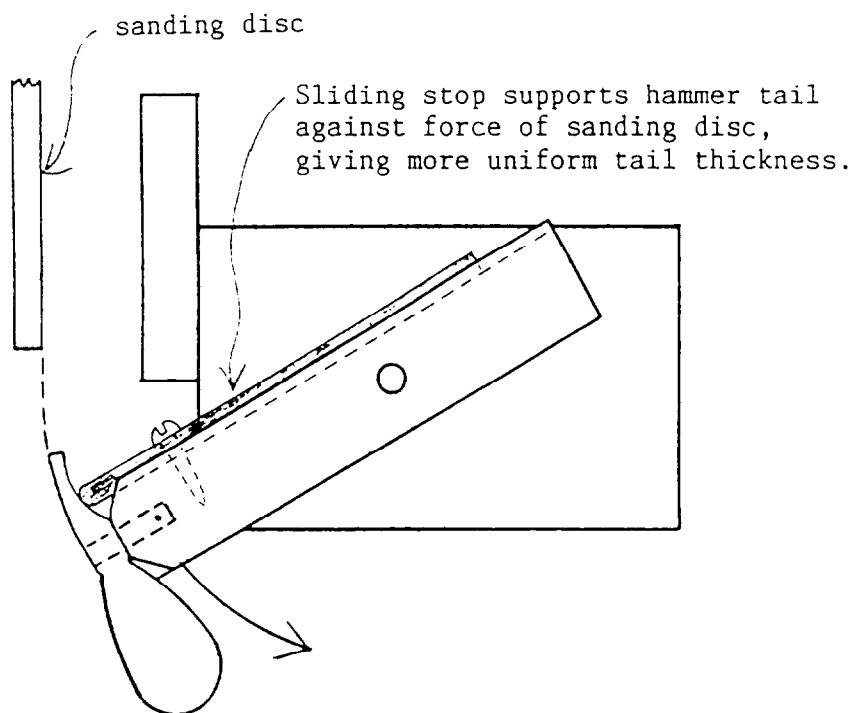


figure 3: improvement to grand hammer tail arcing jig

bit can be used for the matching lengthwise groove in the body. The crosswise groove in the body should be one-inch wide to accommodate a $7/8$ " ivory head. This can be made with a one-inch router bit or with two passes of a smaller bit.

To cut the adjustment slot in the sliding piece, use a $3/16$ " straight bit set to a height just slightly more than the stock thickness. Place a fence alongside the bit $3/8$ " from the center of the bit. As mentioned above, your stock should be at least 12" long. With the router running and while holding the wood against the fence, slowly lower it onto the bit until it is flat on the table, then push the wood about $5/8$ ". Be sure to feed the wood such that the bit pushes the wood toward the fence. Refer to the instructions given in last month's article, figure 3, C and D for proper feed directions when making

these cuts. At the end of the cut turn off the router and let it come to a stop before lifting the wood off of the bit.

When jointing ivories, use a large, flat mill file. Hold the jig flat on the file and slide it in the normal cutting direction. Pinch the ivory snug to the block and at the same time press it down toward the file. Usually two or three strokes are enough to square the edge. Note that one edge of the jointer is bevelled slightly, while the other edge is square to the sides. Depending on which way you place the ivory in the jig, you can file the ivory ends either square or slightly bevelled. If both head and tail are to be installed, both should be jointed square. However, sometimes only the head is being replaced, and the existing tail has glue build-up or an uneven edge. In this case a better joint might result if

you use the jointer angled-side down to bevel the end of the ivory head slightly; this will allow a tighter fit at the ivory top surface. For complete instructions on ivory preparation and gluing, see Susan Graham's comprehensive article on the subject in the May 1982 *Journal*.

Key Top Beveling Jig

In the March, May, and June 1991 *Journals* I presented a three-part series on key recovering. One detail not addressed in those articles was the occasional need to shorten and/or bevel the tails of plastic keytops. Figure 2 shows a router jig that I use for that purpose.

This jig accomplishes two things. First, it shortens the tails of replacement keytops in cases where they are longer than the originals. When the key numbers are stamped immediately behind the tails, duplicating the original tail length means that you do not have to mill off the numbering when planing the keys to thickness. Secondly, this jig bevels the ends of the tails. This is an important detail on grand pianos with one-piece fallboards where the name board felt might otherwise catch on a sharp square plastic edge and fold under as the fallboard is opened. As a side benefit this bevelled edge adds a much more finished appearance to a keytop job. Sure, only piano technicians will ever see it, but aesthetics are important none the less.

The drawings of this jig in Figure 2 are one-half scale. By enlarging them 200% on a photocopy machine you will have full-sized plans. Note that the guide strip that rides in the miter slot of your router table must be positioned according to your particular table dimensions and bit diameter, such that the bit just grazes the end of jig part "A." Part "B" has two bridge pins positioned to locate the keytops by catching the notches. By loosening a screw, part "B" can be moved to vary the length to which the keytop will be trimmed. Part "B" is made with the router, using similar procedures to those just described above for the ivory jointer.

Note: The jig as pictured will accommodate keytops with or without fronts. If you only use keytops with fronts, your jig can be much simpler: eliminate part "B" and

the notch in part "A." The key front will then hang over the end of part "A" for locating purposes; a flat-head screw in the end of "A" can then be raised or lowered to adjust keytop length.

Use a straight router bit for the keytop beveling operation; this can be the same bit used for trimming keytop notches. A spiral bit cuts smoothest.

Modification To Grand Hammer Tail Arcing Jig

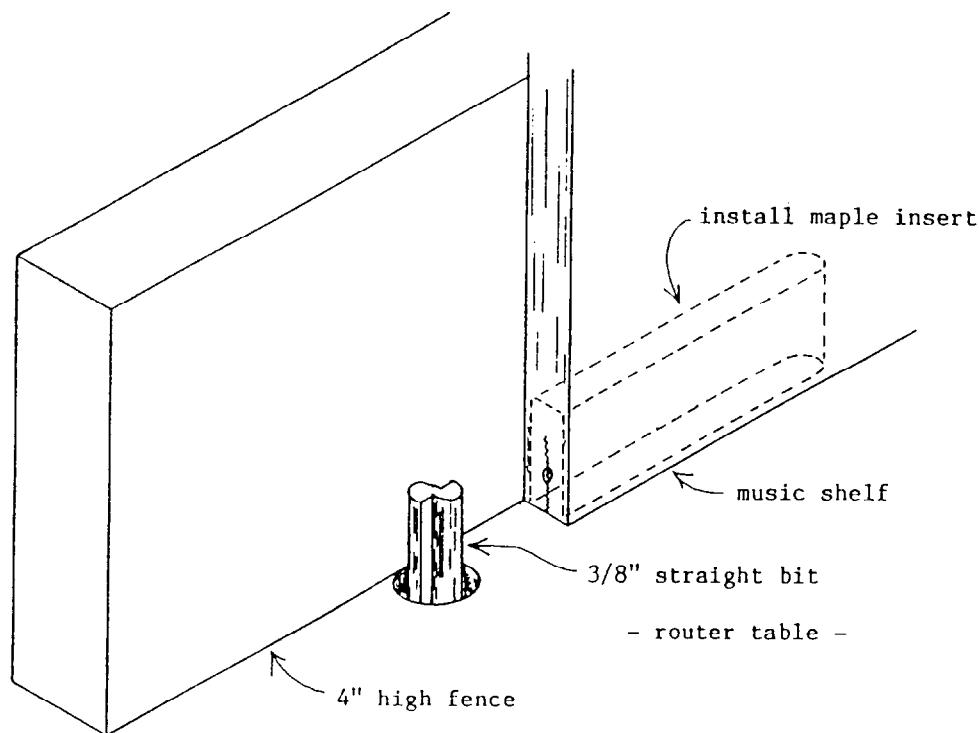
Back in the October 1990 *Journal* I presented plans and instructions for a jig to arc grand hammer tails using a disc or belt sander. In an example of the benefits of information sharing that our organization makes possible, I received the following tip for improving this jig from Richard Davenport of the Los Angeles Chapter.

As shown in figure 3, Richard's modification was to rout a slot along the side of the arcing jig to accommodate a sliding stop. This stop is a strip of wood approximately $1/4" \times 3/8"$ which is adjusted up to contact the coved area inside the hammer tail. The stop has an adjustment slot and is secured to the arcing jig by a wood screw. The purpose of this stop is to support the hammer tail against the force of the sanding disc to prevent the hammer from rocking. This gives a more uniform thickness of hammer tail for all hammers in the set, especially if the rake or diameter of the bore holes varies. The necessary routing for this modification is done similarly to that just described above for the ivory jointer. Use a $3/8"$ bit for the slot in the jig body, and a $1/8"$ bit for the adjustment slot in the stop.

Spinnet Music Shelf Repair

A common problem with spinets and consoles is breakage of the music shelf at the mounting points. The original screws are usually very short and the wood is often soft, causing the lower corners of the shelf to split very easily. If you service a lot of these pianos, and especially if you service a fleet of rentals, you need an efficient way to repair and strengthen these music shelves. Back in the February 1982 *Journal*, Ben McKlveen presented an excellent article describing a variety of repair and reinforcement

figure 4: repair of split spinet music shelf using router



techniques for music shelves. Ben's procedure used a table saw to cut out the damaged wood; here I'll show a similar repair using the router.

The procedure shown in figure 4 uses a router to fit hardwood inserts into the lower corners of the shelf. First, a $3/8"$ straight bit is placed in the router and set to a height of about $3/8"$. Then a fence is clamped alongside the bit such that the music shelf (usually about $1/2"$ thick) will be centered on the bit. This fence should be at least four inches high, so it is easy to hold the music shelf on edge without tipping. Make a mark on the table top about three inches past the bit. Paying attention to proper feed direction, cut the first stage of your groove. Use a broad, flat block to hold the shelf against the fence, so if the split corner flares out it will be held to the correct thickness as the groove is cut. Reset the

bit to $3/4"$ high and repeat, then make a final pass at one-inch depth. (I normally rout out both lower corners even if only one is split. It takes very little extra time and "bomb proofs" both at once).

Saw some maple pieces $3/8"$ thick by one-inch+, tall to use as inserts. While the saw is set up make several feet of material to have on hand for future jobs. Round the ends of the inserts to match the rounded end of the groove by wiping against coarse sandpaper. Glue inserts into place, using flat blocks under your clamps. When dry, trim flush and color the cut edges with a touch-up pen.

Finish the job by installing $2 \frac{1}{2}"$ dry-wall screws in place of the puny originals. These longer screws, together with the stronger wood, will make the music shelf mounting much stronger than original. ■

GOOD VIBRATIONS

More On Shop Economics

Nick Gravagne, RTT
New Mexico Chapter

Brain And Brawn And Other Observations

"... the native American (businessman) liberally provides the brains: the rest ... generously supplying the muscles."

So observes Ishmael in Melville's "Moby Dick."

In order to survive as a small business person today you must use your brain before you work the brawn. It matters little if the profession be accounting or dentistry or piano rebuilding, you must work smart before you even get the chance to work hard. It is the "native American" way to mastermind towering skyscrapers or tiny computer chips, and then to seek out those workers stout of limb and will who are able to heave the pieces, or to set them just so, in place. Such is the legacy and heritage of American enterprise — if ever it can be broken, it will not be broken soon. More to the point, however, something else cannot be broken — a mammoth industrial system which strikes deep an iron-like taproot, nurtured in the sanctity of certain immutable relationships: employer to employee, master to slave, sea-captain to harpooner.

Take the world of manufacturing. As opposed to a more personal service trade, it thrives not on the entrepreneur's ability to fashion goods out of raw materials, but on his ability to conceive, to capitalize, to motivate, and to organize the brawn. He counts his brain as his rawest of raw materials. In its essentials piano rebuilding purports to manufacture, or re-manufacture, a piano. The manufacturing process, if it is to work most efficiently and profitably, must broadly follow the time-worn ways set

for it long, long ago. There simply is no choice. Once those courses had been set by certain stars and sailed in the great old ships, there could be found no other stars to guide them. Hence, this planet's monolithic manufacturing system — lightly rusted perhaps, but nonetheless is a fortress impregnable from without — requires four things critical to its longevity: a market for its goods, capital, organization, and a work force. The absence of, or pittance of, any of the four spells failure or chronic and yearly frustration; perhaps not immediately, but eventually. Our concern here, and in a later article, is with organization and the work force.

Most piano rebuilders do not operate huge shops holding scores of pianos. The typical rebuilder who does any significant amount of shop work also spending a good deal of time as a tuner/technician, his or her shop being a one-time garage or out-building commandeered into the new service of housing a small, part-time manufacturing plant. More on this and other technicalities later. First some observations of various mind-sets are required here since it remains true as ever that philosophy must always precede practice.

The Artist And The Entrepreneur

The mentality of the dedicated tuner/rebuilder rings simple and familiar on the surface of things; but at some hidden core, echoes in deeply personal and even spiritual tones. Such rebuilders tune and otherwise see hundreds of pianos a year, many of which need technical work. Thus a shop is required if a full-service business can be offered. That's the usual song, and a true enough song it is, even if a little thin. But further

into the psyche, and down into the bowels, these artisans have a tormenting addiction to lovely work — the kind of work they seldom see in those hundreds of yearly pianos. But not only fine pianos command their admiration. They likewise account as noble and worthwhile anything aglow with the unmistakable marks of hand-craftsmanship and real organic materials. Hence the gravitational pull towards violins, or real boats fashioned in fine wood and fine cloths, real airplanes and gliders of wood, real printing presses of wood and metal, real automobiles of character as opposed to the off-the-rack and throw-away junk cluttering the roadways.

Beyond avowing the beauty of the thing itself these respecters of real work and real craft, these throwbacks to another time, cling preciously to the immense freedoms of plying one's own trade, in one's own way, in one's own space and time. Heavy upon them always, and enormous, is the urge to create and re-create. They are a driven lot whose one great curse and great blessing is at once an obsession with perfection and beauty. And they inhabit by turns the spirit and the brain and brawn of their little enterprises. Thus, the artist at work. But pity, there is little place for the artist among the landscapes of smokestacks and assembly lines. Anathema to the artistic sensibility is repetitive and boring work, daily manufacturing quotas, shoddy products, dickering over fees for services, meeting or beating competition, advertising, keeping records, balancing the checkbook, budgets, the IRS, and a host of other and endless dilutions of the soul.

But he must survive. So the piano rebuilder turns out of necessity to be a

half-breed, a manufacturer and an artist; and, owing to the pressures of one on the other, forever in danger of being neither. Surprisingly (and perhaps not so) his two lineages, rather than complimenting each other, are continually at war — the entrepreneur intently setting his trim face to the cold facts of business, the artist her sweating face to the heat of creation. And so we have arrived at the great tension existing for the modern piano rebuilder. Yet survival depends on the coalescing of these two stubborn ingredients; but like all simmering melting-pots, there will always be an uneasy alliance.

Now To The Nuts And Bolts

As a reminder: In our hypothetical one-man rebuilding operation it was shown last month that in order to earn a net of about \$42,000 per year a gross income of \$95,000 was required. And for the sake of reasoning it was suggested that if three hundred hours of time are invested on a per-rebuild/refinish basis the above earnings could only be realized when the "hourly shop fee" (including time and materials) is set at \$47.50/hour. Taking these numbers under consideration an all-out rebuild and refinish would cost the customer \$14,250. Before we can make any useful sense out of this, records must be kept summarizing number of hours on the job, materials costs, and so forth. Next month an analysis of this rebuild and related cost items, particularly hired help, will be provided. But for now some elementary accounting definitions and simple records keeping procedures must be outlined.

The Job Sheet

In addition to the usual records of income and expense, manufacturing firms, particularly those producing large items, have devised various methods of keeping track of everything that concerns the production of each item of manufacture, from start to finish. Not only is there a "paper trail" (records always pointing back to previous departments, operations, and materials), but some sort of paperwork, called a job sheet or job log, is always clinging to the work in progress as it moves through

out the plant. The workers are trained to record all sorts of things pertinent to the job, but most importantly their hours spent at some phase of the work, a description of what was done, and a listing of materials used. Such information is then delivered into the cold hands of cost accountants who require it in order to determine the final cost of the item produced. Only then can accurate pricing policies be set or evaluated.

The piano rebuilding shop needs a similar daily "paper tool" to record the following from left to right in columnar fashion: date; description of work done; hours spent at that phase of the work (each worker should have his own column to note hours spent); materials used (and cost if practical to note); customer payments received; comments (optional). Use paper which is wide enough to handle your requirements (columnar paper, from stationery stores, as used by bookkeepers works fine). Since the job sheets will receive heavy handling from different people, they should be kept in a book or folder. The very top of the job sheet should have recorded the customer's name, address, and phone number, the piano make and model, serial number, date of manufacture, dollar amount cost quoted to customer, etc.

Making entries into the job sheet is a very simple matter if reasonableness is applied; accuracy to the minute, or writing a book of work descriptions is not only unnecessary, but in time will become burdensome enough to spell the end of the job sheet. Note that time spent on the job should include set-ups for machines, jigs, gathering of tools and materials, and even minor clean up. If it is important to the completion of the individual task at hand, the time spent should be included in the job sheet records. A sample job sheet entry for a partial day's work is shown below.

At the end of the job there will exist a complete record of all work done,

materials used, and hourly totals at the bottom of the page for each worker. The significance of these hourly totals for you and your assistants will become clearer as we discuss the earnings impact of the employer-to-employee hours ratio. A computer with a spreadsheet program is clearly helpful here; job sheet entries are made on the shop floor and then, when several days worth are recorded, transferred to the computer record which will compute all columns of choice. Entries are best made twice a day: at the mid-day break, and end of day. This takes very little time but accomplishes a great deal.

Expenses — Direct And Indirect

Most people, whether in business or not, are in the twilight zone regarding the terms gross profit and net profit. All profits come at the cost of associated expenses, but those expenses attached to gross profit are strictly concerned with the manufacture of the item.

The two largest expense categories are labor and materials, but there are others: shop rent or pro-rata mortgage, utilities, incoming and outgoing freight and shipping, depreciation or amortization of machine tools (which simply means writing off as an expense each month a part of the total cost of the tool). In short, whatever is needed to directly produce the item is a direct expense. When these direct expenses are subtracted from gross income, what is left is gross profit.

In order to arrive at net profit, all the rest of the dogged expenses — telephone, dues, advertising, vehicle, insurance, etc. — must be totaled and subtracted from gross profit. But note an important fact, and store it for later: These indirect expenses are also called fixed expenses, and they continue to assault your checkbook whether the shop is producing or not. By contrast, certain direct expenses dry up in tandem with shop idleness.

sample job sheet entry

Date	Description	NG Hours	GB Hours	Materials	Cost	Other
8-26	set up plate on horses; cut out new pinblock and fit to flange	3.25	1.00	Pinblock	\$125.00	

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Employees, Assistants, And Other Subalterns

By whatever tag these individuals go, they are the "stout of limb and will" who must inhabit your shop with all the zeal of Santa's elves. "But why hire help when I can do the job myself?" someone asks. The truth is that, barring the rare exception, you can't. Whether we like it or not, employees are to manufacturing what sailors and crew are to a ship. They are the most important direct expense and, as we shall see, the best investment, and the best (and only) hedge against competition. This is a time-worn fact of that familiar industrial course "set by certain stars" long before we ever saw the light of day.

Certainly, hired help costs money; and since the income pie for a particular job is finite, of necessity the more paid out to employees means less is left for the owner. That is the usual objection, but only one side of the coin.

The other side shows that the more hours spent on the job by hired help, the higher will be the owner's hourly earnings, the single most important earnings consideration. In addition, hours on the job spent by helpers are, on a one-to-one basis, hours made available to the owner to either work in the shop at the most specialized tasks, or tune pianos outside the shop, attend to necessary correspondence, or take a mid-day nap if that will help.

Properly understood and managed, assistants and their attached costs are the best investment with a significant return that any business can make. What's more, the system is designed that way. This is something of a secret, however, which employees are not supposed to know; it is convenient to many comatose employers that their hired help view itself as a liability, something of a necessary evil.

We'll pick up here next time with a very practical analysis of rebuilding costs and pricing as it relates to hired help. ■

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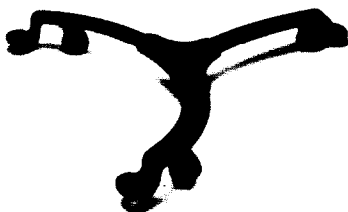


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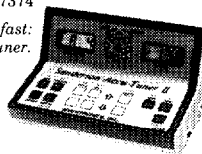
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AT LARGE

The Panic Stricken Regulation

Bill Ballard, RTT
New Hampshire Chapter

The following class review provides some answers to a problem that is representative of what has happened (or will happen), during the course of practically every technician's career. While all of the details of Bill Garlick's class are (naturally) not reviewed here, Ballard's overview of the class should provide insight as to how to deal with this type of situation. - jh-

Bill Garlick started us out with the following scenario. "A wealthy lady who has lived alone in a mansion for many years decides to move to Florida, close the place down and sell everything, except for her Steinway grand which she decides to donate to a local high school. There's one condition: it has to receive a premier performance. So the morning of the day, the piano is picked up at the mansion and when it arrives on stage, the world-famous pianist hired to play this recital looks at it and says, "I can't play on this %&#!". No way!" It never occurred to anyone that the piano might need tuning, let alone what else."

So they hurriedly look in the Yellow Pages. Your name is the first one they come across. By this time it's noon, and the concert is at 7:30 p.m.. You're out. You get back a half hour later. There's a message on your machine and you respond to it. This guy says, "Get up here as fast as possible, there's a recital here tonight, and the pianist has refused to play the piano." So you go over with your tools and you're presented with this mess of a piano on-stage, and the pianist, tearing his hair out, having traveled a thousand miles to play this ridiculous recital. Your job is to make an unplayable piano playable, and make this lady who has donated the piano happy. And thereby hangs a tale. The

secret to this kind of emergency regulation is the flexibility in your procedures to do what has to be done and to ignore what doesn't.

The following will not be done, unless it is absolutely imperative, and only if you have the time. The keys do not come off the frame, the keyframe pins don't get cleaned. You're not going to check the fit of the keyframe back rail. Polished capstans may make things run smoothly, but here they're a luxury unless you have reason to take the action frame off the keyframe (say, for a broken key). Don't think about vacuuming the keyframe: the keyboard's regulation is sitting on all those dust kitties. But just because you don't have time for a full spring cleaning doesn't mean you can't quickly clear any debris out of the action cavity. And you don't have to remove the action frame to rub some powdered mica into the knuckle leathers.

One sure quagmire is damper regulation. Unless there is something absolutely unworkable about the timing or sustain pedal lift, don't waste any time here. (One quick way to check sustain pedal release is to depress the pedal, strum the entire set of strings with your hand, and release.) Likewise with hammer spacing; leave it where it is. Don't file the hammers, either. Regardless of what the current tone quality is, this one step will dramatically overturn everything. Then the tone quality will be your responsibility, rather than the product of past neglect. By the same token, traveling, burning, and spacing the hammers is off-limits, although you might be able to get away with some spacing of hammers if they are only slightly cut.

First Steps

Note: While obtaining Bill Garlick's approval to publish this article, he indicated that if there exists a bad case of verdigris, any further efforts at this point in the process would be futile, including tuning! He indicated that in this event, he has had successful results in using "Protek" flange lubricant prior to the following steps. -jh-

But there you are at 1:00 p.m., and your first step is a rough tuning. Although you're not going to slide the action out yet, the fallboard and keyslip should be out of the way. Normally, you do as much of your regulation in the action cavity as you can; because of time constraints this is even more true here. Everything you do should be based on pulling the action out of the piano one time only, which means plenty of chalk-marks on the keyboard during the rough tuning.

Find the average highest pitch. Usually, this will be at the top of the bass section; you're doing something wrong if this pitch requires you to push the bass section flat. Bang through a fast rough tuning, and you'll acquaint yourself with the condition of the piano, begin to toughen up the tuning, and also have a relatively straight line of pitch for the fine tuning at the end of the afternoon.

With that done, start working with the action in place. You might not think balance rail studs are worth checking, but "correctly regulated studs are the foundation to grand action work." It only takes a few minutes, so why not? Bill showed us his procedure for regulating the glider studs, with the action and keys fully assembled in the piano, as practiced at the Steinway factory.

Binding key center bushings are

easy to find: with the shipping rail off, lift groups of the keys by the front ends. If the keyboard has a lot of sticking keys, you'll be sorry if you don't have that special set of easing pliers with the 90° jaws for easing keys on the frame. Thoroughly wobbly key center bushings can be repaired by shimming a wedge (say of end grain walnut) in the key button side-by-side with the mortise.

Any corrections in the key level can be made with keys on the frame by slitting a paper punching and sliding it into the stack of punchings with tweezers. But don't even look at key level until you've restored the hammer line. Bill also showed us a Steinway tool from another era for touching up key level, a sort of pry-bar which braces against the bottom of the pinblock, and presses down on the key button.

At this point it is 2:30 p.m. You may now check the spacing of action parts, but change only those which actually rub on neighboring keys. It's also the time to investigate any chalk marks you made during the initial rough tuning. On Frederick Johnson Piano's Steinert grand, one chalked wippen turned out to have a sugar-hardened jack button!

Regulating In Brief

The action certainly will deserve some mechanical regulation, but the actual steps done depend on the time available. As with everything else, the width of tolerances is set by the narrowness of time. Remember that an hour and a half before curtain time you have to drop what you're doing and start a good solid tuning. For regulating work on top of the piano, Bill has a 48" x 30" panel of 5/8" Baltic Birch, with thick felt pads at each corner of the underside. Any differences in the plane of Bill's regulating board and the keybed can be made up by temporarily shimming the front rail or the balance rail studs.

Constraints aside, here is the order in which Bill would do the mechanical regulation. Start with the hammer line, not a perfect one, but just enough to get the hammers off the rail. With the capstans cranked back up, you'll once again have key level, aftertouch, repetition lever strength, back-checking and damper

timing. The let-off is yet another step, independent of the hammer line. Do these two, however, and the pianist won't believe it's the same piano. "That's how dramatic the effect of a capstan and let-off regulation will be, on a rotten piano. The trick to let-off is in the piano, not on the bench." His trick for setting let-off is to start with the parts at the onset of escapement, to press through escapement with a consistent pressure. Let-off should be brought to the point where the bump of pushing the hammer through let-off is enough to cause a slight sound on the string. This is by no means even, nor is it as close as it should be in a fancy regulation, but it's a quick way to get into the ballpark.

Next you need a consistent set of springs. Now set the jacks under the knuckles. (Incidentally, these two will usually be fixed as well by restoring a proper hammer blow.) Now that the jack is supporting the knuckle, and assuming that the repetition spring's tension is proper, you can check for a proper hammer wink as the jack comes back to rest under the knuckle. An incorrect setting here is the difference between lost motion and lost repetition. The check can be adjusted with the action in the cavity by reaching in with a screwdriver shank past the hammer shank to push the backcheck backward.

Aftertouch is worth checking also. Bill makes aftertouch one of the final steps in a regulation, setting it individually using a penny with a hole drilled in it (a penny being approximately .045"). Even dip and even aftertouch are two separate things and yield completely different feeling actions. Why should aftertouch and dip be different? There are many things which can alter the action leverage ratio. For instance, Bill has seen as much as a 1/16" step in string height from one note to the next in the same section. As he explained, "If the dip is absolutely perfect but the aftertouch uneven, you'll get complaints from your pianists. But if the aftertouch is completely even, they won't even know that one key is going down ever so slightly differently than another." Once aftertouch is even, its thickness can be rapidly adjusted at the hammer line. As with hammer spacing, you can pull a

sheet of sandpaper across the crowns, but only if they are barely cut and you're certain of the amount of time required for voicing following. In these circumstances, voicing is not much more than knocking down the obvious roosters.

Curtain Call

An hour and a half before showtime, the alarm clock goes off and you must start tuning. "Worry least about the temperament," Bill advises. What will make a clean-sounding tuning is good octaves and unisons. If one third goes slightly slower or faster than another, don't worry about it. A piano tuner in the audience shouldn't hear it. This is not the PTG tuning test! And finally, at the post-concert reception, tell anyone who asks that every piano you touch has that magic (except for the school's Music Director to whom you give the raw facts about what the piano needed and what you could and could not give it that afternoon!)

A Great Time Was Had

Bill's class in real-world action regulation has been long-needed. You don't need to be in the pressure-cooker of his particular scenario to use the stripped-down procedures. Any grand on which you have an extra hour available and care to make an impression is a candidate for this treatment. His class handout could serve itself as a manual, and an extra bonus was a detailing of proper action center friction. ■

Moving?

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AT LARGE

Customer Relationships

Peter Wolford, RTT
San Francisco Chapter

Are you losing a lot of repeat business? Ruling out recessions or vacation seasons, have you ever considered that it may be things you are saying or doing that turn the customer off?

Think about your own reactions when purveyors of service have come to your home. Have they been reasonably punctual? Were they pleasant? Did you get sensible answers to questions? Were they neatly dressed? Did they go about things in a professional manner? Did they leave you with a feeling of a job well done?

If they were all these things, I'll bet you remembered them and used their services again. If not, I'll try not to preach while making some suggestions and observations that could improve your quality of service.

Initial Contact

This usually is the telephone. Bert Paauw, my Meister and superb piano technician, said, "In Holland we have an expression, 'A good rooster always crows twice.'" Years ago this used to be true but nowadays almost everyone, it seems, is impatient and wants instant action. So don't wait for the second crow and procrastinate in getting your messages off the answering machine and calling back. Fortunate indeed are you if you have a mate who is also your secretary, and double-blessed if that mate has a charming personality, as does mine. Avoid putting the caller on the defensive by asking how long it has been since the last tuning; who the last tuner was; whether the piano is up to standard pitch, and how old it is. You are going to find out all these things when you get there. What's more these things aren't all that important unless you have so much work that you can afford to be picky.

Punctuality

"The last tuner I had was an hour late, drove up in a Cadillac, spent twenty minutes on the piano and charged me sixty dollars." Exaggeration? No, actual words I have heard several times; only the price charged and make of car varied. If you are spending more time eliminating squeaking pedals or groping in the action than you did tuning, call ahead to your next customer and alert them that you are running late. That customer will appreciate that you will also give them the same devotion to completing a good job. Always make the appointment with the disclaimer that you might be a little late or even early. Their time is also valuable.

Greeting The Customer

People like to be called by name. "Good Morning Mr. or Ms. Bridgetape, I'm Peter Wolford the piano technician." Use the doormat before entering, it shows respect for your surroundings. Follow their preferences. If you see a row of shoes in the entry, kneel down and add yours to the collection. It will be noticed and appreciated. If the home has art on the walls, is decorated nicely, has beautiful rugs, unusual architecture or a nice view — anything you can sincerely admire — say so. It starts things off pleasantly.

If the piano is a dud, say nothing. If it is okay, make an appropriate comment. If asked if it is a good piano and it is a Stencil Q. Schlock spinet in poor condition, then give an honest appraisal without being derogatory. It may be all they can afford.

While At Work

Be neat, don't strew parts of the piano all over the room. Keep the desk, fallboard, keyblocks and keyslip all together. The same applies to the upper

and lower panels and the muffler rail. Lean them against the wall with the keycover or a piece of music between them at the top, as well as between the part and the wall (keeps them from marking each other or the wall). One caution, ascertain if children are present. If so, anchor things down.

Appearance

The customer sees you half the time from the rear. Avoid run-down heels, ragged pants cuffs or skirt hems, shirttail dropping out, dirty collars or hair hanging over same. From the front: spots on clothing or unpressed pants, dresses or shirts. Remember the old ad, "Even your best friend won't tell you!" Maybe you should consider Dial, Listerine or Certs.

Attitudes

Are you building for the future or just want to make a quick buck? Use the soft-sell and avoid suggesting any big jobs on your first call. Build confidence; then, on the next visit, mention the complete action regulating or restringing that should be done (unless of course, you were called especially to make an estimate). However, if the leg or lyre is on the verge of collapse, do mention this and fix it.

Again, avoid criticizing or condemning the customer's piano, use only praise or silence. Tuners with big egos can't resist acting the "big shot" and pontificate about their knowledge and skills, their famous customers, the prestige institutions that they service, how inept the last tuner was (which, of course, is a real no-no), and so on. There are subtle ways of letting these things be known, at apropos times during a conversation, without crowing about it. It is better to let the person that recommended you tell your customer how

good you are. A good practice and a wonderful teaching tool is to stick with your quoted price and not say, "I had to spend several hours more than I anticipated and will have to charge you extra." Another good practice: If the customer is unpleasant, just be polite, depart and cross that customer off your list.

Tips

If you notice the customer is not concentrating on your conversation and his or her eyes are glazing over, give up, don't persist. Always remember, the customer is paying you for a service, not a performance. Years ago, I had a charismatic vocal teacher, with an elite following, look me in the eye and tell me that she had a specially-made Steinway with a mahogany sounding board. I glanced over at the spruce board and back to her while she kept talking. What do you think her opinion of me would have been had I contradicted her?

Unless you have a fantastic memory, jot down the names of the children and the pets on the customer's card, and look at it before you ring the bell. It will really make a good impression when

you ask how Charlotte is getting along with her piano lessons and whether Phideaux is in good health.

One thing I have never learned, in 47 years of servicing pianos, is how to exit gracefully from a talkative customer. Looking at your watch is rarely noticed. Groping around and trying to find the door and getting the closet door open by mistake doesn't even register. And standing at the front door and alternating between putting down and picking up your tool kit is ignored by these self-centered people.

I haven't mentioned the talkative tuner, who takes three hours to tune a piano, spending half that time following the customer around the house regaling them with tales.

Thanksgiving

Ask your customer who recommended you and make a note of it. Then when you are catching up on the bookworm, mail out a handwritten note either on plain paper or on a nice card. (I have some dandy hand-painted cards done by handicapped artists.) In addition, keep a list each year of these referral sources and during Thanksgiving

week, mail out a sincere, tasteful form letter thanking them again. This is very easy if you are computerized. Christmas has enough commercials. But you might, in the case of a teacher or other customer who sends you many referrals, show your appreciation by giving them a gift—a free tuning; or at the very least, a discount. That will really be appreciated.

One Final Anecdote And Admonition

I had finished servicing a nice new Yamaha grand and this dear, newly arrived Japanese lady brought in tea and some special cakes on a beautiful lacquered tray and set them before me on the coffee table. I, meanwhile, was enduring a rare heartburn attack that morning, and the last thing I wanted was food. How could this be explained in the limited Japanese that I had mastered? (Her English was almost nil.) So I did the polite thing, smiled, thanked her and ate the cakes and drank the tea. Besides, the last thing anyone wants to hear is your troubles. Moral—be cheerful and happy around your customers and they will remember you and the good job you did—and call you again and again. ☐

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AT LARGE

The Ideal Aural Tuning, Part V

James Coleman, Sr., RTT
Phoenix, AZ, Chapter

In the preceding articles, we have seen in graphical fashion how the Aural Tuning Emulator has balanced out the temperament and octave relationships of two particular pianos. Now it is time to look at the formulas and programs which cause this to happen.

The first thing the program does is to evaluate the inharmonicity coefficient or constant for each note on the piano. This means that the vari-

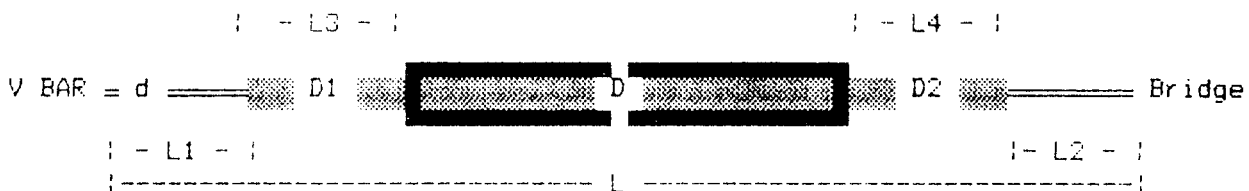
ous string measurements are plugged into the inharmonicity and tension formulas to solve the equations for each note of the scale. After this, each note can be located frequency-wise according to the need to balance out the temperament and octaves. Of course, when this is done, it is necessary to refigure the inharmonicity and tension formulas because, as the bass is lowered, the tension is lowered and the

inharmonicity is raised. Also, as the treble is located sharper, the tension is increased and the inharmonicity is lowered. This necessitates several recalculations to finally locate each note where it belongs on the scale.

The appropriate formulas are listed in the box below to aid in following the process. All lengths are in inches. All diameters are in inches.

Most of the formulas in the box

DOUBLE WRAPPED BASS STRING



L=speaking length; D=large copper diameter; d=steel wire diameter; L1 and L2 are the unwrapped bass string lengths, front and back; L3 and L4 are the step lengths front and back of a double wrap; bass string (in the B step formula $((L3+L4)/2)=L3$).

D1 and D2 are the step diameters front and back of a double wrap; bass string (in the B step formula $((D1+D2)/2)=D1$); T=tension; N=the note number; Pi=3.14159265358979; Ic=inharmonicity coefficient or constant for a particular note; CD=cents deviation at the first partial (plus or minus) after tuning; SIN=SIN of the number in radians.

^=number or quantity before the "^^" is raised to the power of the number or quantity after the "^^".

T=bass wire $(27.5*2^{(((N-1)/12)+(CD/1200))})^2*L^2*(.89*D^2+.11*d^2)/434$

T=steel wire $(27.5*2^{(((N-1)/12)+(CD/$

$1200)))^2*L^2*d^2)/434$

B end = $((2*\text{SIN}((8*Pi*L1)/L))-(\text{SIN}((16*Pi*L1)/L)))+(2*\text{SIN}((8*Pi*L2)/L))-(\text{SIN}((16*Pi*L2)/L)))*((D^2-d^2)/(D^2+.12*d^2))*287$

B step = $((2*\text{SIN}((8*Pi*(L1+L3))/L))-\text{SIN}((16*Pi*(L1+L3))/L)-(2*\text{SIN}((8*Pi*L1)/L))+\text{SIN}((16*Pi*L1)/L)+(2*\text{SIN}((8*Pi*(L2+L3))/L))-\text{SIN}((16*Pi*(L2+L3))/L)-(2*\text{SIN}((8*Pi*L2)/L))+\text{SIN}((16*Pi*L2)/L)))*((D^2-D1^2)/(D^2+.12*d^2))*287$

B = $(330*d)^4/(T*L^2)$

B wrap 1 = $((D-d)*102)^4+(330*d)^4/(T*L^2)$

B wrap 2 = $((D-D1)*102)^4+((D1-d)*102)^4+(330*d)^4/(T*L^2)$

Ic for a plain steel wire = B

Ic for a single wrapped bass string = B wrap 1 + B end

Ic for a double wrapped bass string = B wrap 2 + B end + B step

were taken from Dr Sanderson's list in the July 1988 *Journal*. The B wrap 1 and B wrap 2 formulas were altered only slightly in consideration of the stiffening factor of the copper wrap itself.

The T and Ic values are first calculated, then the Hz constant and CD values are calculated. Tension (T) is based on the actual Hertz of the

string after tuning or CD is located. Therefore, there is a cycle which is repeated five or six times. When tension is changed by the tuning (CD), the Ic is altered. When the Ic is changed, the CD is altered and the tuning curve is thereby changed. As the tuning curve is changed, the tension is again changed. It's a cycle that is refined during each iteration

of the program.

The above paragraph explains in general what happens. Let's look now at the specifics. Here's how the tension formula works: Example — Note=88; L=1.938; d=.031; CD=36.341

From the T formula above take (N-1) portion as (88-1) = 87 Then insert given values in formula this way: $T = ((27.5 * 2^{(87/12)} + (36.341 / 1200)))^2 * 1.938^2 * .031^2) / 434$ The answer is: 151.976 pounds. Next, execute the Ic formula as follows: $Ic = (330 * .031)^4 / (151.976 * 1.938^2)$ The answer is: 19.187

The next process is to solve for the CD value. This is the part that locates each note of the scale. Primarily, the CD values balance out the temperament over a wide range from note 25 to note 60. For each note that is located, there is a consideration of the note a half step below, and the average of three contiguous thirds above. Then there is a consideration of the note one octave below and the preferred type of octave balance along with the octave above. In addition, there is a smooth blend from simple 2:1 + octave matching at the top of this area to 6:3 octave matching at the bottom of this section.

In the Chart I, you can see the formulas for evaluating CD for each note up from A49 and down from A49. If you look at note 50, you can see that it is built upon the CD of note 49 + the average of the Ic of four contiguous M3rds + terms which are called the magnitude which describe the octave matching relationship. This latter term will be explained in the next article along with the adjoining constants. ■

chart 1: super-temperament by Steve Fairchild

Ic= INHARMONICITY CONSTANT FOR THAT NOTE NUMBER.

CD= CENTS DEVIATION (+ OR -) AT 1ST PARTIAL OF THAT NOTE NUMBER.

```

TREBLE:      !-----Ic CURVE-----!      !-----Ic MAGNITUDE-----!
60:G#5= CD59+((((Ic60+Ic64+Ic68+Ic72)/4)+((Ic48*10.7)-(Ic60*2.675)))/12)
59:G.5= CD58+((((Ic59+Ic63+Ic67+Ic71)/4)+((Ic47*11.3)-(Ic59*2.825)))/12)
58:F#5= CD57+((((Ic58+Ic62+Ic66+Ic70)/4)+((Ic46*11.9)-(Ic58*2.975)))/12)
57:F.5= CD56+((((Ic57+Ic61+Ic65+Ic69)/4)+((Ic45*12.4)-(Ic57*3.100)))/12)
56:E.5= CD55+((((Ic56+Ic60+Ic64+Ic68)/4)+((Ic44*13.0)-(Ic56*3.250)))/12)
55:D#5= CD54+((((Ic55+Ic59+Ic63+Ic67)/4)+((Ic43*13.6)-(Ic55*3.400)))/12)
54:D.5= CD53+((((Ic54+Ic58+Ic62+Ic66)/4)+((Ic42*14.2)-(Ic54*3.550)))/12)
53:C#5= CD52+((((Ic53+Ic57+Ic61+Ic65)/4)+((Ic41*14.7)-(Ic53*3.675)))/12)
52:C.5= CD51+((((Ic52+Ic56+Ic60+Ic64)/4)+((Ic40*15.3)-(Ic52*3.825)))/12)
51:B.4= CD50+((((Ic51+Ic55+Ic59+Ic63)/4)+((Ic39*15.9)-(Ic51*3.975)))/12)
50:A#4= CD49+((((Ic50+Ic54+Ic58+Ic62)/4)+((Ic38*16.5)-(Ic50*4.125)))/12)
CALC:UP
49:A.4= START HERE AT ZERO CENTS (440Hz). THEN CALCULATE UP AND DOWN
CALC:DOWN
48:G#4= CD49-((((Ic48+Ic52+Ic56+Ic60)/4)+((Ic36*17.6)-(Ic48*4.400)))/12)
47:G.4= CD48-((((Ic47+Ic51+Ic55+Ic59)/4)+((Ic35*18.2)-(Ic47*4.550)))/12)
46:F#4= CD47-((((Ic46+Ic50+Ic54+Ic58)/4)+((Ic34*18.8)-(Ic46*4.700)))/12)
45:F.4= CD46-((((Ic45+Ic49+Ic53+Ic57)/4)+((Ic33*19.3)-(Ic45*4.825)))/12)
44:E.4= CD45-((((Ic44+Ic48+Ic52+Ic56)/4)+((Ic32*19.9)-(Ic44*4.975)))/12)
43:D#4= CD44-((((Ic43+Ic47+Ic51+Ic55)/4)+((Ic31*20.5)-(Ic43*5.125)))/12)
42:D.4= CD43-((((Ic42+Ic46+Ic50+Ic54)/4)+((Ic30*21.1)-(Ic42*5.275)))/12)
41:C#4= CD42-((((Ic41+Ic45+Ic49+Ic53)/4)+((Ic29*21.6)-(Ic41*5.400)))/12)
40:C.4= CD41-((((Ic40+Ic44+Ic48+Ic52)/4)+((Ic28*22.2)-(Ic40*5.550)))/12)
39:B.3= CD40-((((Ic39+Ic43+Ic47+Ic51)/4)+((Ic27*22.8)-(Ic39*5.700)))/12)
38:A#3= CD39-((((Ic38+Ic42+Ic46+Ic50)/4)+((Ic26*23.4)-(Ic38*5.850)))/12)
37:A.3= CD38-((((Ic37+Ic41+Ic45+Ic49)/4)+((Ic25*23.9)-(Ic37*5.975)))/12)
36:G#3= CD37-((((Ic36+Ic40+Ic44+Ic48)/4)+((Ic24*24.5)-(Ic36*6.125)))/12)
35:G.3= CD36-((((Ic35+Ic39+Ic43+Ic47)/4)+((Ic23*25.1)-(Ic35*6.275)))/12)
34:F#3= CD35-((((Ic34+Ic38+Ic42+Ic46)/4)+((Ic22*25.7)-(Ic34*6.425)))/12)
33:F.3= CD34-((((Ic33+Ic37+Ic41+Ic45)/4)+((Ic21*26.2)-(Ic33*6.550)))/12)
32:E.3= CD33-((((Ic32+Ic36+Ic40+Ic44)/4)+((Ic20*26.8)-(Ic32*6.700)))/12)
31:D#3= CD32-((((Ic31+Ic35+Ic39+Ic43)/4)+((Ic19*27.4)-(Ic31*6.850)))/12)
30:D.3= CD31-((((Ic30+Ic34+Ic38+Ic42)/4)+((Ic18*28.0)-(Ic30*7.000)))/12)
29:C#3= CD30-((((Ic29+Ic33+Ic37+Ic41)/4)+((Ic17*28.5)-(Ic29*7.125)))/12)
28:C.3= CD29-((((Ic28+Ic32+Ic36+Ic40)/4)+((Ic16*29.1)-(Ic28*7.275)))/12)
27:B.2= CD28-((((Ic27+Ic31+Ic35+Ic39)/4)+((Ic15*29.7)-(Ic27*7.425)))/12)
26:A#2= CD27-((((Ic26+Ic30+Ic34+Ic38)/4)+((Ic14*30.3)-(Ic26*7.575)))/12)
25:A.2= CD26-((((Ic25+Ic29+Ic33+Ic37)/4)+((Ic13*30.8)-(Ic25*7.700)))/12)
BASS:      !-----Ic CURVE-----!      !-----Ic MAGNITUDE-----!

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AUXILIARY EXCHANGE

President's Message

This day has been a belated return to summer weather. The thermometer has soared to the middle '90s and each piano my husband was called to tune turned into a repair job of the most aggravating sort. Well, not *each* — the last piano to be done was a second visit to complete a pitch raising and he was looking forward to it. That is, before unexpected problems developed.

We are looking forward to roast turkey and dressing and much to be thankful for, as this is being read. This day began as a beautiful pre-fall day which anyone would be thankful for until the lady of the house at the first appointment mentioned that she thought her daughter had complained about a "sticking key." It was more like a grunging noise than a sticking, and a thunk when the jack finally fell into place. Buckskin burnishing? No, just remove the paper clip which was hanging from the silk spring holder and impeding the progress of the jack. This sounds simple, but required a bit of detective work and investigation before the tricky little interloper revealed itself. Tuning was no problem for this was a well-maintained piano.

Next, a fast-food lunch and 20 miles to another stick-

ing key or two — a little spray on one of the problem keys worked magic, but the other turned out to be caused by a broken bridle tape in the inaccessible works of a spinet piano! It was finally repaired without removing the action, but my husband's temperature was rising with that of the outdoor thermometer.

I was really concerned about the next appointment, another 12 or 15 miles further and with someone not heard from in eight years. One of those simple "everything works" tunings, but when the tuner arrives — "Oh, could you fix this fallboard?" which has somehow completely disassociated itself from the piano (an old upright) and the music rack doesn't work properly when the front moves out and the damper pedal needs adjusting, etc.

Well, I must say we did make it to the final piano of the day, the pitch raising, on time and this lady of the house was a pretty young woman with a lovely personality. This does wonders for my tuner's cranky disposition. I wonder if he has mellowed enough to take me out to dinner? It's really too hot to cook and I'll really have something to be thankful for!

Arlene M. Paetow

A Note From The Editor

Special thanks to Brenda Hallmark of the Richmond, VA, Chapter for submitting her nice article about the goings on of her local group. Hopefully this will spark some other regions of the country into letting us know what they're doing!

Checking In With The Richmond, VA, Chapter

Your request for articles to publish in the Auxiliary Exchange has spurred me to write about our Auxiliary chapter here in Richmond.

We currently have four members: Gerry Leach (Bill Leach, RTT); Mabel Hiatt (Clif Hiatt, RTT, retired); Charlene Sheppe (Tom Sheppe, Associate); and myself, Brenda Hallmark (Alan Hallmark, RTT).

Although we are a small group, we have managed to remain active. We have only four formal meeting times per year: September, December (our annual Christmas party); March and June (pic-

nic). These business meetings are held at the same time as the PTG meetings. Prior to these meetings, all of those who wish to dine together meet at a prearranged restaurant. I always look forward to these nights because my husband and I don't get out socially very often. It is nice to be able to leave our girls with a sitter and devote the evening to some quality fellowship with our PTG friends.

In recent years we have been busy with several projects. In 1989, the Richmond PTG sponsored a two-day seminar. Our Auxiliary held a Mary Kay cosmetic demonstration for interested spouses and we also took a tour of the Richmond area.

Last year, our treasury had built up somewhat, so we decided to give a small scholarship to a deserving underprivileged piano student, but we didn't know how to go about finding such a person. So, we decided to contact the president of our local music association and she put us in touch with one of the

piano teachers in the area. This teacher had two female students who were sisters. Their father's business had just gone bankrupt and it was questionable if they would be able to afford the instruction they needed. The girls were quite talented and the teacher really wanted to be able to enter them into some regional contests.

Our Auxiliary decided to give them a small scholarship, and with this money they were able to schedule extra time with the teacher to prepare for their competitions. The family, although anonymous to us, has been very appreciative, and we, in turn, have felt blessed by this experience.

Along with these big projects, we also provide refreshments for the PTG on our meeting nights, which usually consists of coffee and finger-food goodies. Trying to recruit new members to our group is always a topic of our business meetings. Today, it seems that most of the spouses are not motivated to participate, citing lack of time and increas-

ing family responsibilities. Through our monthly local newsletter column we try to emphasize that the Auxiliary organization can be anything its members want it to be.

Sometimes we sit in on PTG technical sessions in order to learn something to help out the family business. Other times we just enjoy pleasant conversation after our business meeting. We have come to understand and appreciate others differences and similarities and we have become good friends through this group. We feel that four nights per year is not too great a sacrifice when you look at the benefits of membership.

Brenda Hallmark, Richmond Chapter President

Time To Give Thanks

As I get this edition of the Auxiliary Exchange ready for publication I'm trying very hard to keep the fingers pushing the right buttons on the keyboard and not doze off between sentences.

Our state fair just finished up this past weekend, and after 17 days of the fair plus a couple of set up days and all the while trying to keep the family functioning and my business running, my batteries have about run down.

However, I firmly believe that some opportunities need to be taken. I grew up just a few blocks from the fairgrounds and have always loved "hanging out" especially in the livestock barns. A couple of years ago the opportunity presented itself for me to help show Draft Horses during the run of the fair. Talk about a childhood wish coming

true! The friendships alone as a result of meeting and helping with the big wonderful beasts has been well worth the "double shifting" and late hours.

As this season rolls around again (it truly seems as if the years get shorter all the time) I reflect on how truly thankful I am for family, good health and friends old and new, near and far.



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Tech Gazette

Yamaha Piano Service

November, 1991

Yamaha in the News

**"PLAY IT AGAIN" EXHIBIT
AT SMITHSONIAN
FEATURES YAMAHA
DISKLAVIER PIANOS**



"Play It Again", in the Hall of Musical Instruments at the Smithsonian's National Museum of American History, will run indefinitely. Visitors can trace the history and development of the reproducing piano.

A highlight of an historic new exhibit at the Smithsonian Hall of Musical Instruments is a Yamaha Disklavier MX100B upright reproducing piano. The exhibit, entitled "Play It Again" charts the development of reproducing piano technology from the mid-19th century to the present. The Yamaha Disklavier piano, of course, represents the latest generation of reproducing pianos.

Located within the Smithsonian's National Museum of American History, the "Play It Again" exhibit is made possible by support from the Smithsonian's Special Exhibits Fund, the

Yamaha Corporation of America/Keyboard Division, and the International Piano Archives of Maryland.

The exhibit's Disklavier piano is linked to an interactive television monitor which permits museum-goers to select from a variety of musical styles and performances. "Play It Again" also features several period examples of reproducing pianos. And it devotes considerable attention to paper piano rolls, related mechanical devices, and their role in America's daily life in the early 20th century.

The Smithsonian performance hall is adjacent to the exhibit. There, a Disklavier DC7F Conservatory Grand Piano is being used to archive the performances of visiting artists, and will do so for years to come. As these performances grow older, their historical value will continue to appreciate. Some of these

performances will also become a part of the interactive Disklavier system in the main exhibit, which will be changed and updated periodically.

"Play It Again" is open to the public daily (except December 25th) from 10:00 AM to 5:30 PM. Admission is free. The National Museum of American History is located between 12th and 14th Streets on Constitution Avenue N.W. in Washington D.C.



Visitors to the "Play It Again" exhibit can enjoy selections played on a Yamaha Disklavier MX100B piano.

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PIANO TECHNICIANS
Journal
NOVEMBER 1991 — SUPPLEMENT

REVISED BYLAWS
REGULATIONS
& CODES
COUNCIL MINUTES
COMMITTEES &
CHARGES

PIANO TECHNICIANS GUILD, INC.

MISSION STATEMENT

Adopted July, 1988

In order to promote the highest professional, ethical and economic standards for our members, we present the following as the mission of the Piano Technicians Guild, Inc.:

1. To provide continuing education to promote professional competency.
2. To improve the economic well-being of piano technicians.
3. To increase public awareness of the Piano Technicians Guild, Inc.
4. To increase interaction and articulation with and among piano manufacturers, suppliers, trade publications, associations, foundations, dealers, technicians, teachers and the piano-playing public.
5. To develop an ongoing working relationship with piano teachers and professional pianists.
6. To promote the use of the piano.

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BYLAWS, REGULATIONS & CODES

(Amended July, 1991)

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BYLAWS

PREAMBLE

Recognizing the need for a united piano technicians organization to achieve the highest possible service standards and to effectively promote and improve the piano tuning and servicing industry generally, the American Society of Piano Technicians and the National Association of Piano Tuners merged to form a single professional organization to be known as The Piano Technicians Guild, Incorporated, under Articles of Incorporation in the State of Illinois, August 21, 1958.

Article I - NAME

The name of this organization shall be The Piano Technicians Guild, Incorporated, hereinafter referred to as PTG, a nonprofit corporation under the laws of the State of Illinois.

Article II - PURPOSE, OBJECTIVES and PRINCIPLES

A. Purpose

PTG is organized to:

- Constitute subordinate bodies in order that its aims, purposes, and benefits may be more easily and advantageously shared by its individual members. It shall not deny membership to any person because of race, color, creed, sex, or national origin.
- Be democratic in its government and all its functions.
- Promote the interest of the Piano Technician.
- Promote music and the use of the piano and all other musical instruments.

B. Objectives

AND will strive to do so by:

- Developing ongoing programs of technical and professional development.
- Providing economic and social support and assistance for members.
- Providing a vehicle for exchange of ideas and support on all levels.

C. Principles

ALWAYS aiming to:

- Provide the best possible piano service to the music world.
- Provide such service in an ethical way, keeping the piano user's needs and best interests uppermost.

Article III - Membership

Section 1 - Classes of Membership

Members shall consist of two classes:

- Franchised
- Nonfranchised

Franchised members shall be classified:

- Registered Technician - Active
- Registered Technician - Sustaining

Nonfranchised members shall be classified:

- Associate
- Honorary

Section 2 - Definitions of Membership Classifications

- Membership in the Piano Technicians Guild is open to all individuals with a professional or avocational interest in piano technology. Only individuals may become members.
- Registered Technician - Active* shall have met the minimum technical requirements as listed in Article IV. He/She shall enjoy all the rights of

membership without restriction. These rights shall include but not be limited to receiving the *Piano Technicians Journal*, the PTG death benefit insurance policy, the right to vote, the right to be represented in Council, the right to hold all offices, the right to serve on all committees, and the right to chair committees.

- c. *Registered Technician - Sustaining* shall be a Registered Technician of at least ten (10) years outstanding service who has suffered permanent disability or no longer earns substantially from piano service. His/Her dues shall be paid by PTG in the interest of retaining him/her as a member so that PTG may continue a mutually beneficial association with the honorable practitioners of the art. A Registered Technician - Sustaining member who returns to substantial or active piano service shall surrender sustaining membership status and resume payment of current membership dues.

1. *Registered Technician - National Sustaining* shall be those proposed by the Executive Board and shall continue such membership as the Board directs.
2. *Registered Technician - Chapter Sustaining* shall be those proposed by chapters and approved by the Executive Board and shall continue such membership as the Board directs.

- d. *Associates* shall be Nonfranchised members who have met the requirements of the Bylaws as described in a) above and Article IV. They shall receive the *Journal* and be included in the PTG death benefit insurance policy. Associate members may not vote and are not counted toward chapter voting strength in Council. They may hold chapter office, excluding those of President or Vice President. They may serve on committees, but may not be committee chairmen.

- e. *Honorary* members shall be those upon whom PTG has conferred such membership because of outstanding service to the profession of piano technology or in the manufacture, design, or promotion of pianos or their use. Honorary membership shall be conferred when:

1. The Executive Board has unanimously nominated a candidate for honorary membership, and
2. A Majority of chapters, responding to a mail ballot within thirty (30) days, responds in the affirmative.

Section 3 - Advertising

- a. Registered Technicians shall have the exclusive right to use the emblem herein depicted. This emblem may not be used or displayed by any company or corporation or in connection with any "dba" unless the Registered Technician's name accompanies it. The only



exception is that it can be used by the Piano Technicians Guild in literature designed to explain it.

- b. Registered Technician - Active shall have the exclusive right to use the following titles:
1. Craftsman and/or Registered Craftsman
 2. Registered Tuner-Technician abbreviated RTT after surname
 3. Registered Technician abbreviated RT or Reg.Tech. after surname
- c. Associate members shall have the right to use the Piano Technicians Guild name, but said name must be accompanied by the words "Associate Member" in letters no smaller than those used for "Piano Technicians Guild." This applies not only to advertising but also to any use of the Piano Technicians Guild name which is accompanied by the name of an Associate member, or identifies him or her as a member of the Piano Technicians Guild. The PTG name may not be used or displayed by any company or corporation or in connection with any "dba" unless the technician's name accompanies it.

Article IV - Application and Examination

Section 1 - Application

- a. All applicants must use the official PTG application form.
- b. All applications must be processed through Chapters except those of Honorary members.
- c. Applications for membership taken at conventions or seminars must be referred to the Chapter for ratification by the Chapter, which shall be responsible for checking the references of the applicant. In the event a Chapter fails to ratify a prospective member, a full report shall be filed with the Home Office within 90 days stating the reasons for that action.
- d. All applications must be processed within 90 days.
- e. Membership shall commence with the assignment of a PTG membership number by the PTG Home Office. A PTG membership number will be assigned following receipt of a completed PTG application form, and all necessary dues and fees paid.

Section 2 - Examinations

- a. Only PTG members in good standing may take the three Registered Tuner-Technician examinations, hereinafter referred to as the RTT exams.
- b. The RTT exams shall be those approved by Council and may be given at any testing site, provided proper procedures are used and requirements for equipment and qualifications of examiners are met. Such procedures and requirements that are not specifically covered in the Bylaws and Regulations shall be treated in detail in the official Examination Manuals.
- c. To meet the minimum tuning and technical requirements for the Registered Tuner-Techni-

cian classification a candidate must score at least 80% on each of the RTT exams - the written, the technical, and the tuning - within a four-year period. After meeting these requirements, the candidate will be reclassified as a Registered Tuner-Technician.

- d. Candidates may apply for the RTT exams at any time, but they must pass the written exam prior to attempting either the technical or the tuning exam. The examinee's PTG membership number must appear on all application and exam forms. RTT exams conducted without a PTG membership number may be declared invalid.
- e. RTTs shall be encouraged, but not required, to take the current set of RTT exams in order to facilitate the statistical studies and refinement of exam procedures and scoring. The membership status of an RTT shall not be affected by the results of such exams.

Article V - Obligations, Discipline and Good Standing

Section 1 - Obligations

Each member of PTG is by membership obligated to observe the laws of PTG and of the chapter in which membership is held. Further, each PTG member is obligated to maintain conduct which will reflect the ethics and attitudes in the PTG Code of Ethics.

Section 2 - Discipline

Any member who fails to observe the PTG obligations shall be open to discipline. Such failure shall be charged only by following the procedures specified in the Disciplinary Code, except that Associate members who have been members for less than 2 years may be removed from membership for cause by a two-thirds vote of the chapter.

Section 3 - Good Standing

- a. A member shall be in good standing when all dues and fees have been paid as required by PTG and the chapter, and the obligations of membership are met.

Article VI - Membership Dues and Fees

Section 1 - PTG Dues

- a. Dues for Registered Technicians and Associates shall be \$126.00 per year, US funds.
- b. Membership dues shall include a subscription to the PTG *Journal* and the PTG *Update*.
- c. The PTG Home Office shall return to the Canadian chapter of origin twenty percent (20%) of dues their members pay to PTG prior to March 2 of the dues year. No rebate will be granted on dues paid after that date. Canadian chapters must apply annually for this rebate, stating how the money was spent during the previous year. Rebate money must be used to promote PTG in Canada. Money spent in the prior year in excess of that year's rebate can be carried over to the next succeeding year.
- d. In cases of inability to pay as determined by chapter members, a chapter may vote to main-

tain a member on PTG roll by paying a token annual fee of one-third of Registered Technician dues directly to the Home Office. This payment shall maintain the member's good standing, PTG Group Life Insurance, *Journal* subscription, and all other benefits.

- e. Any member who has a minimum of ten years continuous membership in PTG up to the time of application, has reached the age of sixty-five, and is capable of drawing social security benefits (or the equivalent) may continue membership in one of the following ways:
 1. The member may elect to pay full PTG dues and maintain good standing and all membership benefits.
 2. Following submission of the proper form, the member may elect to pay PTG dues at two-thirds the normal rate and maintain good standing and the *Journal* subscription. This member shall either agree to pay the cost of the PTG Group Life Insurance or consent to drop from the life insurance program, but shall receive all other membership benefits.
 3. The member who meets the qualifications as outlined in Bylaws Article III, Section 2c may be awarded Chapter Sustaining membership, in which case a token annual fee of one-third of the PTG membership dues shall be paid for the member by the sponsoring chapter. This payment shall maintain the member's good standing, and all membership benefits.
 4. Following submission of the proper form, the member may continue membership and pay no annual PTG dues provided the member:
 - a. Is no longer significantly engaged in any form of piano work.
 - b. Agrees to pay the cost of the PTG Group Life Insurance or consents to drop from the insurance program.
 - c. Agrees to pay a cost established by the Executive Board for receiving the *Piano Technicians Journal* or consents to drop from the *Journal* mailing to members.
 - d. Has the approval of the chapter.

Section 2 - Dues Year

The dues year for all members shall be from January 1 through the following December 31.

Section 3 - Collection of Dues

- a. All International PTG dues shall be billed and collected by the Home Office. Chapter PTG dues shall be billed and collected by either the chapter or, upon chapter approval and completion of the proper form, the Home Office (See Regulations III-B).
- b. Dues shall be due January 1 of the billing year. Dues shall be considered delinquent if not paid by January 31.
- c. Membership benefits (including *Journal* subscrip-

tion) will be suspended for all members who have not paid their dues by January 31. A notice of delinquency shall be sent to the persons affected during the first week of February. If no response is received to the delinquency notice within thirty days, the name shall be dropped from the membership rolls, and the person will be required to submit a new application as per Bylaws, Article VI, section 6 - Reinstatement.

Section 4 - Application Fee

- a. The Application Fee shall be a non-refundable \$30.00. Half of the fee shall be sent to the Home Office. Half of the fee will remain with the Chapter.
- b. Upon receipt of the ratified application and fee, the PTG Home Office shall process the application for Associate membership. A dues bill, prorated from the beginning of the month following acceptance into membership by the chapter, shall be sent as soon as possible, payable within 30 days. Following receipt of pro-rated dues, a PTG membership number will be assigned.

Section 5 - Resignations and Membership Restoration

- a. A member in good standing shall have the right to resign membership in PTG.
- b. Any former member must make application as a new member and must pay the regular application fee.
- c. Exams taken previously by Associate members for RTT upgrade will be subject to the time constraints as in Regulations, Article V, RTT Exams.
- d. Former Registered Tuner-Technicians must take new examinations and pay the required examination fees, unless their most recent examinations are the current versions. The PTG reclassification form must be submitted to the PTG Home Office in order to process upgrade to RTT membership.
- e. The effective dates of the current versions of the PTG Exams are: written exam: 7/17/91; technical exam: 6/1/90; tuning (aural): 7/22/86; tuning (electronic): 1/1/90.

Article VII - Nonmember Participation

An "International Correspondent" is a person who lives outside of the PTG jurisdiction as described in these Bylaws but who wishes to maintain contact with the field of piano service and technology through a continuing relationship with PTG. Application for such a nonmember affiliation must be made through the Home Office with approval by the International Relations Committee. International Correspondents will receive the *Journal* and other PTG mailings and be entitled to discounts if attending PTG functions similar to those granted to members. To cover costs, International Correspondents will be billed annually a fee equal to 60% of regular membership dues. The International Correspondent status will cease should the party involved move into the area of PTG jurisdiction as stated above.

At that time, regular membership is encouraged, and the person must be processed as a new member.

Article VIII - Journal and Update Objectives

- a. The PTG official magazine shall be the *Piano Technicians Journal*, which shall be published by the Home Office under direction of the executive director as a means of bringing technical knowledge and advancement to the members. The *PTG Journal* shall be open for subscription to nonmembers and the industry.
- b. The *PTG Update* shall be an official publication of PTG and subscriptions shall be open only to members.
- c. The *PTG Journal* and *PTG Update* shall be the exclusive property of PTG.
- d. The *Journal* and *Update* shall be sent at no charge to each member in good standing.
- e. Spouses of deceased members may subscribe to the *PTG Journal* for one (1) year following the member's death at the annual rate of five dollars (\$5.00). After the first year, regular subscription rates shall apply.
- f. In all publications, use: (in lieu of the pronouns "he," "his," "him,"); pronoun combinations "he/she," "his/hers," "him/her," or suitable neuter pronoun wherever applicable.

Article IX - Chapters

Section 1 - Purpose

Subordinate bodies chartered under these Bylaws shall be known as chapters. The purpose of chapters shall be to implement the purpose, objectives, and principles set forth in these Bylaws.

Section 2 - Charter and Name

- a. Five or more Registered Technicians may apply for a charter to establish a new chapter. The application shall be signed by the regional vice president.
- b. Each new chapter shall select a name which is geographically descriptive and which must indicate reference to the state or province, etc., in which it is located.
- c. New chapters must either send a representative or a letter through the RVP to the Council Meeting at which the new charter is approved.

Section 3 - Chapter Members

- a. Chapters in which Registered Technician membership declines below five must justify continuation of the charter to the Executive Board or the charter shall be revoked and members transferred to other chapters.
- b. A Registered Technician member in good standing may join more than one chapter, provided
 1. The member is listed at the PTG Home Office with only one chapter for official PTG mailings, for calculating the minimum Registered Technician member requirements for chapters, for the purpose of calculating

chapter delegate strength for Council sessions, and for election as a chapter delegate or alternate to Council sessions.

2. Any chapter membership other than that described in 1 above, shall be properly shown on all appropriate membership lists as a local chapter membership only, and shall also show name and location of other chapter memberships held.
3. Each chapter shall establish its own rules governing chapter dues, voting rights in the chapter, privileges and obligations, etc., for any PTG member granted local chapter membership.

Section 4 - Jurisdiction and Transfer

- a. The jurisdiction of a chapter shall be the territory within a radius of seventy-five (75) miles from the City Hall of the chapter seat. In cases where chapter jurisdictions overlap, such overlapping territory shall be considered concurrent jurisdiction.
- b. Each member, except Honorary members, shall be a member of a chapter, or one of the chapters, which has jurisdiction over the area where the member lives and/or works. Upon moving into the jurisdictional area of a chapter or chapters, the member shall join the chapter, or one of the chapters, within ninety (90) days.
- c. The chapter shall accept the application on presentation of the transferee's membership card, together with a letter of transfer from the president or secretary of his or her chapter. The letter shall state that the member is in good standing in accordance with Article V, Section 1, of the PTG Bylaws.
- d. When a new chapter is proposed within the jurisdiction of an existing chapter, the board(s) of the existing chapter(s) must be notified in writing at least two months before the new chapter is chartered. The new chapter must be approved by the RVP and by a simple majority of the existing chapter(s). The Piano Technicians Guild Board of Directors shall have the power to overrule if requested. No portion of an existing chapter's name may be used without its consent.

Section 5 - Chapter Laws

- a. Chapters shall operate under their own laws, which shall not be in conflict with the laws of PTG.
- b. Chapters shall have the right to have boards, trustees, committees, etc., within the chapter framework as provided by the chapter laws.
- c. All matters of law and all elections must be determined by the individual members in attendance at a regular meeting or at a called meeting of which all members have been given due and timely notice.

Section 6 - Chapter Officers

- a. Chapter officers shall be elected annually and shall take office during the three (3) month

period, April, May, June of each year.

- b) Only Registered Technician members shall be eligible to hold chapter offices of president and vice-president.
- c. Chapter secretaries shall inform the PTG president, PTG secretary-treasurer and executive director, and *Journal* editor of all changes of chapter officers.

Section 7 - Chapter Meetings

- a. Chapters shall meet at least three times a year in stated meetings. No business can be legally transacted by a chapter at a called meeting unless proper notice has been sent to all franchised members at least ten (10) days in advance.
- b. The franchised members of a chapter must be given due and timely notice of any alteration of time or place for a stated or regular chapter meeting.
- c. Where proxies are allowed, chapters may only use a written proxy and no person may hold more than two proxies.

Section 8 - Chapter Finances

- a. All chapters shall be self-supporting and have authority to assess and collect chapter fees and dues.
- b. Chapter funds shall be deposited in the name of the "Piano Technicians Guild, Inc., (chapter name)," in a federally insured depository.
- c. It is recommended that chapter treasurers be bonded at the discretion of the chapter officers.
- d. PTG shall have no interest in chapter funds beyond amounts due to PTG from the chapter.

Section 9 - Chapter Dissolution

In the event of dissolution of a chapter by vote or other action of the chapter membership, the net assets shall be applied as follows:

- a. All liabilities and obligations shall be paid or satisfied or adequate provision shall be made therefore.
- b. Any assets belonging to members or others shall be returned or conveyed, if the assets are held under such requirement.
- c. Any assets not obligated under the above shall be conveyed to the Piano Technicians Guild Steve Jellen Memorial Library in the name of the chapter.

Section 10 - Subordinate Bodies

The Piano Technicians Guild recognizes all organizations of chapters and assemblies brought together to advance the purpose, objectives, and principles set forth in these Bylaws.

Article X - Regions

Section 1 - Purpose

There shall be seven PTG regions and their purpose shall be to encourage increased membership and to advance the purpose, objectives, and principles set forth in these Bylaws.

Section 2 - Regional Divisions

- a. The Northeast Region shall include the following

states and provinces: Atlantic provinces (New Brunswick, Nova Scotia, Newfoundland, Prince Edward Island), Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Quebec, Rhode Island, Vermont, Delaware, and Ontario.

- b. The Southeast Region shall include the following states and the District of Columbia: Alabama, Florida, Georgia, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, Washington, D.C., the Virgin Islands, and Puerto Rico.
- c. The South Central Region shall include the following states and part of Mexico: Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and that portion of Mexico east from the eastern border of Sonora.
- d. The Central East Region shall include the following states: Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia and Wisconsin.
- e. The Central West Region shall include the following states and provinces: Colorado, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wyoming, and the Canadian provinces of Manitoba and Saskatchewan.
- f. The Western Region shall include the following states, Guam and parts of Mexico: Arizona, California, Hawaii, Nevada, the Island of Guam and that portion of Mexico including Sonora and Baja California.
- g. The Pacific Northwest Region shall include the following states and provinces: Alaska, Alberta, British Columbia, Idaho, Montana, Oregon, Utah, and Washington.

Section 3 - Regional Officers

- a. Each region shall be served by a regional vice president elected in caucus at the annual Council session to serve for one (1) year.
- b. Each regional vice president shall be a member of the PTG Executive Board.

Article XI - Legislative Body

Section 1 - Authority

- a. The legislative body of PTG shall be the Council, with rights and duties to
 1. Establish the general policy of PTG.
 2. Amend the Bylaws and Regulations of PTG.
 3. Approve budgets, fees, dues, levies, and assessments of PTG.
 4. Elect the officers of PTG, except that regional vice presidents shall be elected in accordance with PTG caucus rules.
 5. Grant or revoke chapter charters.
 6. Determine subordinate geographic jurisdictions.
 7. Issue orders to the Executive Board that are in accordance with the Bylaws and Regulations.
- b. The Council shall recognize as legal all actions

and transactions in accordance with the Bylaws and Regulations which are approved by the Executive Board in legal session.

Section 2 - Council Meetings and Quorum

- a. The Council shall meet at the time of the annual PTG convention, and at other times when properly summoned, unless the Executive Board by two-thirds vote determines that conditions exist which render a meeting not feasible.
- b. Delegates representing a majority of the franchised members of PTG shall constitute a quorum.

Section 3 - Voting

- a. The voting membership of the Council shall be composed of a delegate or alternate delegate from each chapter. Each chapter delegate or alternate delegate shall carry one vote for each franchised member in good standing in the chapter.
- b. The elected officers shall be ex-officio members of the Council with privilege of debate and motion. An elected officer of PTG shall not be eligible to serve as a delegate to Council.
- c. Business shall be transacted on the basis of one vote per delegate or alternate. Twenty-five percent of delegates present and voting in favor shall be required to order a ballot or roll call vote.
- d. All ballots shall include the chapter franchised membership representation.
- e. If a roll call vote is ordered, chapters shall be called individually by the Secretary-Treasurer. The vote shall be counted according to franchised membership representation.

Article XII - Officers, Nomination, Election, and Duties

Section 1 - Elected Officers

The elected officers of the PTG shall be president, vice president, secretary-treasurer, and seven regional vice presidents.

Section 2 - Qualifications

- a. Any Registered Technician in good standing shall be eligible for nomination and election to office.
- b. All candidates shall sign a certificate of consent to serve if elected.
- c. All candidates shall sign an affidavit of eligibility in accordance with items a) and b) above, before the election is held.
- d. Candidates may submit no more than fifteen (15) lines of typed qualifications to the nominating committee for consideration.
- e. A candidate for the office of regional vice president must be officially listed by the PTG Home Office as a member of a chapter within the region and live either inside the regional boundary or no more than 75 miles outside of the regional boundary.
- f. Employees of PTG shall not be eligible for election to any office, with the following exception: those employees who are members of PTG

may be elected to chapter office.

Section 3 - Nominating Committee

- a. A nominating committee of five members shall be elected at the annual Council session to serve for the next term.
- b. Each region in caucus shall select one or two candidates from members of the region in attendance at the Council session. Members may not stand for election who have served for the last two consecutive years on this committee.
- c. The nominees shall be presented in person to the Council for election to the committee. The five receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes on the first ballot shall be named chairman of the committee. Tie votes shall be broken by any suitable method approved by the Council.
- d. Those nominees receiving the sixth and seventh highest number of votes shall be designated as first and second alternate committee members and shall be required to fill any vacancy occurring in midterm. The number of members actively serving on the nominating committee shall be five at all times.

Section 4 - Duties of the Nominating Committee

The nominating committee shall

- a. Request nominations for all PTG offices, together with consent to serve certificates and affidavits of eligibility and qualifications, through an announcement in the December issue of the PTG Journal. Any chapter may submit a nomination. Any member in good standing may offer his or her own name for consideration.
- b. Select one or more candidates for the offices of president, vice president, and secretary-treasurer. Qualifications shall be considered in making selections.
- c. Prepare a list of nominees showing the committee selection for president, vice president, and secretary-treasurer, and all of the nominations received for the three offices and for the offices of the seven regional vice presidents.
- d. Submit the list to the Home Office, together with the candidates' qualifications, no later than April 1 for distribution to the membership no later than seventy (70) days prior to the annual Council session.

Section 5 - Nominations from the Floor

- a. Additional nominations may be made from the floor for any office by accredited delegates at the Council session.
- b. Nominations for regional vice presidents may be made in the regional caucuses by delegates from the region.
- c. Qualifications, consent to serve certificates, and affidavits of eligibility shall be submitted before the election of any candidate.

Section 6 - Election of Officers

- a. Election of president, vice president, and secre-

tary-treasurer shall take place in Council session.

- b. All elections shall be by ballot except where there is one nominee, in which case the election may be by voice vote or show of hands.
- c. A majority vote shall be required for election to any office except that a two-thirds vote shall be required for re-election to a third (or more) continuing term in the same office.
- d. Election of regional vice presidents shall be in individual regional caucuses in accordance with regional caucus rules adopted by the council and shall take place after the election of the president, vice president and secretary-treasurer.

Section 7 - Term of Office

- a. Elected officers shall hold office for one (1) year from installation or until a successor assumes office.
- b. All PTG officers shall be eligible to serve no more than two (2) consecutive years in the same office unless re-elected by a two-thirds vote of the delegates.
- c. An officer who holds an office for more than six (6) months shall be considered to have served for a full year in calculating the re-election requirements.

Section 8 - Vacancies

- a. In case of a vacancy in the office of president, the vice president shall become president.
- b. A vacancy in any other elective office may be filled for the balance of the term by a two-thirds vote of the Executive Board provided the work load of the vacant office demands replacement before the next Council session.
- c. In case of death or incapacity due to medically verifiable illness which restricts an officer from properly fulfilling his/her duties of office, the President, upon agreement of the rest of the Board that such incapacity exists, can appoint a replacement provided the work load of the vacant office demands replacement and that appointment is approved by a unanimous vote of the Executive Board.

Section 9 - Duties of Officers

- a. President - The president shall be the head of PTG and shall be its official spokesman; serve as chairman of the Council and the Executive Board; make all nonelective appointments, subject to approval by the Executive Board; fill any vacancy in any committee; replace incapacitated or inactive committee members except where otherwise provided in these Bylaws; and exercise a general supervision over all affairs of the PTG.
- b. Vice President - The vice president shall assist the president in the discharge of presidential duties, in the absence or disability of the president perform the duties of president, coordinate the work of all standing committees at the direction of the president, and keep the president informed of committee problems and progress.

- c. Secretary-Treasurer - The secretary-treasurer shall act as secretary to the Council and to the Board and be responsible for the accurate production of minutes of all Council and Executive Board sessions; maintain an up-to-date copy of the PTG Bylaws and Regulations, Council orders, Board policies, and contracts; be an authorized signatory to fund transfers, withdrawals, etc., and keep a file record of these transactions; and process Board members' expense reports, keep a file copy, and forward one copy to the Home Office.
- d. Regional Vice President - The regional vice president shall exercise a general supervision over the chapters and the membership within the region, promote the welfare and harmony of PTG, act as the president's deputy in any matter on authorization from the president, be membership chairman for the region, be the advertising representative in the region for the PTG *Journal*, attend major meetings held by chapters in the region whenever feasible, and assist in forming new chapters.
Regional vice presidents may appoint assistants (such as state chairmen) to help with duties within the region. Expenses incurred by such assistants will be covered by the Regional Vice President allowance subject to prior approval. Regional vice presidents shall take all reasonable steps to ascertain the views of the region on significant issues facing PTG prior to Board and Council sessions, and shall report promptly to chapters in the region with information on the action taken.

Article XIII - Executive Board

Section 1 - Composition

The Executive Board of the PTG shall be composed of all elected PTG officers and the immediate past president who shall serve for a period of one (1) year. They shall serve for periods coinciding with their terms of office.

Section 2 - Authority and Duties

The Executive Board shall

- a. Implement and carry out all Council orders.
- b. Be directly responsible for the hiring of the executive director.
- c. Administer the business of PTG in conformity with the Bylaws and Regulations and Council directives.
- d. Present a recommended budget to the Council annually with itemized actual expenditures from the two previous years.
- e. Recommend fees, dues, and assessments and set PTG *Journal* subscription and advertising rates.
- f. Issue temporary charters pending Council action.
- g. Try judicial cases where required by the Disciplinary Code.
- h. Designate an independent accountant each year to oversee the organization's books and account-

ing system.

- i. Authorize an annual accounting review and report by an independent accountant.
- j. Authorize an audit and report whenever deemed necessary or requested by the Council.

Section 3 - Quorum

A quorum of the Executive Board shall be six members.

Section 4 - Executive Board Meetings

- a. The Executive Board shall meet at the time of the annual PTG convention and semiannually if feasible. The Board may meet in person more often if urgency or business requires a special meeting.
- b. The Executive Board may conduct urgent business by conference telephone call when necessary and such meetings shall be known as Conference Call Board meetings. An official telephone record shall show that all Board members were called.
- c. Any four or more members of the Board may call a special meeting and designate its place and time, or initiate and conduct a conference call Board meeting should the president refuse or fail to do so on request.
- d. At least three (3) days notice shall be given to all Board members for special and conference call Board meetings, except in cases where a majority of the Board membership approves a shorter notice.
- e. The call shall specify the purpose of the meeting and only business stated in the call shall be acted upon unless the meeting agenda is changed by a majority vote.
- f. The Executive Board may conduct business by mail and such action shall be legal, provided
 - 1. Identical and complete information is distributed to all members of the Board at the same time.
 - 2. Instructions for reply, together with a reasonable return date, are included.
 - 3. All members of the Executive Board reply in the affirmative.
- g. Action taken by or on behalf of the Executive Board which does not comply with the requirements for notice or call, or with the provisions of these Bylaws, shall be legal only after ratification by the Executive Board at a legal meeting.
- h. A calendar of proposed Board meetings shall be published in the PTG Update to advise the membership of future meetings and current agenda items so that the interested members may respond in person or by mail with suggestions.

Section 5 - Executive Board Finances

- a. Board members shall not receive any compensation for services as an officer or as a Board member.
- b. Board members shall be reimbursed for necessary reasonable expenses incurred in the performance of properly authorized PTG business.

Article XIV - Committees

Section 1 - Standing Committees

There shall be the following standing committees:
Awards (Hall of Fame, Member of Note and Golden Hammer)

Bylaws

Chapter Management and Achievement

Chapter Newsletter

Chapter Program Development

College and University Technicians

Conferences and Seminars

Economic Affairs

Editor Advisory

Ethics

Examination and Test Standards

International Relations

Membership Promotion

Members' Rights

Council Minutes Approval

Nominating

Teacher Relations

Trade Relations

Visually Impaired Concerns

Section 2 - Special Committees

Special committees may be formed by Council order or by presidential appointment. Such committees shall have their formation reviewed each year by the Council.

Section 3 - Committee Appointments

- a. Committee appointments, unless otherwise provided in these Bylaws, shall be made by the president with approval of the Executive Board.
- b. Employees who are members of PTG may be appointed to PTG committees upon approval by the Executive Board.
- c. All committees, unless otherwise provided in these Bylaws or the Regulations, shall be composed of at least three members exclusive of ex-officio members, and the first named shall be chairman.
- d. PTG committee members shall receive no remuneration for their services but may, on proper authority, be reimbursed for expenses.
- e. Members of a special committee formed to render a specific and noncontinuing service for PTG may be compensated for such service; e.g., manning booths at trade conventions.
- f. Nonfranchised members may serve on committees, but only franchised members may serve as committee chairmen.

Section 4 - Ex-Officio Committee Members

The president and vice president shall be ex-officio members of all committees except the Nominating committee. The secretary-treasurer shall be an ex-officio member of the Bylaws Committee.

Article XV - PTG Annual Conventions

Section 1 - Purpose

The Purpose of PTG Annual conventions shall be:

- a. To conduct training classes and discussion on

PTG organizational policies and procedures.

- b. To exchange ideas and work cooperatively for the improvement and expansion of PTG activities.

Section 2 - PTG Annual Conventions

- a. One convention of the entire PTG membership shall be held annually, if conditions permit, and shall be known as the PTG Annual convention. The legislative body of PTG shall meet at the time of the annual convention.
- b. The Executive Board shall have complete responsibility for management of the PTG annual conventions and shall have the authority to delegate responsibility in accordance with the PTG Convention Manual.

Section 3 - Other Assemblies

- a. Assemblies of members other than PTG annual conventions and chapter meetings shall be designated according to the sponsors, such as
 1. A PTG region
 2. Two or more PTG regions combined
 3. Geographic area, city, district, group of chapters
- b. The Conferences and Seminars Committee shall assist assemblies and coordinate dates and programs in such a way that the assemblies will be available at convenient times throughout the country with a minimum of conflict and overlapping. All proposed assemblies' dates and programs shall be submitted to the Conferences and Seminars committee for approval.
- c. All assemblies shall be self-supporting. If a deficit should occur, the indebtedness shall be the responsibility of the sponsors.
- d. Assemblies shall have no authority over the membership and shall have no legal status in decision-making except with regard to the establishment and funding of such sessions.

Article XVI - PTG Home Office

Section 1 - Administration

The Executive Board shall hire an administrator for the PTG Home Office who shall have the title executive director.

Section 2 - Duties

- a. Operate the Home Office for PTG, maintaining all necessary books and records in accordance with the accepted procedure.
- b. Hire necessary personnel to operate the PTG administrative work within the PTG budget and under direction of the Executive Board.
- c. Prepare a proposed annual budget for the following fiscal year. Submit the budget proposal to the Executive Board. After the Board has approved the budget, distribute to chapters as required by these Bylaws.
- d. Annually and whenever directed, make available to the Executive Board all budgets, financial reports, records and recommendations.
- e. Make all budgets, financial reports, records, and

- recommendations available to the PTG Council.
- f. Coordinate PTG Annual Conventions.
- g. Make all necessary records available for audit or other accounting examination or survey as directed by the Executive Board.
- h. Distribute agenda books and proposed amendments to the Bylaws to chapters and the Executive Board seventy (70) days prior to the opening of the PTG Annual Convention.
- i. Provide for the Council an annual report of activities of the PTG Home Office, together with all documentation necessary to clarify the report, and recommendations and suggestions appropriate for future PTG programs.
- j. Provide administrative supervision and operation of the PTG Annual Convention as directed by the Executive Board.
- k. In all publications to instruct the editorial board only to accept articles and classified advertising for publication that do not discriminate against any person because of race, color, creed, sex, or national origin.

Article XVII - Finance

Section 1 - Fiscal Year

The fiscal year of PTG shall be from January 1 through December 31.

Section 2 - Budget

- a. A proposed budget for PTG shall be prepared by the executive director and submitted to the Executive Board as directed by the Board.
- b. The Executive Board shall review and may amend the proposed budget before approving the document for presentation to the membership.
- c. The budget, as approved by the Executive Board shall be distributed by the Home Office no later than April 15 to all chapter presidents in sufficient quantity for all franchised members of the chapter.
- d. The PTG Council shall review and may amend the proposed budget before approving the document.

Section 3 - Emergency Reserve Fund

- a. A minimum of two percent (2%) of PTG annual income shall be deposited in a separate savings account to be known as the PTG emergency fund. The Executive Board shall have the power to invest, encumber, and disburse the fund and its earnings as it deems necessary and in the best interests of PTG.
- b. Control of the emergency fund may be delegated by the Executive Board to an emergency reserve fund committee, composed of the president, vice president, secretary-treasurer who shall be chairman, immediate past president, and the executive director.

- c. Two signatures shall be required for transfers or disbursements from the fund and only then upon specific authority furnished by the secretary-treasurer of official action by the Executive Board or the emergency reserve fund committee. A full accounting of all transactions involving this fund shall be made to the Council annually.

Article XVIII - Parliamentary Authority

The 1990 edition of the Scott, Foresman *Roberts Rules of Order Newly Revised* shall be the rules of the PTG in all cases not covered specifically by these Bylaws, Regulations, and other PTG rules and documents.

Article XIX - Amendments

Section 1 - Amendments to the Bylaws

- a. The PTG Bylaws may be amended at any Council session by a two-thirds vote of the delegates.
- b. Amendments may be proposed by a chapter, a committee, or the Executive Board.
- c. Proposed amendments must be submitted in writing, with supporting arguments, to chairman of the Bylaws Committee no later than February 1.
- d. The amendment deadline with the appropriate date shall be published in the *Journal Update* at least two hundred (200) days prior to the opening meeting of the Council session.
- e. The Bylaws Committee shall process the proposed amendments in accordance with the duties of that committee and submit them with committee recommendations to the Update editor one hundred and five (105) days prior to the opening meeting of the Council session.
- f. The Home Office shall distribute the proposed amendments to all chapters at least seventy (70) days prior to the opening meeting of the Council session.

Section 2 - Amendments to the Regulations and Codes

- a. The Regulations and Codes may be amended at any Council session by a majority vote of the delegates provided notice of the amendment has been given exactly as for amendments to the Bylaws.
- b. If notice of the proposed amendment has not been given as required for the Bylaws, the Regulations may be amended at a Council session by a two-thirds vote of the delegates.

Section 3 - Emergency Provision

Any exception to the procedure for giving notice of proposed amendment to the Bylaws must first be approved by a three-fourths vote of the Executive Board before the amendment may be presented to the delegates. A two-thirds vote of the Council in favor of considering the amendment shall be required before it may be placed on the floor for debate and vote. A three-fourths vote shall be required for adoption of the amendment.

REGULATIONS & CODES

Article I - Awards

The Piano Technicians Guild shall make the following awards:

1. Hall of Fame - There shall be a Hall of Fame to honor those who have shared their talents, time and loyalty to our profession so that we may have what is ours today. Therefore, the Piano Technicians Guild has instituted this Hall of Fame record wherein names with tributes and profiles of honored ones may be preserved and remembered.
2. The Golden Hammer Award to one (1) member each year for outstanding service and dedication to the Guild over a period of years.
3. The Member of Note Award to not more than four (4) members each year for recent outstanding service and dedication to the Piano Technicians Guild.
4. The Guild may make an annual award, with the approval of Council, to the person, organization or business deemed by the Executive Board to have done the most to promote public interest in the piano industry.
5. Chapter achievement awards shall be given each year by the Chapter Management and Achievement Committee, the awards to be developed by chapter size and to be graded for effort, success and merit of yearly activities.

Article II - Committees

Section A - Committee Rules

1. The chairman of a committee shall be responsible for performance of the committee and shall supply the Guild recording secretary with a written copy of all reports for the minutes.
2. On request, a committee chairman shall make a report of progress to the president or the Board.
3. A committee chairman shall have the privilege of enlisting members to serve with the appointed membership if such action will promote the action of the committee.
4. No employee of PTG shall serve on any elected committee.

Section B - Standing Committees

1. Awards -
 - a. The Awards Committee shall be composed of five (5) RTT members of the Piano Technicians Guild, one of whom may be from the piano industry. Each member shall be from a different region.
 - b. If a chapter nominates an Awards Committee member to receive an award, the Awards committee member must either resign from the Awards Committee or decline the nomination.
 - c. The Awards Committee shall complete its work by March 31 of each year. The person(s) so honored will be recognized at

the following Annual Convention during the opening session.

Hall of Fame Award

- d. Any member in good standing may nominate candidates for the Hall of Fame, and a resume of the candidate must accompany the chapter's choice of nomination.
- e. After the committee chooses no more than two recipients, the chairman may request more information for the Hall of Fame Record Book (if needed, from other sources throughout the country other than the recipient's chapter, or other nominating chapters).
- f. The recipients shall be presented with a certificate suitable for framing and a lapel pin, if living and present. If the honoree(s) are not present, the award(s) shall be forwarded to the local chapter president who will bestow the honors in an appropriate manner.
- g. If the honoree is deceased, the award shall be made to a member of the family. (In this case, the certificate only would be adequate.) If the award to the deceased cannot be made at the PTG annual convention, then the certificate shall be forwarded to the local chapter president nearest the recipient who will present the award in an appropriate manner.
- h. All persons elected to the Hall of Fame shall be additionally honored by having a picture, if available, and a short history outlining their contribution to the piano industry included in an honor roll to be displayed in a prominent position at each PTG Annual convention. After the PTG Annual convention the book will then be returned to the National Office for safekeeping.
- i. Eligibility qualifications for a person to be considered for nomination to the Hall of Fame should include the following:
 1. Long-term dedication to the causes, ideals, and purposes of the Piano Technicians Guild.
 2. Outstanding personal and professional integrity to the point of being an inspiration to others.
 3. Outstanding contributor and implementer of ideas, programs, etc., resulting in a definite improvement and upgrading of the piano industry as a whole.
- j. Suggestions for nominations shall be solicited through a form in the monthly chapter mailings, with the chapter form completed and a resume of the nominee to be sent to the committee chairman no later than December 31.

- k. After the PTG Annual convention, resumes of unselected nominees shall be sent back to the chapter for them to update the resume and again submit the following year if so desired.
2. Bylaws -
There shall be a Bylaws Committee, as required in the Bylaws, to counsel any member or members wishing to amend the Bylaws, Regulations and Codes, and present to the Council at the proper time any resolutions to amend, together with their recommendations to adopt or reject, with full reasons assigned. The chairman of this committee shall serve as parliamentarian in the absence of a professional parliamentarian.
3. Conferences and Seminars Committee -
There shall be a coordinating committee for conferences and seminars. This committee shall consist of three members, the vice president and two (2) regional vice presidents appointed by the president. Coordination of all conferences and seminars will be handled with the end in view of eliminating conflicts, centralizing information and providing assistance and expertise in developing curricula and staff.
4. Chapter Management and Achievement Committee -
There shall be a Chapter Management and Achievement Committee which shall function to develop programs whereby chapter officers can develop management skills and participate in interchange of chapter management ideas. A chapter achievement award shall be given for categories of chapter size annually. This award shall be part of the program of the committee to promote chapter activity and vitality.
5. Chapter Newsletter -
There shall be a Chapter Newsletter Committee, whose principal duties shall be the promotion and development of active chapter newsletters.
6. Chapter Program Development -
There shall be a committee to research and develop useful technical, business, historical, and social information and materials and suggest ways in which this information and these materials could be used to enhance the program part of a chapter meeting.
7. College and University Technicians -
There shall be a College and University Technicians Committee whose principal duty shall be to promote the particular interests of college and university technicians. This committee shall maintain an updated list of college and university technicians. Additional activities may include a regular newsletter, educational opportunities, and/or other special projects.
8. Economic Affairs -
There shall be a committee for economic affairs to study past, current and future economic trends and advise members accordingly.
9. Editor Advisory -
There shall be an Editor Advisory Committee composed of three (3) Registered Technician members, none of whom shall hold higher office than chapter president. This committee will be elected by Council for a two (2) year term. The committee shall be available to consult with and advise the editors on material for *Journal* publication, either at the editor's request or at the request of other parties.
10. Examinations and Test Standards -
 - a. There shall be an Examinations and Test Standards Committee (ETSC), consisting of at least one Certified Tuning Examiner (CTE) from each region and other advisors and administrators as needed.
 - b. The ETSC shall administer, monitor and evaluate the RTT exams, train examiners, provide information and assistance to those wanting exams, and recommend procedures to further standardize and/or simplify test administration. Accordingly, the ETSC shall:
 1. Administer the CTE pool.
 2. Recommend candidates for this pool to the Board.
 3. Approve all testing sites.
 4. Maintain the official Examination Manuals.
 5. Recommend exam fees.
 6. Monitor exam records for accuracy and examiner performance level.
 7. Periodically evaluate the levels of difficulty and pass/fail ratios of all exams.
 8. Provide articles for the *Journal Update* and classes at the PTG Annual Convention and regional seminars both to train examiners in giving exams and to help Associate members prepare for them.
 9. Provide both tuning and technical exams at the PTG Annual Convention and encourage seminars to provide exams either at the seminar site during the seminar or at another nearby location just before or after the seminar.
 10. Make class and exam dates and locations known by publication in the *Journal* as much as possible.
 11. Communicate directly with all known examiners via the *Journal Update* or an ETSC newsletter at least once a year after the PTG Annual Convention and more often as needed.
11. Ethics -
There shall be a standing committee for PTG internal code of ethics. The duties of this committee shall include:
 1. Submission of articles to the *Journal* on a regular basis to educate the current member-

- ship as to the correct use of the PTG name and emblems;
2. Assisting in the preparation of information for new members to aid them in the proper use of the PTG name and emblems;
 3. Acting as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to the Council, which shall retain final authority.
12. International Relations -
There shall be a committee on international relations. This committee shall be responsible for fostering relations with organizations and individuals in countries outside the regional jurisdiction of the Piano Technicians Guild, who are in the piano industry, especially piano technicians. The committee will be responsible for Piano Technicians Guild Tours to these countries. It shall review and approve or reject applicants for International Correspondent status.
13. Members' Rights -
- a. A Members' Rights Committee of three members shall be elected at the annual Council session to serve for the next term.
 - b. Each region shall select one candidate from members of the region in attendance at the Council session.
 - c. The nominees shall be presented in person to the Council for election to the committee. The three receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chairman of the committee. Tie votes shall be broken by any suitable method approved by Council.
 - d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Members' Rights Committee shall be three at all times.
 - e. Any aggrieved member or any chapter presenting a complaint through the Members' Rights Committee or any other channel shall be obligated to provide in advance a detailed written copy of the points of such complaint to the person or committee against whom it is directed.
 - f. The duties of the Members' Rights Committee shall be:
 - To study the problems of those who feel they have cause for grievance.
 - To consider their opinions and advise them of their rights under the circumstances prevailing.
 - To plead their cause to the proper body for consideration (Council and/or Board).
 - To make certain that every member receives and enjoys all the rights and privileges which are due.
 - To make certain that no member shall be denied a courteous and constitutionally proper hearing.
 - To ascertain all the facts which are pertinent to any grievance which is brought to its attention.
 - To conduct an investigation into the facts of any grievance in such a manner that PTG shall not be embarrassed by an improper decision.
 - To be certain that full factual knowledge pertinent to the matter is made known to all parties concerned.
- g. It shall be the privilege and duty of a member who has a complaint registered with the Members' Rights Committee to be present at the Council meeting when the Members' Rights Committee makes its report, and shall have the right to be heard if he or she so desires. Should the Members' Rights Committee fail to present the case to the Council, the member shall have the right, at the conclusion of the Members' Rights Committee report, to personally present the case directly to the Council.
14. Council Minutes Approval Committee -
There shall be a Council Minutes Approval Committee which shall review the draft copy of the Council minutes for accuracy and approve the final draft. They shall report in the *Journal Update* upon their approval of the Council minutes.
15. Nominating Committee - *See Bylaws, Article XII.*
16. Teacher Relations -
There shall be a committee on teacher relations to promote education and understanding with music teachers and to develop educational programs for use with teachers' groups.
17. Trade Relations -
There shall be a committee on trade relations, to promote the mutual good will and welfare of the Guild, its members, piano manufacturers, dealers, teachers, and all piano technicians.
18. Visually Impaired Concerns -
There shall be a Visually Impaired Concerns Committee, to serve the special interests of the visually impaired members.
- Article III - Membership**
Section A - Death Benefit
1. The Council hereby authorizes the Board to establish a death benefit plan in the minimum amount of one thousand dollars (\$1,000) for

eligible members and authorizes the expenditure of a portion of the dues for this purpose.

2. The executive director shall be the administrator of the death benefit plan, thereby authorized to remit premiums, appoint the agent of record, and make the necessary legal reports.
3. Sustaining members of both classes shall be covered by the PTG death benefit, providing the coverage was in effect at the time of election to sustaining membership.

Section B - Dues

1. Chapter Dues Collection - Chapters may elect to have chapter dues billed and collected by the Home Office. Such dues will be reported and sent to participating chapters by April 1. Chapters shall be responsible for billing and collecting their own pro-rated chapter dues for the first year of membership.

Section C - Resignations

Conditions and procedures under which a member may resign in good standing are:

1. A member without indebtedness to the Guild or a chapter, and otherwise in good standing has the right to resign in good standing.
2. Resignations to escape delinquent dues, or other financial obligations or expulsions, need not be accepted. If dues have not been paid as provided in the PTG Disciplinary Code, the member may be dropped.
3. A chapter member wishing to resign must obtain concurrence of his chapter and notify the PTG Home Office before he/she becomes delinquent. The resignation request shall include the reasons for resigning and the effective date; if the reasons are not valid, the chapter should attempt to get the request withdrawn.
4. The Home Office shall ascertain the status of dues and other obligations of the member and notify the officers concerned.
5. Upon receipt of acceptance from a chapter or regional vice president of a resignation, the Home Office shall remove the name from the rolls and confirm the action to the person involved.

Article IV - Organization

Section A - Budget and Finance

Any and all recommendations for increasing The Piano Technicians Guild annual budget shall be accompanied by a suggested method of obtaining the funds.

Section B - Assemblies

Where more than one (1) chapter exists in a state, province, or similar area, annual assemblies should be held for the primary purposes of

- a. Selecting a chairman and a secretary to serve until the next such assembly, whose duties shall be to act as coordinating officers and a clearing office for matters peculiar or relating to the area.
- b. At least one Executive Board or staff member

should be present and assist in the program of each such assembly.

- c. To exchange ideas and work cooperatively for the improvement and expansion of Guild activities in the area.

Section C - Council

1. It shall be the duty of the chapter secretary to provide proper credentials for the chapter delegate to the Council and to see that such credentials reach the hand of the Guild recording secretary before the opening of a Council session.
2. One (1) alternate delegate for each chapter may be seated at the Council table and must sit only with the delegate if present. The alternate may speak to a motion with the delegate's consent. Alternates are not permitted to vote if the delegate is present. If the alternate does vote with the delegate present, he or she will be subject to discipline, such discipline being loss of accreditation at the Council table and removal from the meeting.
3. A resume of the Council minutes shall be distributed to each member.
4. It is the sense of the Council that it is in order for a chapter to bear all or part of their delegate's expenses in attending a Council meeting, but illegal to pay him or her for time spent in serving as a delegate.
5. The executive director's expenses shall be paid to all Council and Board meetings.

Section D - Home Office

The Home Office shall prepare and have in readiness a list of current PTG members for supplying to any proper inquirer for the same.

Section E - Membership in Other Organizations

The PTG Executive Board shall have the prerogative to determine membership in other organizations which share mutual goals within the piano industry.

Article V - The RTT Exams

Section A - Requirements for Passing the RTT Exams

1. To pass the PTG Written Exam, the candidate must score at least 80% overall. The written exam should be administered by the chapter but may be administered by any RTT at any test site.
2. To pass the PTG Technical Exam, the candidate must score at least 80% in each of its three parts - vertical action regulation, grand action regulation, and repairs. The candidate may repeat any parts not passed one time within one year of the original exam without having to repeat those parts passed, provided that one-third of the technical exam fee is paid for each part repeated. After one year from the date of the original exam, the entire exam must be repeated at the full fee.
3. To pass the PTG Tuning Exam, the candidate may tune either aurally or with a visual display electronic tuning instrument (except that *all* candidates must tune unisons aurally), and said candidate must score at least 80% in each of the

exam's eight parts - pitch, temperament, mid-range, bass, treble, high treble, stability, and unisons. Failing one or more of these parts requires repeating the entire exam.

- a. A candidate who tuned initially using a visual tuning instrument must also re-tune octaves 3 and 4 aurally only and score at least 80% in pitch, temperament, and mid-range.
- b. A candidate who passes all except the aural re-tuning of octaves 3 and 4 may repeat that portion of the exam one time within one year of the original exam provided that one-half of the tuning exam fee is paid. After one year from the date of the original exam, the entire exam must be repeated at the full fee.

Section B - Exam Fees

1. Fees for the RTT Exams shall be as follows: written exam - no fee; technical exam - \$60.00; tuning exam - \$60.00.
2. Exam fees are payable to the test sponsors for discretionary use in offsetting administrative, equipment, and personnel costs of RTT exams.
3. Exam fees shall be collected in advance of the exam. Any refund policies should be stated in writing on the exam application.
4. Exam fees may be waived for RTTs who sign a "Consent to Serve as Examiner" form prior to the exam provided the number of such waivers and exams does not exceed three in any five-year period.

Section C - Exam Record-Keeping

1. All exam scoreforms shall be in triplicate and signed by the examiners, with the exam date and results clearly noted. After all exams, exam administrators shall send the original copy of all scoreforms to the Home Office, give the second copy to the examinee, and retain the third for test site records.
2. Reclassification forms shall be in triplicate and completed as noted below. Chapters shall send the original copy to the Home Office for the member's file, give the second copy to the examinee, and retain the third for chapter records. Completed copies of reclassification forms must be received and acknowledged by the Home Office before an Associate may officially be reclassified as an RTT.
 - a. Upon successful completion of the written exam, the candidate for reclassification shall receive a reclassification form.
 - b. The candidate shall be responsible for keeping this form until all exams are successfully completed and the results noted, dated, and signed by the examiners.
 - c. The candidate should then return the reclassification form to his/her chapter president for final routine processing by the chapter.
 - d. A chapter officer must then certify that the candidate has met all requirements for

reclassification by signing the reclassification form and sending the original to the Home Office.

3. The Home Office shall keep the originals of all scoreforms received in the appropriate member's file and shall make copies of these for additional files as the ETSC may direct. Three such files shall consist of copies of all individual exam scoreforms received, arranged chronologically for each type of exam. All files including exam papers shall be considered confidential and shall not be opened except to authorized persons for officially-approved purposes.

Section D - Administrative Requirements

1. General - In administering tests, all the requirements and procedures outlined in the Bylaws and Regulations and in the Council-approved examination manuals shall be followed in every case so that all tests will be given as fairly as possible and the results will be comparable.
2. Exam Personnel - The written exam shall be administered by at least one RTT; the technical exam shall be administered by at least two RTTs; and the tuning exam shall be administered by at least three RTTs with the stipulation that at least one of the RTTs shall be a Certified Tuning Examiner (CTE). Test sites shall meet the following specific personnel requirements for administering the PTG Tuning Exam:
 - a. There must be at least three RTT tuning examiners present, at least one of whom must be a CTE.
 - b. At least one of the CTEs present shall be non-visually-impaired.
 - c. The master tuning shall have been done under the leadership of one CTE assisted by at least two other RTTs.

Section E - CTE Qualifications and Recertification

1. To qualify as a CTE, an RTT shall:
 - a. Sign the "consent to serve as examiner" (CSE) form and indicate willingness to give the time needed to train and to administer exams;
 - b. Pass each category of the tuning exam at 90% or better, tuning aurally only;
 - c. Successfully complete training on procedures used during the test, use of qualifying measuring equipment, and performance of required calculations, except that visually impaired persons need not perform those aspects of instrument use which require eyesight;
 - d. Demonstrate an ability to work well with other examiners and to handle examinees effectively;
 - e. Be recommended by the ETSC to the Board for approval;
 - f. Be approved by a majority of the Board.
2. All candidates who have passed the tuning test at the CTE level (See Section E-1b above) qualify

for CTE training and may sign the CSE form, receive a manual, and begin training, provided it is within four years of the date of their qualifying exams.

3. Only RTTs may sign the CSE form; if they sign it prior to the exam, they may have the exam fee waived as provided in Section B-4 above. No fee waivers may be given for CSE forms signed after an exam.
4. An RTT who qualified for CTE training prior to reclassification may receive a Tuning Exam Manual and begin training for CTE immediately upon reclassification and signing the CSE form. However, in no case may the Board act to make that RTT a CTE sooner than one year from the RTT's reclassification date.
5. CTE trainees who have not yet become certified after three years or CTEs who fail to be recertified as required below may retain a copy of the Tuning Exam Manual only with the consent of the ETSC.
6. CTEs shall be recertified every five years and before the end of the sixth year by passing an exam procedures test prepared by the ETSC. The recertification test should be conducted at a test site other than that of the CTE's own chapter. The recertification examiner should be the regional ETSC member but may be any CTE so designated by the ETSC.

Section F - Examiner Expense Reimbursement

1. Examiners shall not receive any compensation

for services as an examiner.

2. Examiners may be reimbursed by the exam sponsors (chapter, seminar, Area Examining Board, etc.) for all necessary and reasonable expenses incurred in the performance of their duties as examiners. However, such reimbursement is not guaranteed, and examiners are responsible for finding out in advance the specifics of the reimbursement policy.
3. Neither The Piano Technicians Guild, Inc., nor the ETSC shall be required to reimburse any examiner expenses incurred without prior authorization.
4. Signing the CSE form does not obligate examiners to provide exams without reimbursement of expenses as in Section F-2 above.

Section G - Examiner Ethics

1. PTG Examiners shall always strive to maintain strict confidentiality of specific exam results, using all reasonable precautions to prevent unauthorized individuals' having access to or knowledge of such results.
2. PTG Examiners should always bear in mind that there is no membership classification within PTG above that of Registered Tuner-Technician. Certification and/or experience as a PTG Examiner bestows no privileges beyond that of being authorized to administer exams and must not be represented to the public as a rank, classification, or elite status.

DISCIPLINARY CODE

Jurisprudence and Punitive Action

I. Charges and Jurisdiction

A. Grounds for Action

1. The following shall be deemed offenses against PTG and shall be dealt with in accordance with the Disciplinary Code:
 - a. Malfeasance in office.
 - b. Gross violation of established moral principles.
 - c. Premeditated and/or continued violation of professional ethics.
 - d. Willful conduct contrary to the interest of fellow members.
 - e. Conviction of a criminal offense in a court of law during tenure of membership.
 - f. Continued and/or willful violation of the PTG standards of Professional Conduct, PTG Rules of Business Conduct, and/or PTG Code of Ethics.
2. Delinquency in the payment of dues, fees, levies, and assessments, shall be cause to drop a person from the membership rolls in accordance with Article VI, Section 3, follow-

ing proper notification. No trial shall be required in order to drop a member for nonpayment of such monies.

B. Jurisdiction

1. It is a proper duty of each chapter to take cognizance of the conduct of any member of the Guild within its jurisdiction and for any violation of the Bylaws, Regulations, and Codes to vindicate the law and administer justice.
2. The penal jurisdiction of a chapter shall extend over all of its own members, wherever they may reside.
3. If a PTG officer or committee member is charged with an offense for an action stemming from his/her official duties, such charges shall be placed before the Members' Rights Committee, who shall conduct an investigation into the matter and report to the Council with their findings and recommendations.
4. Failure to conform to the provisions of the Bylaws, Regulations, and Codes or denial of

inherent rights thereof to a member or members shall be cause for the revocation of a chapter charter.

5. If a franchised member wishes to start disciplinary action against a member of another chapter for conduct not covered under #3, the charges shall be laid before the president of the accused member's chapter, in order that the chapter may administer the situation. Only a member's own chapter has the right to hold a formal trial invoking the Disciplinary Code against a member. If the accused member is the president, the charge shall be laid before any other officer of the chapter who is a franchised member.
6. If, after contacting the offending member's chapter, the situation is not resolved, a member has the right to petition the Members' Rights Committee to investigate the situation. The Members' Rights Committee shall have the authority to ascertain whether a trial should be held, and to order the chapter to hold a trial as part of their responsibility to PTG under #1. If the chapter still refuses, the matter may be taken to the council session, which has full authority, including revocation of the chapter charter. (See #4.)

II. Trial Procedures

A. General Procedures

1. All procedures shall be followed as outlined in the PTG Trial Handbook. Copies shall be maintained by the PTG Home Office, and shall be available to franchised members upon request. Before proceeding with filing charges, a current copy of the Handbook must be obtained for reference and guidance in the procedures.

B. Filing Charges

1. All charges must be made in writing, signed by the member or members making them and specifying, with reasonable certainty, the character of the offense and the time and place of commission, to which shall be attached the names of witnesses, if any.
2. Any franchised member has the right to prefer charges within the chapter.
3. No member can be reprimanded, suspended, or expelled for any cause whatever, other than nonpayment of dues, except on written charges and specifications and after having received proper notice of trial.
4. Proper notice is hereby defined as written notice sent to the last known address by registered mail, return receipt requested, or handed to the accused by the chapter secretary, at least ten days in advance of hearing or trial.

C. Setting the Trial

1. All charges must be heard and determined by the chapter. In no case can this be left to a committee on the chapter level.
2. Charges shall be presented at a stated meeting, read, and spread upon the minutes. The president shall set a time for trial and order the secretary to furnish the accused with a true copy of the charges and specifications, together with the names of the witnesses, if any, and give him or her proper notice of the trial. All franchised members of the chapter, the chairman of the Members' Rights Committee, and the Regional Vice President shall be given notice of the time and place of trial by first-class mail at least ten days in advance of trial date.
3. Should a chapter president be charged with an offense, the charge shall be laid by the chapter secretary before the Guild president, who shall appoint a franchised member of PTG to act as presiding officer in all matters having to do with the case at chapter level.
4. At the time set for trial, if the accused fails to appear, the presiding officer must make due inquiry and be satisfied that the accused has had proper notice of the trial and copies of the charges and witnesses. If not, the trial must be continued to a future time. In either case, a member shall be appointed to appear for the accused, whose duty it shall be to preserve to the accused every right under the laws of the Guild. If the accused has had proper notice, the case shall then be heard and decided as though he or she were present.
5. All chapter trials shall be held in executive session. Members attending a chapter trial may themselves be subject to discipline for violating the secrecy of executive session. Only members of PTG in good standing shall be allowed to attend. Associate members in good standing shall be allowed to attend and shall have the privilege of debate, but shall have no vote. A majority vote of the franchised members in good standing who are present shall be required to allow the attendance of any other person(s). Any witnesses who are not members shall only be present for their testimony.
6. The trial record shall be considered the same as minutes of a meeting in executive session and shall be read and/or acted upon only in executive session. Exceptions shall be made in the case of a member in good standing who was legitimately absent from the executive session, and wishes to review the proceedings. No copies of the trial record shall be made except for those necessary for appeal. A member wishing to review the

record shall obtain permission from the chapter. The trial record must be reviewed in the presence of the trial reporter at a mutually agreed upon time and place.

D. Pleas

1. Should the accused appear and plead guilty to the charges and specifications, no further evidence is necessary unless the accused wishes to offer evidence in mitigation of the offense. This shall be permitted, after which evidence in rebuttal shall be permitted, after which penalty shall be fixed.
2. In the absence of the accused, and after the charges are read, a plea of not guilty must be entered upon the records.

E. Duties

1. The chapter president shall act as presiding officer in all trials in the chapter or appoint a franchised member to preside.
2. On request of the accused, the chapter president shall appoint another franchised member to serve as presiding officer.
3. The presiding officer shall see that proper pleas are entered for the accused and that the trial is properly conducted. The presiding officer shall decide as to the admissibility of all evidence and testimony offered and all points of law and order which may be raised.
4. The chapter secretary shall serve as trial reporter, except when the secretary is the defendant or a witness, in which case the chapter president shall appoint a trial reporter. If the chapter secretary is not a franchised member, another trial reporter shall be appointed from among the franchised members of PTG.
5. Any member of the Guild may act as counsel for the accused or the chapter.
6. The accused shall retain all rights and privileges of membership following filing of charges. The accused shall not be in the room for the deliberations, and shall not vote.

F. Evidence

1. All written evidence must be preserved by the trial reporter. All oral evidence must be recorded on magnetic tape, or be otherwise transcribed and preserved, so that all evidence will be available in case of appeal.
2. No oath or affirmation shall be required of the witnesses. Due to the nature of many of the offenses possible under the PTG Code of Ethics and Rules of Business Conduct, hearsay evidence shall be admissible, and the judgement as to the best interests of PTG may have to be based on such evidence. The object of the trial is to get the facts, and the greatest latitude should be allowed in receiving evidence, ever keeping in mind that the rights of each side must be respected.

3. Written testimony may be presented as evidence but, when entered, if not having been provided to both parties ten days prior to the trial date, shall on request of either party be grounds for continuance of the case in order to make proper rebuttal thereto.
4. When a member has been charged with a criminal offense and has been convicted of same in a court of law, a certified copy of the findings of the court in said case shall be competent evidence and shall be considered with all other evidence in the case.
5. The accuser shall first enter all evidence to sustain the material allegations of the charges; then the accused shall introduce the evidence to disprove the charges or in mitigation of the offense. The accuser may then offer evidence in rebuttal and the accused may offer evidence in rebuttal, and herein evidence must close.
6. Witnesses may be presented who are not members of the Guild, provided they do so voluntarily, and their credibility can be properly established.
7. Immediately after evidence is taken, each side shall have the opportunity to be heard, the prosecution having the right to open and close the argument. The accused shall then retire and a ballot shall be had on the guilt or innocence of the accused.

G. Verdict And Sentencing

1. Only franchised members present shall vote on the question of guilt or innocence.
2. Each specification must be voted by secret ballot, followed by each charge, on separate ballots.
3. If the accused is found guilty as charged in one or more of the charges, the membership shall fix one of the following penalties:
 - a. Expulsion
 - b. Suspension
 - c. Fine of not more than \$100
 - d. Reprimand
4. The vote shall be taken in the above order until a majority decides the issue, except that 2/3 shall be required to expel. If, however, none of the first three are decided upon, the accused shall automatically be subject to reprimand. If the accused is present, the presiding officer shall proceed to administer the reprimand. If the accused is absent, he or she shall be properly notified to appear at a set time for reprimand and, should he or she fail to appear at such time or show a satisfactory excuse for non-attendance, shall stand suspended from membership for a period of one year.
5. Should a fine be fixed as a penalty, a vote shall be taken on the amount of the fine as well as on the time limit for payment. If the

- member does not meet the payment deadline, the unpaid amount shall be considered as a delinquent fee, and be handled the same as a dues delinquency. (See *Bylaws VI-3*)
6. Should suspension be fixed as a penalty, the time may be fixed by motion and vote, but the longest time proposed must be voted first. Notification shall be sent promptly to the Members' Rights Committee and the PTG Home Office. From the date of the trial until the expiration of the suspension, all rights and privileges of the member shall be discontinued, with the exception of any PTG insurance programs. Dues shall not be assessed during the time of the suspension. Money paid in advance will be rebated on a pro-rated basis. At the end of the suspension, the member shall be reinstated into his or her previous membership category, without any additional application fees or examinations, upon payment of current pro-rated dues.
 7. Should the defendant be expelled, notification shall be sent promptly, along with the person's membership number and effective date of expulsion, to the Members' Rights Committee and the PTG Home Office. All membership rights and privileges shall be terminated as of the expulsion date with the exception of any PTG insurance programs, which shall terminate at the end of the appeal process. Dues paid in advance shall be rebated to the former member on a pro-rated basis. A member who has been expelled may apply as a new member after five years from the date of the trial.

III. Appeal and/or Retrial

A. Appeals to Members' Rights Committee

1. One who has been convicted in a chapter trial shall have the right to appeal the case within sixty days after conviction to the Members' Rights Committee sitting as a court of appeal and review.
2. An appeal shall be in writing and contain a statement of the case, the exception taken to the decision or judgement being appealed, and the grounds upon which an appeal is based.
3. An appeal shall be placed in the hands of the chairman of the Members' Rights Committee who shall make arrangements with the committee to review the case at its earliest opportunity. All records and recordings of an appealed case shall be turned over to the Chairman of the Members' Rights Committee for use by that committee.
4. The Members' Rights Committee shall review the trial to verify that proper procedure was followed and that the member's rights were not violated. The committee shall not hear new evidence.
5. The Members' Rights Committee shall either uphold the chapter decision or require a new trial to be held on the basis of improper procedure. The committee cannot alter, or require to be altered, a verdict or sentence. The committee can attest to improper procedure, and may recommend further appeal.
6. A report from the chairman shall be due within sixty days of receipt by the committee members of all materials requested. Copies of said report shall be sent to the accused, the chapter president, the trial reporter, the PTG Executive Board, and the PTG executive director.

B. Appeals to the Executive Board

1. One who has been convicted in a chapter trial and has completed an unsatisfactory appeal to the Members' Rights Committee shall have the right to appeal the case to the Board within sixty days after the filing of the report of the review by the Members' Rights Committee.
2. The appeal must be in writing and contain a statement of the case, the exception taken to the decision or judgement appealed, and the grounds upon which the appeal is based.
3. The appeal shall be placed in the hands of the PTG Secretary-Treasurer who shall inform the president. The President will make arrangements for the members of the Executive Board to review the case at their earliest opportunity. All records and recordings of an appealed case shall be turned over to the PTG Secretary-Treasurer for use by the Executive Board.
4. The PTG Executive Board shall review the trial and appeal to verify that proper procedure was followed and that no individual or chapter rights were violated. The Board shall not hear new evidence except under #6 below.
5. The PTG Executive Board may either uphold the chapter decision or require a new trial be held on the basis of improper procedure. The Board cannot alter, or require to be altered, a verdict or sentence. The Board can attest to improper procedure, and may recommend further appeal.
6. If the accused member wishes to appeal a decision made by either the Members' Rights Committee or the Executive Board, or wishes to present new evidence, he/she shall have the right to do so in person at a scheduled Executive Board meeting. It shall be the member's responsibility to notify the PTG Secretary-Treasurer of such intention. The Executive Board may postpone such a hearing until the next scheduled session, if notice of said intention is received less than sixty days in advance.
7. Member(s) requesting an Executive Board hearing shall be responsible for their own transportation costs, lodging, etc. If such a

hearing is to be held, all parties involved shall be notified as soon as possible of the date, time and place of same. The chairman of the Members' Rights Committee shall be summoned at PTG expense, in order to testify as to the committee's findings.

C. Appeals to Council

1. The final authority in all matters of jurisprudence shall be the Council, sitting as a court of appeal and review. Council shall not be required to hold a new trial, but the body shall review the evidence taken in previous trials of the case. Council shall have the right to summon and question witnesses, if deemed expedient to the exercise of justice. It may also consider new evidence.
2. One who has completed an unsatisfactory appeal to the PTG Executive Board shall have the right to appeal the case to Council. Such an appeal shall be placed in the hands of the PTG Secretary-Treasurer within thirty days following the receipt by the member of

the report of an unsatisfactory review by the Executive Board.

3. Council appeals shall be held in executive session.
4. A person entering an appeal to Council must present his/her case in person. After said presentation, rebuttal shall be heard from the chapter or its representative, followed by a report by the chairman of the Members' Rights Committee. A representative of the Executive Board shall then report on the findings of that body. Questions from the floor will be entertained. Council will then debate the issue and may limit the time of debate.

D. Retrials

1. A chapter may grant a new trial on the grounds of newly discovered evidence which would indicate, with reasonable certainty, a change in the findings.

MINUTES OF THE 34TH ANNUAL COUNCIL SESSION

JULY 12 - 13, 1991 — PHILADELPHIA, PENNSYLVANIA

CALL TO ORDER - The annual session of the Council of the Piano Technicians Guild was called to order by President Nolan P. Zeringue on Friday, July 12, 1991 at 9:20 a.m. at the Adam's Mark Philadelphia, Philadelphia, Pennsylvania.

INVOCATION - President Zeringue led the Council in a moment of silence.

QUORUM - Delegates and Alternates were checked in by Secretary-Treasurer Sharla Kistler, and a quorum was declared with 71% representation present. The delegate participation was as follows:

REGION	CHAPTERS PRESENT	CHAPTER STRENGTH
Northeast	22	366
Southeast	16	274
South Central	8	130
Central East	16	306
Central West	9	163
Western	13	334
Pacific Northwest	8	151
TOTAL	92	1724

NEW CHAPTER - Norm Heischobler moved and Gracie Wagoner seconded a motion to approve the chapter charter of the Quebec, QC, chapter. Motion carried.

STANDING RULES - Mike Carraher moved and Jack Stebbins seconded a motion to adopt the standing rules as written. Motion carried.

AGENDA - Ernie Preuitt moved and Jim Coleman, Jr. seconded a motion to approve the Council agenda as

reviewed and amended. Motion carried.

MINUTES APPROVAL - Wim Blees moved and Howard Yepson seconded a motion to accept the minutes of the 1990 Council Session. Motion carried.

OFFICERS' REPORTS - Jack Stebbins moved and Terry Zimmerman seconded a motion to accept the officers' reports. Motion carried.

HOME OFFICE REPORTS - Don Wigent moved and Chris Solliday seconded a motion to accept the Home Office reports and annual supplement. Motion carried.

Tom Cobble moved and Randy Potter seconded a motion to add the issue of Home Office staff salaries to the agenda. Motion defeated (delegate vote: 26/54).

COMMITTEE REPORTS - Mike Carraher moved and Jessica Masse seconded a motion to accept the committee reports. Motion carried.

SUSTAINING MEMBERSHIP - It was announced that the following members were approved for Chapter Sustaining membership:

James Dinwiddie, Houston, TX. - Moved by Willem Blees, seconded by Martin Wisenbaker, and accepted by acclamation.

Theodore Graber, Hutchinson, KS (deceased 3/91)

Roger McRoberts, Houston, TX. - Moved by Martin Wisenbaker, seconded by Jim Coleman Jr., and accepted by acclamation.

Lewis Mell, Connecticut (approved 7/90). - Moved by Jim Coleman Jr., seconded by Jack Stebbins, and accepted by acclamation.

Phillip Moore, Seattle, WA. - Moved by Susan Willanger, seconded by Jack Stebbins and accepted by acclamation.

EXECUTIVE BOARD RECOMMENDATIONS

1991 BUDGET AMENDMENTS - Larry Crabb moved and Gracie Wagoner seconded a motion to recognize the actual 1991 budget figures as approved by the 1990 Council rather than accept the suggested amended 1991 budget figures which appear in the 1990-1991 Annual Report. Motion carried.

Note: The only figures which appeared differently were as follows:

1. The line item for "Marketing" expense was presented as \$14,000 rather than the adopted \$4,000 to reflect an amendment proposal to be presented to the 1991 Council by Executive Board.
2. The line item for "International Relations" was presented as \$3,000 rather than the adopted \$0 to reflect an amendment proposal to be presented to 1991 Council by Executive Board. The above Council action neutralizes the Executive Board amendment proposals and therefore the \$4,000 for Marketing and \$0 for International Relations stand as originally approved, with the "Total Expense" figure, the "Net Income" figure, and the "Net After E.R. Allocation" being adjusted accordingly in the Annual Report.

MEMBER LIFE INSURANCE - Wim Blees moved and Larry Crabb seconded a motion that the member life insurance be continued for another year and the Executive Board investigate the establishment of a membership emergency benefit fund. This fund would be supported by member contributions and administered either by the Board or a special committee. Benefits would be granted for medical emergencies, property damage or emergencies, or in case of need, assisting if the family needs the money for a burial of a deceased member. Motion defeated.

David Hulbert moved and Howard Yepson seconded a motion to continue the member life insurance for one year while we investigate Canadian National Insurance, of which American Life is the carrier, to see what the premiums would be. Motion defeated.

Bylaws Committee Proposal 12 was moved to the floor, proposing to discontinue the PTG death benefit program, and delete all references in PTG publications to PTG Life Insurance or death benefit to take effect December 31, 1991. Following passage of a motion to consider the vote by franchised membership, the action was defeated (franchised membership vote: 1144/643).

Mike Carraher moved and David Hulbert seconded a motion to form a special committee to further investigate the insurance issue. Motion defeated.

PUBLICATIONS - Randy Potter moved and Norman Heischouer seconded a motion to approve \$10,000 for publications with identification of the recipient publication committee subject to a choice made by a conference between the PTG and Foundation Boards. Motion carried.

Larry Crabb moved and Walter Pearson seconded a motion to revise the 1991 budget to include \$10,000 for

publications. Motion carried. (delegate vote: 71/11) (Please note that the acceptance of this action results in the 1991 budget showing a projected deficit of \$8,706.)

Wim Blees moved and Mark Ritchie seconded a motion to rescind the previous motion allocating of \$10,000 for publications. Motion defeated. (delegate vote: 9/70)

Chris Solliday moved and Sid Stone seconded a motion to place the allocation of \$10,000 for publications under "Other Publications" in the 1991 budget. Motion carried.

NOMINATING COMMITTEE REPORT - The recommendations of the Nominating Committee were announced as follows:

President: Nolan P. Zeringue, RTT
Vice President: Bruce Dornfeld, RTT
Treasurer/Recording Secretary: Sharla Kistler, RTT
Other nominations received — Central West Regional
Vice President: Michael Drost.

Sid Stone moved and Brian DeTar seconded a motion to nominate Fern Henry for Vice President. Motion carried.

Nolan P. Zeringue was elected to the office of President by acclamation.

Sharla Kistler was elected to the office of Treasurer/Recording Secretary by acclamation.

After a ballot vote for Vice President, Fern Henry was elected.

ADVERTISING - Fred Tremper moved and Jim Ellis seconded a motion to amend Bylaws Article III, Section 3c by adding the following sentence after the first sentence: "...This applies not only to advertising but also to any use of the Piano Technicians Guild name which is accompanied by the name of an associate member, or identifies him or her as a member of the Piano Technicians Guild...." Motion carried unanimously.

Larry Crabb moved and Chris Solliday seconded a motion to direct the Bylaws Committee to study the renaming of Bylaws Article III, Section 3. Motion carried.

RATIFICATION OF ELECTIONS OF REGIONAL VICE PRESIDENTS - Each Caucus representative reported on the Regional Caucus elections as follows:

Regional Vice Presidents:

Northeast Region: James Birch, RTT

Southeast Region: Don Valley, RTT

South Central Region: Leon Speir, RTT

Central East Region: Richard Bittner, RTT

Central West Region: Michael Drost, RTT

Western Region: Jim Coleman, Jr., RTT

Pacific Northwest Region: Stephen Brady, RTT

Elections of the Regional Vice Presidents were ratified by Council.

MEMBERS' RIGHTS COMMITTEE - The following were nominated and elected:

Bruce Dornfeld, Chair

Mike Carraher

Joe Garrett (tied with Jim Ellis who subsequently declined)

Alternates

Larry Riley
Chuck White
Walter Connell

NOMINATING COMMITTEE — The following were nominated: Marshall Hawkins, Chuck Erbsmehl, Larry Crabb, Ward Guthrie, Elizabeth Ward, Susan Willanger, Dick Bittinger, Richard West, Sid Stone, Bob Stephenson, Fred Tremper, Charles Ball, Bob Russell, Brian DeTar, Bruce Stevens.

The following were elected:

Marshall Hawkins, Chair
Larry Crabb
Elizabeth Ward
Dick Bittinger
Sid Stone

Alternates

Fred Tremper
Bob Russell

EDITOR ADVISORY COMMITTEE - The following were nominated: Willis Snyder, Carl Root, Earl Orcutt, Michael Tocquigny.

The following were elected:

Willis Snyder, Chair
Carl Root
Earl Orcutt

MARKETING - Steve Brady moved and Brian DeTar seconded a motion that the 1991 Council create a special committee to be called the Marketing Committee. Motion carried.

Wim Blees moved and Richard West seconded a motion that the first charge to the Marketing Committee be to work with the marketing company to develop an organizational logo. Motion carried.

Steve Brady moved and Leon Speir seconded a motion to move \$10,000 from the "Business Aids" line item in the 1991 budget and transfer it to the "Marketing" line item. Motion carried.

Jack Stebbins moved and Jim Coleman Jr. seconded a motion to accept the charges to the Marketing Committee omitting the stipulation of working with the Phelps Group specifically. Motion carried.

MISSION STATEMENT - Collete Collier moved and Jack Stebbins seconded a motion to direct the Bylaws Committee to prepare a proposed amendment incorporating the PTG mission statement into the PTG Bylaws. Motion carried.

Larry Crabb moved and Chris Solliday seconded a motion to amend the current mission statement by adding the following to item #4 (between "suppliers" and "dealers"): "trade publications, associations, foundations." *Proposed wording:* 4. To increase interaction and articulation with and among piano manufacturers, suppliers, trade publications, associations, foundations, dealers, technicians, teachers and the piano-playing public. Motion carried.

MARKETING - Audrey Karabinus moved and Preston Hutt seconded a motion to include in the Marketing

Committee charges that committee members request chapter input regularly so that their work can be paced and directed accordingly. Motion defeated.

DUES INCREASE

BYLAWS AMENDMENT PROPOSAL 3A - Amend Bylaws Article VI, Sections 1a. & 1b. by deleting "per capita," changing dues amount to \$138, and combining both (a) and (b) under new section (a).

BYLAWS AMENDMENT PROPOSAL 3B - Amend Bylaws Article VI, Section 1 by moving present section (d) to new section (b).

Current: a. Per capita dues for Registered Technicians shall be \$114.00 per year, U.S. funds. b. Dues for Associate members shall be 100% of RTT dues.

Proposed: a. Dues for Registered Technicians and Associates shall be \$138.00 per year, US funds. b. Membership dues shall include a subscription to the PTG *Journal* and the PTG *Update*.

Mike Carraher moved and Ernie Preuitt seconded a motion to amend Bylaws Proposals 3A & 3B by changing \$138.00 to \$126.00 Motion carried. (delegate vote: 48/33)

Mike Carraher moved and Ernie Preuitt seconded a motion to accept Proposals 3A & 3B as amended. Motion carried. (delegate vote: 79/2)

Colette Collier moved and Jack Stebbins seconded a motion that the 1991 PTG Council approve an assessment of \$12 per member for the fiscal year 1992 to fund the PTG marketing program. Motion carried. (delegate vote: 72/11)

CODE OF ETHICS - Colette Collier moved and Joe Garrett seconded a motion to amend #6 of the PTG Code of Ethics as follows:

Current wording: "I will not advertise in a manner so as to convey information that is misleading."

Proposed wording: "I will not advertise, imply or promote information which may be misleading." Motion carried. (delegate vote: 70/0)

Fred Tremper moved and Danny Boone seconded a motion to direct the president of the Guild to write a letter to each offending Associate member advising him or her of the 1991 Council action. Motion carried.

CONTINUING EDUCATION - Gracie Wagoner moved and Martin Wisenbaker seconded a motion to implement the plan of the Continuing Education Committee. Motion carried.

WRITTEN EXAMS - Mike Carraher moved and Larry Crabb seconded a motion to accept the new written exams as presented to the 1991 Council for implementation as of July 17, 1991.

Randy Potter moved and Jim Coleman, Jr. seconded a motion to amend the motion by allowing the ETS Committee to make minor wording changes as appropriate. Motion defeated.

Wim Blees moved and Theodore Mamel seconded a motion to amend the motion by passing a resolution requiring the ETS Committee to develop ethical and professional questions for inclusion in the written exam, to be ready for approval at the next year's Council Session.

Motion defeated.

Main motion carried.

1992 BUDGET - Larry Crabb moved and Jack Stebbins seconded a motion to adopt 1992 budget as presented. Motion carried.

PROPOSED BYLAWS AMENDMENTS

MEMBERSHIP RESTORATION

PROPOSAL 7A - Amend Bylaws Article VI, Sections 5 & 6 by renaming this section "Resignations and Membership Restoration" and combining present Section 5 and 6 under new Section 5.

PROPOSALS 7B, C, D, E, AND F - Amend Bylaws Article VI, Section VI as follows:

7B - Add a letter (a) before the first sentence.

7C - Add a letter (b) before the second sentence, and delete the words "wanting reinstatement." Delete the period and replace the third sentence with: "and must pay the regular application fee."

7D - Delete the fourth sentence, and insert the following sentence for new section (c): "Exams taken previously by Associate members for RTT upgrade will be subject to the same time constraints as in Regulations, Article V, RTT Exams."

7E - Add a letter (d) before the fifth sentence, and change "unless their original examinations had the same form as those in use at the time of reinstatement" to "unless their most recent examinations are the current version." Add the following sentence to this section: "The PTG reclassification form must be submitted to the PTG Home Office in order to process upgrade to RTT membership."

7F - Add new section (e): (e) The effective dates of the current versions of the PTG Exams are: written exam: (7/1/85); technical exam: (6/1/90); tuning(aural): (7/1/86); tuning (electronic): (1/1/90)

Current: Section 5 — Resignations. A member in good standing shall have the right to resign membership in PTG. Section 6 — Reinstatement. Any former member wanting reinstatement must make application as a new member. The application fee will be assessed but back dues will not. Former Associate members may be readmitted to their former classification without examination. Former Registered Tuner-Technician members must take examinations and pay the required examination fees, unless their original examinations had the same form as those in use at the time of reinstatement.

Proposed: Section 5 — Resignations and Membership Restoration. a. A member in good standing shall have the right to resign membership in PTG. b. Any former member must make application as a new member and must pay the regular application fee. c. Exams taken previously by Associate members for RTT upgrade will be subject to the time constraints as in Regulations, Article V, RTT Exams. d. Former Registered Tuner-Technicians must take new examinations and pay the required examination fees,

unless their most recent examinations are the current versions. The PTG reclassification form must be submitted to the PTG Home Office in order to process upgrade to RTT membership. e. The effective dates of the current versions of the PTG Exams are: written exam: 7/1/85; technical exam: 6/1/90; tuning (aural): 7/1/86; tuning (electronic): 1/1/90

Jim Coleman, Jr. moved and Jack Stebbins seconded a motion to approve Proposals 7A through 7F as proposed.

Mike Carraher moved and Chris Solliday seconded a motion to amend the Proposal 7F by changing the following exam dates: tuning (aural): 7/22/86, written: 7/17/91. Motion carried.

Motion carried as amended. (delegate vote: 81/0 - 3/4 vote needed due to emergency amendment)

CONTINUING AND REINSTATED MEMBERS

PROPOSAL 2A - Amend Bylaws Article V, Section 3a. by deleting the word "continuing" so that this section just refers to "members in good standing."

PROPOSAL 2B - Amend Bylaws Article V, Section 3 by deleting all of letter b.

Current: a. A continuing member shall be in good standing when all dues and fees have been paid as required by PTG and the chapter, and the obligations of membership are met. b. A reinstated member shall be in good standing when all dues and fees have paid as required by PTG and the chapter and the obligations of membership are met. Additionally, the member to be reinstated must again pay the application fee as well as the required examination fees if reinstatement requires the member to be re-examined.

Proposed: a. A member shall be in good standing when all dues and fees have been paid as required by PTG and the chapter, and the obligations of membership are met.

Fred Tremper moved and Jack Stebbins seconded a motion to approve Proposals 2A & 2B as proposed. Motion carried.

REQUIREMENTS FOR SPECIAL DUES RATES

PROPOSAL 5 - Amend Bylaws Article VI, Section 1f. by lettering current section(e) as (d) and replacing current (f) with proposed (e).

Current: f. A senior member capable of drawing social security benefits or the equivalent may continue membership in one of the following ways:

1. The senior member may elect to pay full PTG dues and maintain good standing, PTG Group Life Insurance benefit, Journal subscription, and all other benefits.

2. The senior member may elect to pay PTG dues at two-thirds the normal rate and maintain good standing and the Journal subscription. This senior member shall either agree to pay the cost of the PTG Group Life Insurance or consent to drop from the life insurance program but shall receive all other benefits.

3. The senior member who meets the qualifications as outlined in Bylaws Article III, section 2c may be awarded membership in the capacity of a Chapter Sustaining Member in which case a token annual fee of one-third of Registered Technician dues shall be paid for the member

by the sponsoring chapter. This payment shall maintain the member's good standing, PTG, Group Life Insurance benefit, Journal subscription, and all other benefits.

4. The senior member may continue membership and pay no annual PTG dues provided the member:

a. Has a minimum of ten years continuous membership in the PTG and has reached the age of sixty-five.

b. Is no longer significantly engaged in any form of piano work.

c. Agrees to pay the cost of the PTG Group Life Insurance or consents to drop from the insurance program.

d. Agrees to pay a cost established by the Executive Board for receiving the Piano Technicians Journal or consents to drop from the Journal mailing to members.

e. Has the approval of the chapter.

Proposed: e. Any member who has a minimum of ten years continuous membership in PTG up to the time of application, has reached the age of sixty-five, and is capable of drawing social security benefits (or the equivalent) may continue membership in one of the following ways:

1. The member may elect to pay full PTG dues and maintain good standing and all membership benefits.

2. Following submission of the proper form, the member may elect to pay PTG dues at 2/3 the normal rate and maintain good standing and the Journal subscription. This member shall either agree to pay the cost of the PTG Group Life Insurance or consent to drop from the life insurance program, but shall receive all other membership benefits.

3. The member who meets the qualifications as outlined in Bylaws Article III, Section 2(c) may be awarded Chapter Sustaining Membership, in which case a token annual fee of 1/3 of the PTG membership dues shall be paid for the member by the sponsoring chapter. This payment shall maintain the member's good standing and all membership benefits.

4. Following submission of the proper form, the member may continue membership and pay no annual PTG dues provided the member:

a. Is no longer significantly engaged in any form of piano work.

b. Agrees to pay the cost of the PTG Group Life Insurance or consents to drop from the insurance program.

c. Agrees to pay a cost established by the Executive Board for receiving the Piano Technicians Journal or consents to drop from the Journal mailing to members.

d. Has the approval of the chapter.

Jim Coleman, Jr. moved and Jack Stebbins seconded a motion to approve Proposal 5 as proposed. Motion carried.

START OF MEMBERSHIP

PROPOSAL 1A - Amend Bylaws Article IV, Section 1 by adding the following: e) Membership shall commence with the assignment of a PTG membership number by the PTG Home Office. A PTG membership number will be assigned following receipt of a completed PTG application form, and all necessary dues and fees paid.

PROPOSAL 1B - Amend Bylaws Article IV, Section 2d. by adding the following sentences: "The examinee's PTG membership number must appear on all exam application forms. RTT exams conducted without a PTG membership number may be declared invalid."

Current: d. Candidates may apply for the RTT exams at any time, but they must pass the written exam prior to attempting either the technical or the tuning exam.

Proposed: d. Candidates may apply for the RTT exams at any time, but they must pass the written exam prior to attempting either the technical or the tuning exam. The examinee's PTG membership number must appear on all application and exam forms. RTT exams conducted without a PTG membership number may be declared invalid.

Mike Carraher moved and Don Wigent seconded a motion to approve Proposal 1A as proposed. Motion carried.

Mike Carraher moved and Don Wigent seconded a motion to approve Proposal 1B as proposed. Motion carried.

DUES COLLECTION AND DISBURSEMENT

PROPOSAL 6A - Amend Bylaws Article VI, Section 4b. by replacing current section b with proposed section b.

Current: b. Upon receipt of the ratified application and fee, the Home Office shall process the application as an Associate member. Billing for dues shall be sent payable from the beginning of the month following acceptance into membership.

Proposed: b. Upon receipt of the ratified application and fee, the PTG Home Office shall process the application for Associate membership. A dues bill, pro-rated from the beginning of the month following acceptance into membership, shall be sent as soon as possible, payable within 30 days. Following receipt of pro-rated dues, a PTG membership number will be assigned.

Randy Potter moved and Jim Coleman, Jr. seconded a motion to approve Proposal 6A with the following amendment: add "by the chapter" after "membership" in the second sentence. Motion carried as amended.

PROPOSAL 6B - Amend Regulations Article III, Section B by changing "the calendar quarter" to "the month" in the first sentence.

PROPOSAL 6C - Amend Regulations Article III, Section B by deleting the second sentence.

Current: 1. Dues Date for New Members — A new member shall first be liable for dues beginning the first of the calendar quarter after acceptance to membership. The date of acceptance to membership is construed to mean the date on which approval is granted and recorded on the application form, by a duly constituted body or officer of PTG.

Proposed: 1. Dues Date for New Members — A new member shall first be liable for dues beginning the first of the month after acceptance to membership.

The above proposal was on the floor as part of the Bylaws Committee report.

Colette Collier moved and Jim Coleman, Jr. seconded a substitute motion to delete Regulations Article III,

Section B1. Motion carried.

PROPOSAL 6D - Amend Regulations Article III, Section B2 by deleting the second sentence, and adding at end of section: "Chapters shall be responsible for billing and collecting their own pro-rated chapter dues for the first year of membership."

PROPOSAL 6E - Amend Regulations Article III, Section B2 by changing "in April" to "by April 1." in the last sentence.

Current: 2. Chapter Dues Collection — Chapters may elect to have chapter dues billed and collected by the Home Office. Chapter dues will be included in their entirety as part of the first payment. Such dues will be reported and sent to participating chapters in April.

Proposed: 2. Chapter Dues Collection — Chapters may elect to have chapter dues billed and collected by the Home Office. Such dues will be reported and sent to participating chapters by April 1. Chapters shall be responsible for billing and collecting their own pro-rated chapter dues for the first year of membership.

Don Wigent moved and Fred Tremper seconded a motion to approve Proposals 6D and 6E as proposed. Motion carried.

CANADIAN DUES REBATE

PROPOSAL 4 - Amend Bylaws Article VI, Section 1c. by adding "the" before PTG and Canadian, deleting comma, changing "April 1" to "March 2" and changing "allowable" to "granted."

Current: c. PTG Home Office shall return to Canadian chapter of origin twenty percent (20%) of dues their members pay to PTG prior to April 1 of the dues year. No rebate will be allowable on dues paid after that date. Canadian chapters must apply annually for this rebate stating how the money was spent during the previous year. Rebate money must be used to promote PTG in Canada. Money spent in the prior year in excess of that year's rebate can be carried over to the next succeeding year.

Proposed: c. The PTG Home Office shall return to the Canadian chapter of origin twenty percent (20%) of dues their members pay to PTG prior to March 2 of the dues year. No rebate will be granted on dues paid after that date. Canadian chapters must apply annually for this rebate, stating how the money was spent during the previous year. Rebate money must be used to promote PTG in Canada. Money spent in the prior year in excess of that year's rebate can be carried over to the next succeeding year.

Ernie Preuitt moved and Jim Coleman, Jr. seconded a motion to approve Proposal 4 as proposed. Motion carried.

COUNCIL VOTING PROCEDURES

Amend Bylaws, Article XI, Section 3, (a-f) as follows:

PROPOSAL 8A - Combine section a) and b) under new section a)

PROPOSAL 8B - Combine section d) and c) under new section b)

PROPOSAL 8C - Delete phrase: "but with voting privilege

only on matters of procedure"

Current: a. The voting membership of the Council shall be composed of a delegate or alternate delegate from each chapter. b. Each chapter delegate or alternate delegate shall carry one vote for each franchised member in good standing in the chapter. c. An elected officer of PTG shall not be eligible to serve as a delegate to Council. d. The elected officers shall be ex-officio members of the Council with privilege of debate and motion but with voting privilege only on matters of procedure.

Proposed: a. The voting membership of the Council shall be composed of a delegate or alternate delegate from each chapter. Each chapter delegate or alternate delegate shall carry one vote for each franchised member in good standing in the chapter. b. The elected officers shall be ex-officio members of the Council with privilege of debate and motion. An elected officer of PTG shall not be eligible to serve as a delegate to Council.

Jim Coleman Jr. moved and Jack Stebbins seconded a motion to approve Proposals 8A, 8B & 8C as proposed. Motion carried.

PROPOSAL 8D - Replace current section (e) with proposed section (c)

Current: e. On procedural matters, each Council member shall have one vote.

Proposed: c. All business shall be transacted on the basis of one vote per delegate or alternate. Twenty-five percent in favor shall be required to order a ballot or a roll call vote.

Larry Crabb moved and Danny Boone seconded a motion to amend Proposal 8D by removing "All" in the first sentence and adding "of delegates present and voting" after "percent" in the second sentence. Motion carried.

Jim Coleman, Jr. moved and Larry Crabb seconded a motion to approve Proposal 8D as amended. Motion carried.

PROPOSAL 8E - Delete current section (f) and add proposed sections (d) and (e)

Current: f. On all other matters, voting shall be as in Item (e) above, except that on a call for division on any vote except a ballot, the vote shall be by franchised membership representation.

Proposed: d. All ballots shall include the chapter franchised membership representation. e. If a roll call vote is ordered, chapters shall be called individually by the Treasurer-Recording Secretary. The vote shall be counted according to franchised membership representation.

Jim Coleman, Jr. moved and Audrey Karabinus seconded a motion to approve Proposal 8E as presented. Motion carried.

STANDING COMMITTEE ADDITIONS

Amend Bylaws, Article XIV, Section 1 and Regulations, Article II, Section B as follows:

PROPOSAL 10A - Add College and University Technicians

Ernie Preuitt moved and Jim Coleman, Jr. seconded a motion to approve Proposal 10A as proposed. Motion carried.

PROPOSAL 10B - College and University Technicians Committee — There shall be a College and University Technicians Committee whose principal duty shall be to promote the particular interests of college and university technicians. This committee shall maintain an updated list of college and university technicians. Additional activities may include a regular newsletter, educational opportunities, and/or other special projects.

Don Wigent moved and Jack Stebbins seconded a motion to approve Proposal 10B as proposed. Motion carried.

PROPOSAL 10C - Add Public Relations Committee

PROPOSAL 10D - Insert and renumber accordingly: Public Relations — There shall be a Public Relations Committee which shall be comprised of the President of the Guild or his designee, the chairman of the Trade Relations Committee, the chairman of the Teacher Relations Committee, and the executive director in the capacity of an ex-officio member.

The mission of the committee shall be to improve the image of the Piano Technicians Guild by promoting a widespread continuing awareness of the high standards and goals of the Guild and its members through a carefully planned program of advertising designed specifically to target pianists, piano pupils and their parents, piano teachers, public school music teachers, and all phases of the piano industry.

Due to the formation of the Marketing Committee, Proposals 10C & 10D were withdrawn by the Syracuse Chapter.

PROPOSAL 10E - Add Advertising Guidelines Committee.

Danny Boone moved and Jack Stebbins seconded a motion to consider 10E and 10F as one action. Motion defeated (delegate vote: 11/66)

PROPOSAL 10F - Insert and renumber accordingly: Advertising Guidelines Committee — There shall be an Advertising Guidelines Committee, composed of five franchised members, including the chairman and the ex-officio members. The duties of the Advertising Guidelines Committee shall include:

- a. Submission of articles to the Journal on a regular basis to educate the current membership as to the correct use of the PTG name and emblems;
- b. Assisting in the preparation of information for new members to aid them in the proper use of the PTG name and emblems;
- c. Acting as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to the Council, which shall retain final authority.

Colette Collier moved and Jim Coleman, Jr. seconded a motion to approve Proposal 10E as proposed. Motion defeated. (delegate vote: 14/67)

Brian DeTar moved and Anthony Pascone seconded a motion to add the charges listed in Proposal 10F to those

of the Internal Code of Ethics Committee. Motion carried.

STANDING COMMITTEE DELETIONS

Amend Bylaws, Article XIV, Section 1; Regulations, Article II, Section B, #3 and #16 as follows:

PROPOSAL 9A - Delete Conferences and Seminars Committee and Technical Institute Evaluation Committee from listed standing committees.

Willem Bles moved and Jim Coleman, Jr. seconded a motion to consider the two committees listed in Proposal 9A separately. Motion carried.

Mike Carraher moved and Chris Solliday seconded a motion to delete the Conferences and Seminars Committee from the list of standing committees. Motion defeated.

Jim Coleman, Jr. moved and Chris Solliday seconded a motion to delete the Technical Institute Evaluation Committee from the list of standing committees. Motion carried unanimously.

PROPOSAL 9B - Delete the two above-named committees from the Regulations.

Larry Crabb moved and Pat Poulson seconded a motion to delete the Technical Institute Evaluation Committee from the Regulations. Motion carried.

HOUSEKEEPING

PROPOSAL 11A - Replace "Treasurer-Recording Secretary" with "Secretary-Treasurer" wherever it appears.

Charlie Huether moved and Don Wigent seconded a motion to approve Proposal 11A as proposed. Motion carried.

PROPOSAL 11B - Amend Bylaws Article IX, Section 4d. as follows: move last sentence from Article IX, Section 4 (d) to Article IX, Section 2, (c) "New chapters must either send a representative or a letter through the RVP to the Council Meeting at which the new charter is approved."

Don Wigent moved and Tom Cobble seconded a motion to approve Proposal 11B as proposed. Motion carried unanimously.

PROPOSAL 11C - Amend Bylaws Article X, Section 3 by rearranging sentence as indicated.

Current: a. Each region shall be served by a regional vice president elected to serve for one (1) year in caucus at the annual Council session.

Proposed: a. Each region shall be served by a regional vice president elected in caucus at the annual Council session to serve for one (1) year.

Larry Crabb moved and Jack Stebbins seconded a motion to approve Proposal 11C as proposed. Motion carried.

COMMITTEE NAME CHANGES

PROPOSAL 11D - Amend Bylaws, Article XIV, Section 1 as follows: Change the following committee names: "Bylaws and Regulations" to "Bylaws"; "Chapter Management and Chapter Achievement" to "Chapter Management and Achievement"; "Minutes Approving" to "Council Minutes Approval"; "Visually Impaired Problems and Affairs" to "Visually Impaired Concerns."

Jim Coleman Jr. moved and Chris Solliday seconded a motion to approve Proposal 11D as proposed. Motion carried.

SPECIAL COMMITTEES

PTG Publications - Ron Berry moved and Wade Johnson seconded a motion to approve the PTG Publications Committee as a special committee. Motion carried.

Continuing Education Committee - Gracie Wagoner moved and Jim Coleman, Jr. seconded a motion to approve the Continuing Education Committee as a special committee. Motion carried.

Council Enhancement Program - Willem Blees moved and Chris Solliday seconded a motion to continue the Council Enhancement Program Committee for another year. Motion carried.

Demographic Survey - Jack Stebbins moved and Bob Russell seconded a motion to delete the Demographic Survey Committee from the list of special committees. Motion carried.

Membership Category Study - Brian DeTar moved and Jim Coleman seconded a motion to continue the Membership Category Study Committee for another year. Motion carried.

Journal Editorial Conference Committee - Norm Heischouer moved and Mike Carraher seconded a motion to create a special committee to be known as the Journal Editorial Conference Committee. Motion defeated.

Joe Garrett moved and Brian DeTar seconded a motion to charge the Board with handling the financial considerations of assembling Technical Editor, Tuning Editor and Economic Affairs Committee Chair whenever appropriate. Motion defeated.

DISCIPLINARY CODE/TRIAL DATE - Willem Blees moved and Fred Tremper seconded a motion that Council pass a resolution requesting that the Bylaws Committee include for consideration at next year's Council session, the following addition to the Disciplinary Code:

II. Trial Procedure, Section C. Setting the Trial:

7. In the event a charged member has been accused in a civil or criminal court of law of the same or similar charges as the PTG charges, or if information from the PTG trial may have an effect on the outcome of a civil or criminal court case, the PTG trial shall not proceed until after the conclusion of the civil or criminal case, including all appeals.

8. Testimony and evidence of such a court case may be used in the PTG trial.

Motion defeated.

TIMBER RESOURCES - Audrey Karabinus moved and Martha Kilgour seconded a motion to pass the following resolution:

"WHEREAS the rainforests are finite resources whose destruction is leading to a growing unavailability of piano-specific woods such as ebony, mahogany, and rosewood;

"WHEREAS global warming from carbon dioxide emissions, methane escape, and rainforest destruction is projected to soon be occurring at a rate too rapid for the adaptation and survival of forests the piano industry relies on for maple, pine and spruce;

"WHEREAS acid rain in the northeastern U.S., Europe, and Asia is silently eradicating major old-growth stands of piano-specific woods such as maple and spruce;

"WHEREAS U.S. and Canadian forest resources are being sold at a rate which prevents recovery and irrevocably reduces the supply of old growth timbers used in pianos such as maple, spruce, and pine;

"BE IT RESOLVED that the Council of the PTG, Inc. now makes known its awareness of the urgency for conservation methodology, and the formation of public policy regarding forestry management, pollution, and the destruction of global assets such as rainforests and old-growth timber, and

"BE IT RESOLVED that the Council of the PTG, Inc. expresses its concern by planning to create an on-going executive Resources Oversight Committee whose purposes would include:

1. To express these and related concerns of Council to public policymakers.

2. To function as an information clearinghouse.

3. To communicate regularly with manufacturers regarding proposed public policy and the disposition of these concerns as information becomes available."

Motion carried. (delegate vote: 46/29)

Audrey Karabinus moved and Chris Solliday seconded a motion to form a special committee to be named the Resources Oversight Committee as requested in the resolution.

Jack Stebbins moved and Jim Coleman seconded a motion to amend the committee purposes as follows:

1. To function as an information clearing house.

2. To express, through appropriate channels as provided by the structure of the PTG, these related concerns.

Motion carried.

Main motion defeated as amended.

DISCIPLINARY CODE - Mike Tocquigny moved and Bob Mishkin seconded a motion to pass a resolution asking the Bylaws Committee to improve the definition of the grounds for action in the current Disciplinary Code. Motion defeated. (delegate vote: 16/42)

1992 BUDGET - Gracie Wagoner moved and Alan Crane seconded a motion to reconsider the vote on the 1992 budget. Motion carried. (delegate vote: 37/33)

Gracie Wagoner moved and Chris Solliday seconded a motion to amend the 1992 budget under the insurance line item changing the \$40,000 figure to \$60,000 and changing bottom line accordingly. Motion carried. (Please note that the acceptance of the above action results in the 1992 budget showing a projected deficit of \$4,409.)

Chris Solliday moved and Jack Stebbins seconded a motion to accept the 1992 budget as amended. Motion carried. *Editor's note: a revised budget showing delegates' changes appears on the following pages.*

Meeting adjourned at 4:45 p.m on Saturday July 12, 1991.

Piano Technicians Guild Budget

Income					
	1989 Actual	1990 Actual	1990 Budget	1991 Budget	1992 Budget
Dues and Fees					
RTT Dues (1)	\$267,033	\$254,800	\$284,055	\$263,000	\$280,000
Associate Dues (1)	\$135,825	\$140,438	\$104,445	\$138,540	\$167,700
Senior and Sustaining Dues	\$1,292	\$4,698	\$1,300	\$1,300	\$4,500
Entrance Fees	\$5,019	\$5,370	\$2,500	\$6,000	\$5,500
Intl. Correspondent Fees	\$3,351	\$3,342	\$3,000	\$3,000	\$3,000
Total Dues and Fees Income	\$412,520	\$408,649	\$395,300	\$411,840	\$460,700
Membership Services					
<i>Publications Income</i>					
Journal Advertising	\$75,715	\$78,051	\$75,000	\$76,000	\$85,000
Journal Subscriptions	\$19,325	\$21,178	\$30,000	\$28,000	\$22,500
Non-Periodicals	\$3,843	\$3,197	\$3,050	\$5,525	\$4,000
Total Publications Income	\$98,883	\$102,426	\$108,050	\$109,525	\$111,500
<i>Merchandise</i>					
Business Aids	\$10,278	\$11,708	\$10,000	\$10,000	\$12,500
Other Merchandise	\$1,667	\$3,077	\$5,000	\$6,000	\$5,000
Total Merchandise Income	\$11,945	\$14,785	\$15,000	\$16,000	\$17,500
Other Services	\$7,771	\$5,122	\$3,500	\$2,700	\$5,000
Total Membership Services Income	\$118,599	\$122,334	\$126,550	\$128,225	\$134,000
Other Income					
Interest Income	\$31,419	\$33,449	\$20,000	\$27,000	\$35,000
Friends of IAPBT Contributions	\$135	\$1,112	\$0	\$1,000	\$1,000
Convention (2)	\$19,993	\$5,641	\$25,000	\$25,000	\$20,750
Miscellaneous Income	\$2,834	\$2,140	\$500	\$500	\$500
Total Other Income	\$54,381	\$42,341	\$45,500	\$53,500	\$57,250
Total Income	\$585,501	\$573,324	\$567,350	\$593,565	\$651,950
Expense					
	1989 Actual	1990 Actual	1990 Budget	1991 Budget	1992 Budget
Operations					
<i>Home Office (3)</i>					
Office Administration	\$156,022	\$178,234	\$208,250	\$200,000	\$200,000
Telephone	\$6,210	\$5,229	\$6,000	\$5,000	\$6,500
Printing	\$8,526	\$8,882	\$6,500	\$8,000	\$9,000
Office Supplies	\$6,374	\$4,259	\$1,500	\$2,000	\$5,000
Postage, Shipping, Storage	\$18,524	\$20,623	\$11,100	\$16,000	\$22,500
Other Office Expenses	\$638	\$525	\$100	\$100	\$100
Total Home Office Expense	\$196,294	\$217,752	\$233,450	\$231,100	\$243,100
<i>Professional Services</i>					
Legal	\$1,397	\$2,807	\$2,000	\$2,000	\$2,500
Accounting	\$3,970	\$3,242	\$2,000	\$2,000	\$2,500
Other Services	\$1,868	\$0	\$0	\$0	\$100
Total Professional Services	\$7,235	\$6,049	\$4,000	\$4,000	\$5,100
<i>Business Expense</i>					
Insurance	\$4,529	\$6,114	\$3,500	\$6,500	\$6,500
Taxes	\$459	\$1,059	\$1,000	\$1,000	\$1,200
Bank Charges	\$756	\$1,348	\$100	\$750	\$1,500
Bad Debts	\$1,223	\$15	\$100	\$250	\$250
Depreciation	\$10,320	\$10,320	\$2,500	\$10,000	\$10,320
Interest Expense	\$6,292	\$4,381	\$0	\$0	\$5,000
Total Business Expense	\$23,579	\$23,237	\$7,200	\$18,500	\$24,770
Total Operations Expense	\$227,108	\$247,039	\$244,650	\$253,600	\$272,970

Expense (Continued)

	1989 Actual	1990 Actual	1990 Budget	1991 Budget	1992 Budget
Services And Merchandise					
Member Insurance (4)	\$40,480	\$58,708	\$37,500	\$48,000	\$60,000
Merchandise					
Business Aids	\$8,234	\$6,411	\$10,000	\$1,000	\$8,000
Other Merchandise	\$4,614	\$4,849	\$12,200	\$11,750	\$5,000
Total Merchandise Expense	\$12,848	\$11,260	\$22,200	\$22,750	\$13,000
Communications Services					
Marketing	\$2,061	\$3,593	\$4,000	\$14,000	\$50,000
Industry Representation	\$8,955	\$5,687	\$3,850	\$4,250	\$6,000
Chapter and Member	\$6,058	\$8,047	\$5,500	\$4,100	\$9,000
Total Communications Expense	\$17,075	\$17,327	\$13,350	\$22,350	\$65,000
Publications					
Journal Editorial Expense	\$19,691	\$27,063	\$23,000	\$21,900	\$21,900
Journal Production Costs	\$99,671	\$104,777	\$112,000	\$114,050	\$100,000
Journal Postage	\$9,000	\$11,000	\$12,500	\$12,000	\$13,000
Journal On Tape	\$1,961	\$1,669	\$2,600	\$2,400	\$2,000
Journal Index	\$0	(\$1,474)	\$0	\$0	\$0
Unseen Artist	\$0	\$12,388	\$9,600	\$9,600	\$9,600
Other Publications (5)	\$0	\$1,386	\$0	\$11,000	\$3,000
Total Publications Expense	\$130,322	\$156,809	\$159,700	\$170,950	\$149,500
Total Services and Merchandise	\$200,725	\$244,105	\$232,750	\$264,050	\$287,500
Organizational Expense					
Board Meeting Expense	\$17,611	\$19,343	\$20,000	\$20,000	\$20,000
Management Review	\$1,093	\$3,513	\$3,000	\$3,000	\$3,000
Board Membership Development	\$17,750	\$24,696	\$23,500	\$30,000	\$30,000
Board Administrative Expense	\$11,510	\$11,044	\$10,000	\$10,000	\$10,000
Committee Expense					
Exam. and Test Standards (6)	\$4,156	\$1,976	\$7,000	\$7,000	\$6,000
Chapter Management	\$179	\$961	\$1,000	\$1,000	\$1,000
Chapter Program Dev.	\$0	\$0	\$625	\$625	\$500
Chapter Newsletter	\$0	\$0	\$625	\$625	\$500
International Relations (7)	\$1,969	\$0	\$0	\$0	\$100
Trade Relations	\$255	\$219	\$2,500	\$2,500	\$1,500
Teacher Relations	\$2,098	\$2,376	\$2,500	\$2,500	\$2,500
College and University	\$192	\$2,100	\$0	\$0	\$2,500
Other Committees	\$0	\$0	\$0	\$0	\$2,500
Special Projects (8)	\$2,743	\$5,163	\$4,250	\$3,500	\$1,750
Total Committee Expense	\$11,592	\$12,794	\$18,500	\$17,750	\$18,850
IAPBT Donations and Gifts	\$1,281	\$39	\$0	\$1,000	\$0
Foundation Donations	\$1,050	\$150	\$0	\$1,000	\$1,000
Total Organizational Expense	\$61,886	\$71,579	\$75,000	\$82,750	\$82,850
Total Expenses	\$489,719	\$562,723	\$552,400	\$600,400	\$643,320
Net Income (Loss)	\$95,782	\$10,601	\$14,950	(\$6,835)	\$8,630
Emergency Reserve Allocation (9)			\$11,347	\$11,871	\$13,039
Net after E.R. Allocation			\$3,603	(\$18,706)	(\$4,409)

Notes:

1. A \$12 dues increase was passed by the 1991 Council and becomes effective in the 1992 dues year. The Council also levied a \$12 assessment to fund increased marketing activities. For budgeting purposes, dues increase and assessment have been combined. However, the 1992 RTT dues income figure was adjusted downward to reflect a possible 10 percent attrition in that category, both from normal causes and from reaction to the dues increase. The 1992 Associate dues figure, which has been steadily increasing, also was adjusted downward slightly in the expectation that new members would replace most of those who resign rather than pay higher dues.
2. For compatibility with previous budgets, convention income is shown as a net figure. However, note that some 1990 Convention costs were expensed in previous years.
3. Office Administration includes rent, payroll costs, equipment and other items covered under Management Fees prior to 1989.
4. The 1991 Council revised this figure to reflect rising costs of retaining the member death benefit.
5. The 1991 Council appropriated an additional \$10,000 over the proposed budget to fund new publishing projects.
6. Expenses of the Examinations and Test Standards Committee are split between the committee's budget and the convention budget.
7. An addition of \$3,000 to the 1991 item had been proposed to fund activities in connection with the 1991 IAPBT Conference in Seoul, Korea. However, the 1991 Council voted to leave the figure at the level approved by the 1990 Council.
8. In previous budgets, all committee expenses other than those listed appeared under Special Projects.
9. PTG's Bylaws require that two percent of annual gross income be placed in an Emergency Reserve Fund. Therefore, this amount is shown as a budget allocation. It does not appear as an actual expense since it is a transfer of assets, not an expenditure.

PTG 1991-1992 COMMITTEES AND CHARGES

AWARDS COMMITTEE

Bob Morris, Chair - (217)356-9781
1729 D Valley Road
Champaign, IL 61820

LaRoy Edwards - (408)338-4746
P. O. Box 387
Brookdale, CA 95007

Hilbert Felton - (215)482-2000
586 Fairway Terrace
Philadelphia, PA 19128

Jack Sprinkle - (703)538-2728
6033 N. 19th Road
Arlington, VA 22205

Bill Stegeman - (507)437-1788
304 16th Street, N.W.
Austin, MN 55912

CHARGES: The Awards committee shall select recipients for the following awards: Hall of Fame: no more than two each year. Golden Hammer: no more than one each year. Member of Note: no more than four each year.

The committee shall follow procedure as outlined in the PTG Bylaws Regulations, Articles I and II. The existence of an award does not require that all the awards be issued in any one year, should the committee be unable to reach a decision or decide that the presentation of an award is not warranted. Placing a name in nomination before the committee is not of itself justification for making the award. It is the committee's responsibility to weigh the stature of the nominee and select only those whose backgrounds justify the award.

Names submitted for consideration, but not chosen in a particular year may be kept on file for consideration again in the following years by the committee.

These are the highest awards the Piano Technicians Guild makes. The committee should therefore treat its responsibilities seriously. The status and self image of the organization is reflected in the people it honors.

Write a paragraph about the award winners suitable for presentation at the awards banquet at the convention. Be prepared to make the presentation of the awards at the awards banquet. (The paragraph for the Golden Hammer is often written

in a way that does not mention the name until the end.)

DATES AND DEADLINES: A notice soliciting nominations or suggestions should be published in the September Update, deadline for this Update should be around August 1. Nominations must be in the hands of the Chair by December 31. Selections must remain secret until the award ceremonies at the annual convention.

BYLAWS COMMITTEE

Danny Boone, Chair - (817)772-0546
9707 Timberview
Waco, TX 76712

Colette Collier - (301)649-7330
12113 Somersworth Drive
Silver Spring, MD 20902

Larry Crabb, Jr. - (404)491-1433
4598 Ginson Drive
Tucker, GA 30084

Preston Hutt - (301)557-8338
3220 Sudath Lane
Jarrettsville, MD 21084

Bob Smit - (613)831-3229
69 Iber Road, Unit #102
Stittsville, ON K2S 1B7 CANADA
Sharla Kistler, ex-officio -
(215)395-2348
5510 Chapmans Road
Allentown, PA 18104

CHARGES: There shall be a Bylaws Committee as required by the Bylaws of PTG with the duty to counsel any member or members wishing to amend the Bylaws, Regulations and Codes and to present to Council at the proper time any resolutions to amend, together with their recommendations to adopt or reject, with full reasons assigned. The chairman of this committee shall serve as parliamentarian in the absence of a professional parliamentarian.

PTG Regulations, Art. II, Sec B #2: Assist chapters, committees or the Board in creating appropriate language for amendments. Research parts of Bylaws that need to be changed in order to accomplish what is desired. Be a clearing house for amendments — if similar amendments are received from different sources, work with those sources to

find the best way to incorporate both ideas if possible. Review Bylaws for inconsistencies. Sometimes changes are made which affect another section which did not get changed. Review proposed amendments and present recommendations to Council in agenda book. Bylaws Committee has the right to recommend rejection of an amendment but must present to Council all amendments received from appropriate sources if those sources desire having them presented.

DATES AND DEADLINES: All proposed amendments must be submitted in writing to the chairman no later than February 1. Therefore a notice must be published in the Journal Update advising of this deadline in the November issue which has a deadline around October 1 for the Update. The Committee shall have its report and recommendation in the hands of the Update Editor 105 days prior to Council. This is about 3 1/2 months, or in time for publication in the April issue with a March 1 deadline. Proposed amendments must be distributed to chapters at least 70 days prior to Council. An attempt should be made to get this information to chapters in the month of April.

CHAPTER MANAGEMENT AND ACHIEVEMENT COMMITTEE

Webb Phillips, Chair - (215)674-2555
Box 543
Hatboro, PA 19040

Ruth Brown, NE - (215)674-2555
c/o Box 543
Hatboro, PA 19040

Lewis Spivey, SE - (919)937-4777
15 Rachel Drive
Nashville, NC 27856

Leonard Childs, SC - (512)647-3648
7867 Lark Ridge
San Antonio, TX 78250

Bob Russell, CE - (216)449-5212
1414 Lander Road
Mayfield Heights, OH 44124

Paul Olsen, CW - (612)533-5253
3501 Adair Avenue, N.
Crystal, MN 55422

Western Region: To Be Named

Mike Reiter, PNW - (206)847-6009
902 185th Street Court East
Spanaway, WA 98387

CHARGES: Develop programs to help chapter officers gain management skills and promote interchange of chapter management ideas.

Present chapter achievement awards for outstanding chapters in various size groups. These awards shall be based on information supplied by the chapters with the idea that such awards will stimulate chapter activity. There will be a regional director for each region who will coordinate the committees activities for that region. Regional directors should be in contact with their Regional Vice President regarding strengths and weaknesses of chapters. Work with Chapter Program Development Committee by sharing information and data useful to them. Provide articles on effective chapter management for publication in *Journal*.

Recipients of chapter awards are to be selected in time for presentations in Regional meetings at the PTG Convention.

Research limiting number of awards given so that the awards may carry more merit. Chapters should not receive an award simply because a form was sent in.

Consider, possibly, a "Chapter of the Year" award for the most improved chapter; (not necessarily the biggest or the busiest.)

CHAPTER NEWSLETTER COMMITTEE

Willem Blees, Chair - (314) 961-5203
515 Poplar

Webster Groves, MO 63119

Darren Speir - (214) 279-4732

3124 Andrea
Dallas, TX 75228

Sonja Lemon - (916) 428-6178

4560 Green Tree Drive
Sacramento, CA 95823

CHARGES: Promote chapter newsletters by submitting articles to the Update section of the PT Journal as often as possible. Encourage chapters to send newsletters to small chapters outside their immediate

area to help stimulate activity in less active chapters.

Encourage newsletter exchange between chapters. Maintain contact with Chapter Management and Achievement Committee and Chapter Program Development Committee.

Arrange a meeting for newsletter editors at the PTG Convention to compare notes, share problems, offer suggestions for better newsletters, and encourage a newsletter for all chapters no matter how small the chapter or how small the newsletter.

Plan a display of newsletters at the PTG convention. Select an outstanding chapter newsletter and present an award for same at the regional meeting of the winning chapter at the PTG convention.

CHAPTER PROGRAM DEVELOPMENT COMMITTEE

Randy Potter, Chair - (503)382-5411
61592 Orion Drive
Bend, OR 97702

Matt Grossman - (812) 951-2120
3640 Henriot Road
Georgetown, IN 47122

Ward Guthrie - (406)587-4088
2 Cloninger Lane
Bozeman, MT 59715

Bob Russell - (216)449-5212
1414 Lander Road
Mayfield Heights, OH 44124

Paul Woodard - (318)247-3432
Rt. 2, Hwy. 563
Simsboro, LA 71275

CHARGES: Write articles for the *Journal* promoting the use of chapter program material now available.

Develop new chapter program material for use in chapter technical programs. Maintain contact with Chapter Management and Achievement Committee which maintains a list of chapter programs which have been given and maintains a list of technicians available to give technical programs. Encourage chapters to share programs with neighboring chapters. Encourage chapters to use this material. Maintain contact with Chapter Newsletter Committee as a way to gain input on chapter technicals and as a way to encourage

use of current program material.

COLLEGE AND UNIVERSITY TECHNICIANS COMMITTEE

Tom McNeil, Chair - (716)672-7757
86 Temple Street
Fredonia, NY 14063

Charles Ball - (512)282-1221
2505 Monarch
Austin, TX 78748

Russell Brown - (408)429-5453
620 Windham Street
Santa Cruz, CA 95062

Tim Coates - (605)336-1202
P. O. Box 625
Sioux Falls, SD 57101

Greg Hudak - (301)542-3385
5809 Merville Avenue
Baltimore, MD 21215

Michael Reiter - (206)847-6009
902 185th Street Court East
Spanaway, WA 98387

Ken Sloane - (216)775-4158
41 Morgan Street
Oberlin, OH 44074

Kathy Teetsell - (714)283-4050
252 Camino De Naranjas
Anaheim, CA 92807

Rolf von Walthausen - (513)541-5592
4140 Florida Avenue
Cincinnati, OH 45223

CHARGES: Continue to update and maintain a list of technicians who work for universities.

Plan a forum for College and University Technicians at the PTG Convention.

Publish a newsletter to college and university technicians. Submit articles to the PT Journal on the activities of this committee.

Monitor problems and positive situations relative to college and university technicians and report to PTG Board in semi-annual for PTG Board meetings.

Monitor, for accuracy, supporting documents which substantiate the figures contained in "Guidelines for Effective Institutional Piano Maintenance."

CONFERENCES AND SEMINARS COMMITTEE

Dick Bittinger, Chair - (717)859-3111
107 W. Main St., P. O. Box 51
Brownstown, PA 17508-0051

Richard Bittner - (313) 398-3876
519 Melody Court
Royal Oak, MI 48073

Harry Buyce - (616)327-1871
825 Bacon Road
Portage, MI 49081

Eugenia Carter - (704)568-1231
4317 Commonwealth Avenue
Charlotte, NC 28205

Jim Coleman Jr. - (602) 966-4055
725 West Paseo Way
Tempe, AZ 85283

Fern Henry - (215) 395-2348
3574 Cantelow Road
Vacaville, CA 95688

Norman Neblett - (213)316-3993
P. O. Box 7000-65
Redondo Beach, CA 90277

Carey Werneth - (205)639-1366
7242 Bull Pen
Mobile, AL 36695

CHARGES: This committee will receive a copy of each seminar request for approval form approved by the vice president, copied to the committee by the Home Office.

A member of this committee directed by the chairman shall initiate contact with the designated chairman of the seminar either by phone or letter and using the Seminar and Conference Handbook attempt to give him/her the guidance which is very helpful in running a successful seminar.

Give guidance (even though it is available for the reading) on the steps and method of follow thru to insure a success in the seminar.

Offer assistance any time it may be needed.

CONTINUING EDUCATION COMMITTEE

Phil Gurlik, Chair - (713)529-3276
2709 Colquitt
Houston, TX 77098

Ellen Sewell - (513)272-0693
6985 Wooster Pike
Cincinnati, OH 45227

Greg Shaffer - (319)394-3090
RR #2, Box 112A
Mediapolis, IA 52637

CHARGES:

Continue implementation of Continuing Education Program for use by PTG membership. Investigate to

what end might the continuing education program be used, i.e. requirement for attaining RTT, requirement for maintaining RTT status, some type of special recognition.

After the program is accepted by Council, develop a book of explanation and final draft of the forms to be used in the program.

Coordinate with the Home Office what record keeping might be needed for the program.

Disseminate information on progress of the program in the PTG year following acceptance.

Collect ideas and suggestions for changes needed in the program.

Write articles for the *Journal* explaining the program and how it might be used.

COUNCIL ENHANCEMENT PROGRAM COMMITTEE

Vivian Brooks, Chair - (203)434-2287
376 Shore Road
Old Lyme, CT 06371

Larry Crabb, Jr. - (404)491-1433
4598 Ginson Drive
Tucker, GA 30084

Patrick Poulson - (916)477-0330
371 1/2 Clark Street
Grass Valley, CA 95945

CHARGES: Develop a delegate handbook which will be beneficial in the training and selection of Council delegates.

COUNCIL MINUTES APPROVAL COMMITTEE

Fred Tremper, Chair - (606)783-2478
110 Baird Music Hall
Morehead, KY 40351

Willem Brees - (314)961-5203
515 Poplar
Webster Groves, MO 63119

Robert Mishkin - (305)947-9030
1240 N.E. 153rd Street
N. Miami Beach, FL 33162

CHARGES: There shall be a committee to approve the minutes of the PTG Council as soon as practical after the closing of the PTG Council meeting. They shall review the draft copy of the Council minutes for accuracy and then approve a final draft. They shall report in the *Journal Update* of their approval of the

Council minutes and file a report for the next year's Council agenda book.

ECONOMIC AFFAIRS COMMITTEE

Jack Wyatt, Chair - (214)278-9312
1801 Stratford Street
Garland, TX 75041

David Barr - (412)828-1538
830 - 7th Street
Verona, PA 15147

Janet Leary - (216)331-5605
18817 Hilliard Boulevard
Rocky River, OH 44116

Walter Meissner - (612)420-4499
9262 Yucca Lane
Maple Grove, MN 55369

CHARGES: Report on government or business conditions that may affect our profession and keep membership of PTG informed of trends and changes within the piano industry which will affect our membership. Provide articles for inclusion in *Journal* or *Update* on the above charges.

Provide articles for the *Journal* on relationship between dealers and technicians: research how both dealers and technicians can help and work with each other in the piano industry to improve the quality of technical service available.

EDITOR ADVISORY COMMITTEE

Willis Snyder, Chair - (215)693-5732
79 Furnace Street
Robesonia, PA 19551

Carl Root - (301)340-1705
9505 Watts Branch Drive
Rockville, MD 20850

Earl Orcutt - (717)287-0940
141 Fort Street
Forty Fort, PA 18704

"There shall be an Editor Advisory Committee composed of three (3) Registered Technician members, none of whom shall hold higher office than chapter president. This committee will be elected by Council for a two (2) year term. "The committee shall be available to consult with and advise the editors on material for *Journal* publication, either at the editor's request or at the request of other parties."

CHARGES: Be available to *Journal* editors for consultation on questionable articles and on editorial policy.

ETHICS

Taylor Mackinnon, Chair -
(503)648-5247

772 N. E. Arrington
Hillsboro, OR 97124

Dave Duncan - (919)882-6002
1552 Ann Arbor Court
High Point, NC 27265

Francis Hollingsworth -
(513)372-1981
2271 E. Spring Valley, Paintersville Rd.
Xenia, OH 45385

Gary Miles - (602)942-2588
3722 W. Port Royale Lane
Phoenix, AZ 85023

Bob Smit - (613)831-3229
69 Iber Road, Unit #102
Stittsville, ON K2S 1B7 CANADA

CHARGES: Develop articles designed for education on our PTG Code of Ethics for publication in *Journal*.

Develop "Questions of Ethics" situations and write articles based on these situations.

Solicit questions on ethics from the membership and attempt to answer them in articles in the *Journal*.

Submit articles to the *Journal* on a regular basis to educate the current membership as to the correct use of the PTG name and emblems.

Assist in the preparation of information for new members to aid them in the proper use of the PTG name and emblems.

Act as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to the Council, which shall retain final authority.

EXAMINATIONS AND TEST STANDARDS COMMITTEE

Mike Travis, Chair - (301)441-3555
P. O. Box 576
Greenbelt, MD 20768-0576

Al Sanderson, Advisor - (508)369-5907
70 Forest Park Drive
Carlisle, MA 01741

TUNING TEST SUBCOMMITTEE

Kent Swafford, CW, Chair -
(913)631-8227
7811 Westgate
Lenexa, KS 66216

Jack Stebbins, NE - (413) 549-3575
46 Eames Avenue
Amherst, MA 01002-1868

Ernest Bremner, SE - (703) 632-3793
Route 9, Box 115
Martinsville, VA 24112

Walter Connell, SC - (214) 942-2827
819 Woodlawn
Dallas, TX 75208

John H. Baird, CE - (217) 429-5651
76 N. Country Club Road
Decatur, IL 62521

Richard West, CW - (402) 477-7198
1427 A Street
Lincoln, NE 68502

Teri Meredyth, W - (213) 326-6447
1666 W. 261st Street
Harbor City, CA 90710

Ward Guthrie, PNW - (406) 587-4088
2 Cloninger Lane
Bozeman, MT 59715

TECHNICAL TEST SUBCOMMITTEE

Mike Carraher, Chair - (717) 367-8256
1502 Mill Road
Elizabethtown, PA 17022

Chuck Erbsmehl, NE - (716)679- 4350
335 Chestnut Street
Fredonia, NY 14063

Tom Servinsky, SE - (407) 221-1011
5271 S.E. Nassau Terrace
Stuart, FL 32997

Ray Whitmire, SC - (713) 493-2577
13842 Aspen Hollow
Houston, TX 77082

Steve Hornbeck, CE - (313) 627-6128
3765 Groveland
Ortonville, MI 48462

John Minor, CW - (402) 553-8694
4308 Pacific Street
Omaha, NE 68105

Carl Lieberman, W - (213) 392-2771
121 Clubhouse
Venice, CA 90291

Randy Rush, PNW - (206) 525-7601
2746 N.E. 94th
Seattle, WA 98115

CHARGES:

1. Administer CTE pool.
2. Recommend candidates for this pool to the Board.
3. Approve all testing sites.
4. Maintain the official Examination Manuals.
5. Recommend exam fees.
6. Monitor exam records for accuracy and examiner performance level.
7. Provide articles for the *Journal Update* and classes at the PTG Annual convention both to train examiners in giving exams and to help Associate members prepare for them.
8. Provide both tuning and technical exams at the PTG Annual Conventions and encourage seminars to provide exams and classes on the exams either at the seminar site during the seminar or at another nearby location just before or after the seminar.
9. Make class and exam dates and locations known by publication in the *Journal*.
10. Communicate directly with all Examiners by publication of an ETS Newsletter at least once a year after PTG Convention.
11. Proceed with field testing the scoring of aural verification in connection with the tuning examination.
12. Reasonable expense for postage, copy, telephone will be reimbursed with the approval of the committee chairman.
13. No travel expense will be reimbursed without prior approval of the ETS Committee chairman. The ETS Committee chairman is responsible for approval of reimbursements within the limits of the established ETS Committee budget.
14. Present and "examiner of the year" award at the annual convention.

INSTITUTE COMMITTEE

Ben McKlveen, Chair
(513)531-3758

6448 Graceland
Cincinnati, OH 45237

Gary Neie - (318)640-3122
P. O. Box 3058
Pineville, LA 71361

Ernie Juhn- (718)268-7263
109-01 72nd Road
Forest Hills, NY 11375

CHARGES:

There shall be an Institute Committee appointed by the Executive Board. This committee shall be reviewed annually at the Pre-Council Board meeting.

The duties of this committee shall include planning and administering an annual institute and coordinating related convention activities through the Home Office convention staff, as defined in the Institute Director's Handbook.

INTERNATIONAL RELATIONS COMMITTEE

Ron Berry, Chair - (317)255-8213
6520 Parker Lane
Indianapolis, IN 46220-2259

Ed Hilbert - (802)453-3743
40 Pleasant Street
Bristol, VT 05443

Ralph Long - (920)469485
8 Baldock Street
Ware, Herts SG12-9DZ ENGLAND

Hans Sander - (502)922-4688
204 N. Madison
Louisville, KY 40243

Stanley Oliver - (313)891-9226
1965 E. Outer Drive
Detroit, MI 48234

CHARGES: Encourage goodwill between PTG and all other piano technician organizations. Seek out contact with organizations and members in countries where we now have no contacts. Approve applications for International Correspondent membership as per Bylaws Art. VII. Coordinate any Board approved tours to other countries with Home Office staff. Act as IAPBT contact. Begin advance planning for a possible PTG tour/trip to Europe to coincide with the 1993 IAPBT Meeting in France.

MARKETING COMMITTEE

Keith Bowman, Chair - (717)233-1926
210 Hamilton Street
Harrisburg, PA 17102

Janet Leary - (216)331-5605
18817 Hilliard Boulevard
Rocky River, OH 44116

David Patterson - (416)638-0901
3864 Chesswood Drive
Downsview, ON M3J 2W6
CANADA

Carl Root - (301)340-1705
9505 Watts Branch Drive
Rockville, MD 20850

David Rostkoski - (509)482-2719
P. O. Box 292
Cheney, WA 99004

Steve Schell - (213)421-5145
3824 Clark Avenue
Long Beach, CA 90808

Gracie Wagoner - (712)276-3176
1307 South Maple
Sioux City, IA 51106

CHARGES: Coordinate and implement a marketing and public relations program for PTG with a marketing firm.

Work with a marketing firm to develop an organizational logo. Implement the overhaul of PTG brochures.

Keep PTG Board and Executive Director of PTG regularly updated on progress of the marketing and public relations program.

MEMBERS' RIGHTS COMMITTEE

Bruce Dornfeld, Chair - (708)291-9218
2134 Walters Avenue
Northbrook, IL 60062

Mike Carraher - (717)367-8256
1502 Mill Road
Elizabethtown, PA 17022

Joe Garrett - (503)357-4713
Star Route, Box 1052
Gales Creek, OR 97117

Alternates:

Larry Riley - (415)841-9991
1107 Miller Avenue
Berkeley, CA 94708

Chuck White - (715)834-3020
S. 8314 Lowes Creek Road
Eau Claire, WI 54701

Walter Connell - (214)942-2827
819 Woodlawn
Dallas, TX 75208

CHARGES: Study the problems of those who feel they have cause for grievance. Consider their opinions and advise them of their rights under the circumstances prevailing. Plead their cause to the Council and/or Board for consideration.

Ascertain that every member receives and enjoys all the rights and privileges which are due. Ascertain that no member shall be denied a courteous and constitutionally proper hearing. Ascertain all the facts which are pertinent to any grievance which is brought to its attention.

Conduct an investigation into the facts of any grievance in such a manner that PTG shall not be embarrassed by improper decision. Ascertain that full factual knowledge pertinent to the matter is made known to all parties concerned.

Act as the first appeal board for any member who has been convicted by a chapter trial. Procedures for action by this committee are specified in the PTG Disciplinary Code

MEMBERSHIP CATEGORY STUDY COMMITTEE

Jim Ellis, Chair - (615)483-9534
114 W. Newkirk Lane
Oak Ridge, TN 37830

Keith Bowman - (717)233-1926
210 Hamilton Street
Harrisburg, PA 17102

Gary Dunn - (801)967-5215
6287 W. 3705 S.
West Valley, UT 84120

Bruce Stevens - (213)423-7023
1442 E. 64th Street
Long Beach, CA 90805

CHARGES: Study the proposal that creates a non-franchised membership category to be known as "Affiliates" who do not provide tuning and/or rebuilding services. Consider a policy on advertising for this category.

Study the feasibility of requiring testing of Associates.

In the committee reports to the Board, include the recommendations or reports of the subcommittee studying skilled non-tuning technicians.

SKILLED NON-TUNING TECHNICIANS SUBCOMMITTEE

Neil Davis, Subcommittee Chair -
(207)359-2750
RR 01, Box 800
Sedgewick, ME 04676-9708

Bernard Mollberg - (512)444-2210
512 E. St. Elmo Road, #101
Austin, TX 78745

Steve Schmidt - (217)359-2514
1004 Mayfair
Champaign, IL 61821

CHARGES: Consider whether a membership category for skilled non-tuning technicians should be instituted in PTG. Develop a prototype test for these skilled non-tuning technicians to be presented to Council in July 1992.

Direct mid-year and Council reports through Jim Ellis, Chair of the Membership Category Study Committee.

MEMBERSHIP PROMOTION COMMITTEE

PTG Immediate Past President, Chair
All Past Presidents

CHARGES: Encourage chapters and individual members to seek out potential members and get their names to the Home Office to be included in mailings.

Give chapters guidance on how to process new members and how to work with interested technicians.

Write articles for *Journal*, *Update* or Chapter President's mailing promoting membership.

Coordinate with RVPs to be sure all seminars have a meeting for nonmembers and that it gets on the official program.

Encourage upgrading of Associate members and aid them in preparing for tests.

Staff the PTG membership booth at annual conventions and have plans together for booth ready for convention planning meeting in October.

Immediate Past President of PTG is chairman of this committee for two years.

NOMINATING COMMITTEE

Marshall Hawkins, Chair -
(301)567-2757
P. O. Box 10386
Oxon Hill, MD 20745

Larry Crabb - (404)491-1433
4598 Ginson Drive
Tucker, GA 30084

Elizabeth Ward - (817)691-3682
4447 Cunningham
Wichita Falls, TX 76308

Richard Bittinger
(717)859-3111
107 W. Main Street, P. O. Box 51
Brownstown, PA 17508-0051

Sid Stone - (510)886-7973
2419 St. Helena Drive, #2
Hayward, CA 94542

Alternates:

Fred Tremper - (606)783-2478
110 Baird Music Hall
Morehead, KY 40351

Bob Russell - (216)449-5212
1414 Lander Road
Mayfield Heights, OH 44124

CHARGES: Request nominations for all PTG offices through an announcement in the December issue of the *Journal*. Request consent-to-serve forms, and affidavit of eligibility and qualifications for those nominations received. Any chapter may submit a nomination or any member in good standing may offer his/her own name for consideration. Select one or more candidates for the offices of President, Vice President, and Secretary-Treasurer. Qualifications shall be considered in making selections. Prepare a list reporting the committee's selection for the offices of President, Vice President, and Secretary-Treasurer, and a list of all other nominations received for these three offices and those names received as nominees for the seven offices of Regional Vice President.

Submit the list to the Home Office, together with the candidates' qualifications no later than April 1 for publication to the membership seventy (70) days prior to the PTG Council session.

PIANO TECHNICIANS GUILD PUBLICATIONS

Ron Berry, Chair - (317)255-8213
6520 Parker Lane
Indianapolis, IN 46220-2259

Yvonne Ashmore - (916)273-8800
12700 La Barr Meadows Road
Grass Valley, CA 95949

Paul Revenko-Jones - (312)638-4401
850 N. Albany
Chicago, IL 60622

Fred Tremper - (606)783-2478
110 Baird Music Hall
Morehead, KY 40351

CHARGES: This committee is charged with an implementation of a course of action to expand publications by PTG of technical and related manuscripts.

The object of this course of action is the pursuant of publications as income producing activity for PTG.

Research for manuscripts to be secured for publication.

Set priorities for production of the various projects selected.

Be alert for books that are out of print which might be suitable items for publication by PTG.

Coordinate items for publications with PTG Executive Board, PTG Executive Director, and/or PTG Publications person.

TEACHER RELATIONS COMMITTEE

Monica Hern, SE, Chair -
(901)458-6575
954 Tatum Road
Memphis, TN 38122

Gary Dunn, PNW - (801)967-5215
6287 W. 3705 S.
West Valley, UT 84120

Sue Armstrong, NE - (203)350-8500
41 Sherry Lane
New Milford, CT 06776

Matt Grossman, CE - (812) 951-2120
3640 Henriot Road
Georgetown, IN 47122

Aiko Porter, W - (602)526-6377
2325 N. Elk Run
Flagstaff, AZ 86004

Lucy Urlacher, CW - (816)561-2465
4215 Terrace
Kansas City, MO 64111

Martin Wisenbaker, SC -
(713)864-6935
1103 Walton Street
Houston, TX 77009-3033

CHARGES: Monitor opportunities to provide classes and talks on the acoustic piano and piano care to the following:

Teachers groups; local, state, regional, national;

Piano users; choral groups, church programs, school music, etc.; Potential interested groups;

School PTC, community groups;

Other groups which have a common interest in the acoustic piano.

Make contact with any PTG member or chapter you may become aware of who has done such direct programming and learn of their experience. Write articles for the *Journal* reporting on activities of this nature and encourage all members and chapters to be active with their local music teachers.

Coordinate an exhibit booth and staffing of that booth for the MTNA Convention.

TRADE RELATIONS COMMITTEE

Marshall Hawkins, Chair -
(301)567-2757

P. O. Box 10386

Oxon Hill, MD 20745

Keith Bowman - (717)233-1926

210 Hamilton Street

Harrisburg, PA 17102

David Campbell - (804)330-4930

8639 Brown Summit Road

Richmond, VA 23235

Bruce Dornfeld - (708)291-9218

2134 Walters Avenue

Northbrook, IL 60062

Brian Mott - (312)772-2602

2316 W. North Avenue

Chicago, IL 60647-5315

CHARGES: Maintain contact with the piano industry as a whole and other related groups and organizations. Keep PTG membership up to date on what is happening within the piano industry by monitoring industry news and news releases and by being alert to secure publication of this information in *Journal*. Keep manufacturers informed of what is happening in PTG. Make arrangements for PTG to be represented at the NAMM shows with a staffed booth.

VISUALLY IMPAIRED CONCERNS COMMITTEE

Stanley Oliver, Chair - (313)891-9226

1965 E. Outer Drive

Detroit, MI 48234

Richard Hassig - (319)386-4084

2310 North Ohio

Davenport, IA 52804

Ken Serviss - (206)693-1511

2510 E. Evergreen Boulevard

Vancouver, WA 98661

Jack Sprinkle - (703)538-2728

6033 N. 19th Road

Arlington, VA 22205

CHARGES: Monitor the visually impaired members' concerns and report to the PTG Board and to PTG membership of any problems or suggestions. Act as an advisor on behalf of the visually impaired members to the PTG Convention and Institute. Plan any special programs for visually impaired members at the PTG convention, and organize a drop in center for members at the PTG convention. Act as advisors for regional seminars as requested.

PIANO TECHNICIANS GUILD, INC.

STANDARDS OF PROFESSIONAL CONDUCT AND CODE OF ETHICS

Members of the Piano Technicians Guild are obligated to:

1. Contribute to the vigor of musical life and activities in the communities in which they serve.
2. Promote the integrity of, and good will toward, the tuning profession, musical performing arts and the entire music industry.
3. Upgrade their professional skills by study and attendance and participation in chapter meetings, seminars, conventions and related activities.
4. Cooperate in raising the general competence of the profession by advising and assisting fellow members who want to advance their knowledge and skill in piano technology.

PTG Code of Professional Ethics

1. I will always conduct myself honorably in locations where I render service and in a manner which will reflect credit to the PTG.
2. I will always keep the best interest of my client in mind.
3. I will always render the best service possible under the circumstances.
4. I will not advertise or otherwise imply or claim to the public that my method of tuning is inherently superior to other professional methods of tuning.
5. I will not engage in unfair trade practices.
6. I will not advertise, imply or promote information which may be misleading.

Rules of Business Conduct

1. Members other than Registered Craftsmen shall not, by omission or misrepresentation, imply that they have PTG Craftsman rating.
2. Members are prohibited from personally misusing or allowing others to misuse the Guild's name, emblem, trademarks and other similar devices in any unauthorized manner.
3. Past or present officers of the Guild or a chapter are prohibited from personal use of the title of office in an advertisement.
4. The specification of Certified Tuning Examiner status in any advertisement for personal business is prohibited.
5. All members are required to follow the PTG Code of Professional Ethics.