

Old Clunkers
Marty Schencke
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When a new customer calls asking to repair a piano, ask some basic questions.

- What kind of piano is it? Do you know the serial number and the manufacturer?
- How does it sound?
- When was it last tuned?
- Do all the notes work?
- Who plays it?
- How long have you had it?
- Where did it come from?
- Do you like it? What bothers you about it?
- What do you want to do: rebuild it or just fix the worst problems?
- What are your long-term expectations for the piano?
- How much is enough?

Ask yourself

- How much are these people likely to spend to refurbish their piano?
- Are they likely to spend any money on repairs?
- How busy are you? How much time do you have?

Examine the piano.

Warning: there is an implied warrantee. If you touch the piano at all, they are going to expect everything to work. Talk them through everything before doing anything.

Go from top to bottom, front to back. Look for rust & corrosion, worn felts, missing or broken parts, and separated or loose structural elements, and sticking notes. Is everything in a straight line?

Know what you need to charge for each item.