



ARTISAN PIANO SERVICES

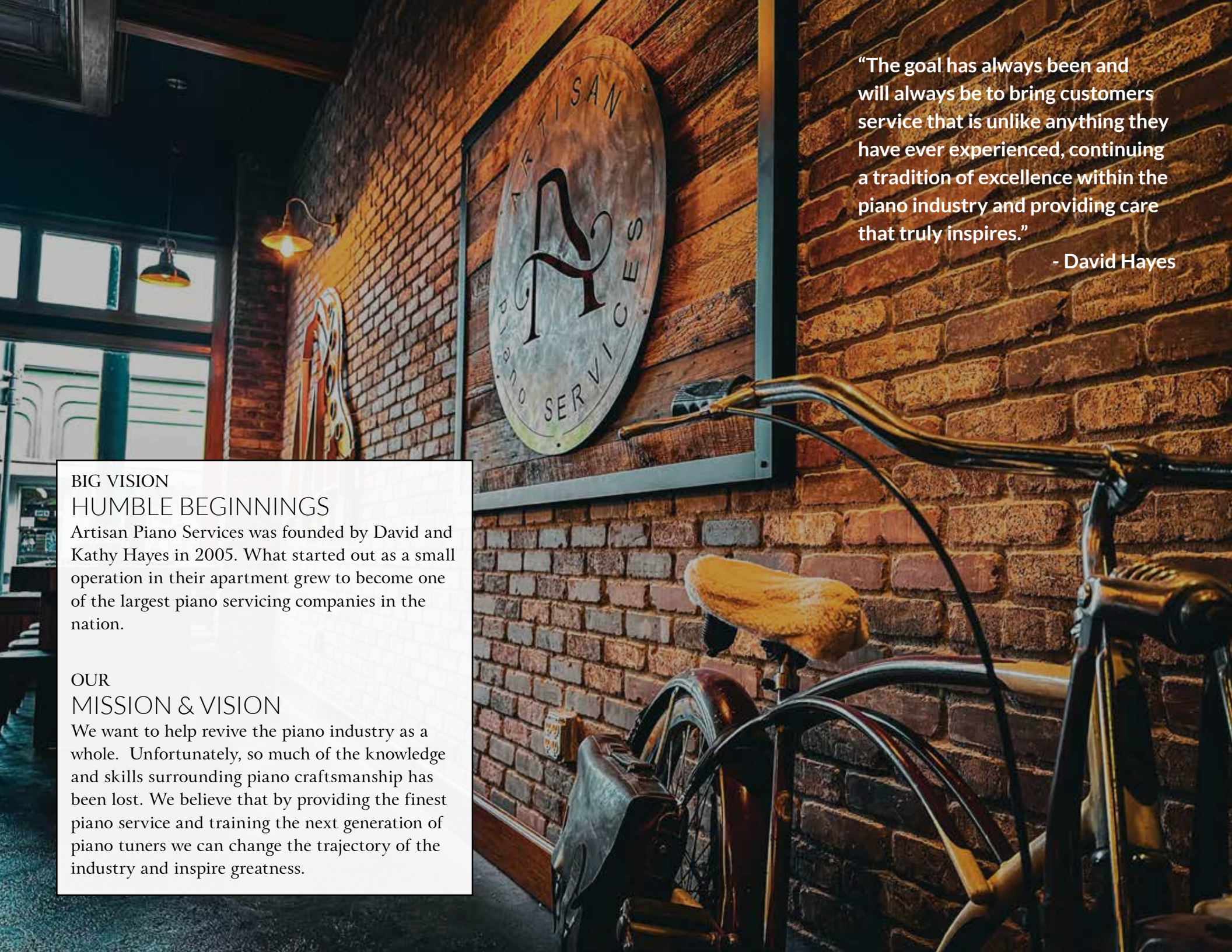
CARE THAT INSPIRES

TECHNICIAN
SUCCESS PATH (TSP)

A detailed close-up photograph of the internal action mechanism of a piano, showing the intricate arrangement of hammers, flippers, and repetition flippers. The image is in warm, golden-brown tones, highlighting the precision engineering of the instrument. The background is slightly blurred, focusing attention on the mechanical details.

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“The goal has always been and will always be to bring customers service that is unlike anything they have ever experienced, continuing a tradition of excellence within the piano industry and providing care that truly inspires.”

- David Hayes

BIG VISION HUMBLE BEGINNINGS


Artisan Piano Services was founded by David and Kathy Hayes in 2005. What started out as a small operation in their apartment grew to become one of the largest piano servicing companies in the nation.

OUR MISSION & VISION

We want to help revive the piano industry as a whole. Unfortunately, so much of the knowledge and skills surrounding piano craftsmanship has been lost. We believe that by providing the finest piano service and training the next generation of piano tuners we can change the trajectory of the industry and inspire greatness.

TECHNICIAN SUCCESS PATH (TSP)

The technicians here at Artisan Piano Services are some of the finest in the country. They are entrusted with taking care of our customers with the highest level of skill and care. We are so grateful for their hardwork and dedication and want to support them fully. Because we value our technicians so much, Artisan technicians are some of the very highest paid techs in the entire nation. Through salaries, benefits, commissions, and various perks we are always trying to give back to our techs. We have created a pathway for every tech to continue to grow; rewarding them for their efforts and skills along the way.



**“At Artisan, we
value Discipline
over Talent”**

DAVID HAYES
Founder

COMPANY PROTOCOLS

The customer experience is something that we pride ourselves on and consistency is key throughout the entire company.



COMPANY PROTOCOLS

- **Presentation**—We only get one shot at a first impression and we believe in doing our best every time.
 - Clean uniform, apron, vest, button-down shirt (preferably blue)
- **Communication with team**—We value open communication and we believe it to be vital to a healthy atmosphere.
 - Days off/calling in sick
 - General requests and concerns
- **Documentation**—We believe the details matter and helps complete a wonderful customer service experience.
 - Recording piano info (make, model, serial #, location)
 - Uploading pics of the piano
 - Piano measurements—temp and humidity
 - Create “good/better/best” evaluations and service notes
 - Create an invoice and email the customer in Gazelle
 - Collecting payment and “complete” the appointment
 - Purchases own strings/supplies (with company card)
- **Connection**—We have the opportunity to make meaningful connections with our customers and we want to make every effort to create that connection.
 - Adding referral notes
 - Timeline comments
 - Offer loyalty reward program
 - Schedule the next appointment
 - Request a Google review

BASIC FIELD REPAIRS

EXPECTATIONS

Artisan technicians must be able to perform all basic repairs and services to industry standards and within the industry standard of time. All technicians abilities will be evaluated by an Artisan approved tech for quality. Each of the field repairs and services listed next must be able to be performed and properly completed within 15–30 min.

Piano Evaluating

- Evaluate piano overall condition
- Give recommendations
- Diagnose necessary repairs
- Provide estimates using Gazelle

String Replacement

- Both treble and bass string
- Able to send bass strings for duplication

Keytops

- Replace plastic or ivory keytop

Replace Key Bushing

- Diagnose
- Replace bushing to industry standards
- Ease replaced bushing

Basic Voicing/Needling

- Soft pedal voicing
- Angel shot voicing
- Shoulder voicing

Pedal Work

- Pedal regulation
- Able to perform basic pedal repairs

String Splice

- Proper string tie

Replace/Repair Broken Shanks

- Repair existing shank
- Replace shank

Repair Sticky Keys

- Diagnose
- Ease
- Rebush
- Repin flanges
- Touch up regulation

Basic Regulation

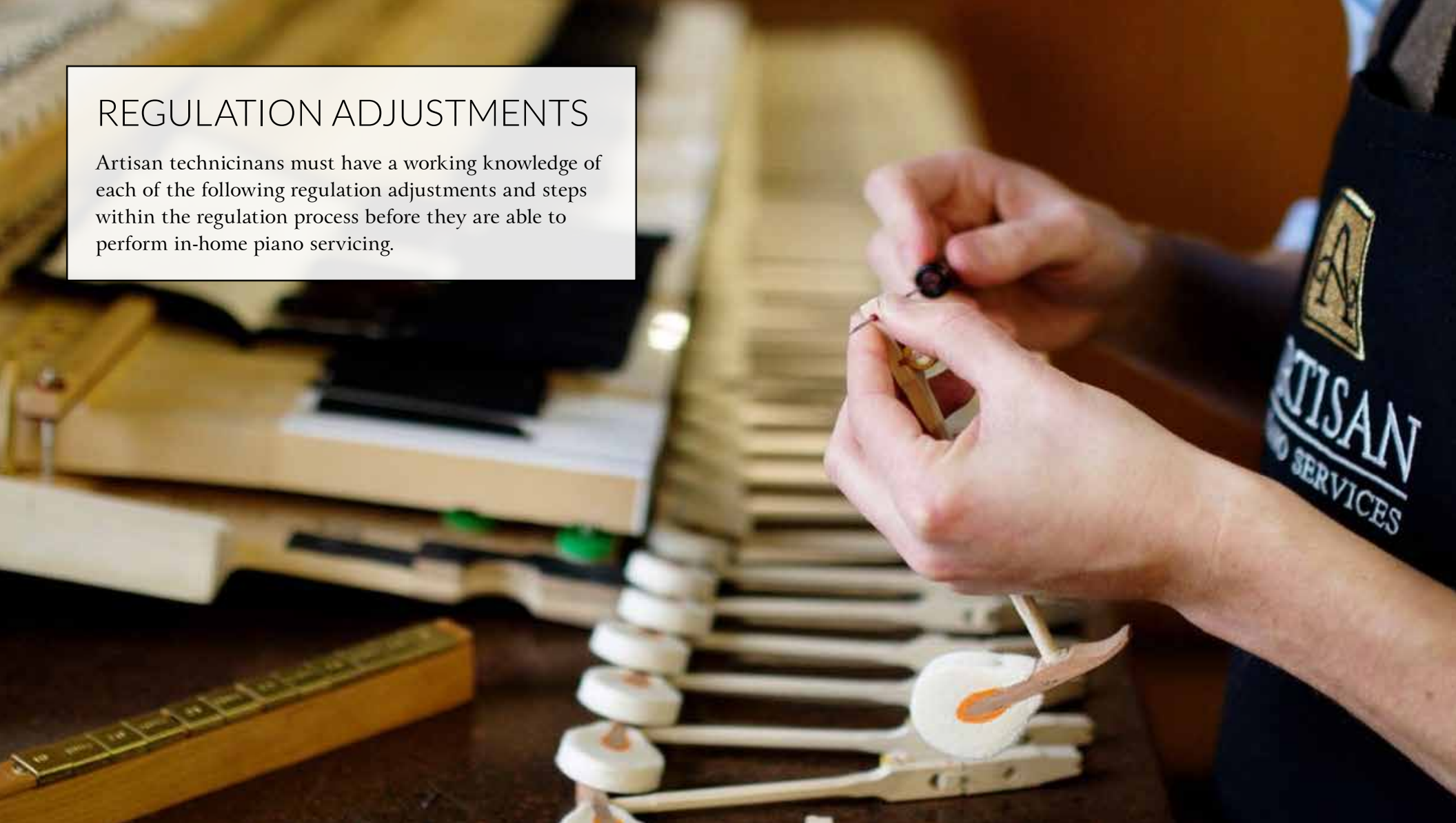
- Diagnose issues
- Working knowledge of all regulation steps and ability to perform them at a basic fundamental level

Grand/Upright Cleaning

- Preliminary cleaning
- Ability to deep clean a piano using the proper tools and techniques within the correct amount of time

REGULATION ADJUSTMENTS

Artisan technicians must have a working knowledge of each of the following regulation adjustments and steps within the regulation process before they are able to perform in-home piano servicing.



Regulation Adjustments

- Key pin lubrication
- Angle key pins
- Key bedding
- Key level/dip
- Burn/travel hammers
- Check all flange pinning
- Space/align hammers to strings
- Align wippens to hammers
- Align back checks to hammers
- Let off/drop
- Hammer line
- Knuckle alignment
- Back checking
- Set hammer line
- Adjust rep level tension
- Wink jacks
- Aftertouch
- Blow distance
- Damper timing
- Spoon bending
- Damper regulation
- Square and space keys

PACKAGES

The Artisan service packages are intended to be performed by qualified technicians that have the ability to not only do all the piano servicing required within the desired package, but the understanding of how to maximize the service and what adjustments to make within timeframe they are given for that package.

BRONZE PACKAGE

SILVER PACKAGE

GOLD PACKAGE

BRONZE PACKAGE

This is a half-day service for newer pianos that servicing and regulation. We'll tighten up the action, giving the you a more consistent and responsive touch.

UPRIGHT

Step 1 *Preliminary*
1 hr.

- Remove action from piano
- Clean, tighten, lubricate action
- Tighten all action screws
- Remove keys and vacuum key bed
- Lubricate key pins

Step 2 *Keys* 1.5 hrs.

- Remove hammer rail spacers
- Touch up key level
- Square and space keys
- Touch up key dip
- Set blow distance and glue in new hammer rail spacers

Step 3 *Regulation*
1.5 hrs.

- Adjust lost motion
- Adjust let off
- Adjust back checking
- Regulate pedals

GRAND

Step 1 *Preliminary*
1 hr.

- Remove action from piano
- Clean, tighten, lubricate action
- Tighten all action screws
- Remove keys and vacuum key bed
- Lubricate key pins

Step 2 *Keys* 1.5 hrs.

- Touch up key level
- Square and space keys
- Touch up key dip
- Set blow distance and touch up hammer line

Step 3 *Regulation*
1.5 hrs.

- Adjust let off
- Adjust back checking
- Adjust drop

SILVER PACKAGE

This is a full-day service designed for pianos (typically 10–25 years old) to give the player all the control and consistency their piano has to offer.

UPRIGHT

- | | | |
|--------|-----------------------------------|---|
| Step 1 | <i>Preliminary
1 hr.</i> | <ul style="list-style-type: none">• Remove action• Remove keys and vacuum key-bed and key frame• Lubricate key pins• Tighten all action screws |
| Step 2 | <i>Keys and
Keybed 2 hrs.</i> | <ul style="list-style-type: none">• Establish natural key height (above key bed—check with case parts)• Establish sharp key height (12MM above natural keys)• Key level• Square and space keys• Key dip (10MM natural) |
| Step 3 | <i>Alignment
1.5 hrs.</i> | <ul style="list-style-type: none">• Align hammers to strings• Space back checks to back catchers• Align stickers/capstans to underside of wippen heels• Space bridal wires• Establish soft pedal throw |
| Step 4 | <i>Regulation
1.5 hrs.</i> | <ul style="list-style-type: none">• Establish initial hammer line ($1\frac{7}{8}$"• Glue in spacers if needed• Adjust let-off ($\frac{1}{8}$"• Adjust backchecking ($\frac{5}{8}$"• Regulate sustain pedal• Adjust and even damper lift• Adjust damper timing (spoons)• Regulate middle pedal |

GRAND

- | | | |
|--------|-----------------------------------|---|
| Step 1 | <i>Preliminary
1 hr.</i> | <ul style="list-style-type: none">• Remove action• Remove keys and vacuum key-bed and key frame• Lubricate key pins• Tighten all action screws |
| Step 2 | <i>Keys and
Keybed 2 hrs.</i> | <ul style="list-style-type: none">• Establish natural key height (above key bed—check with case parts)• Establish sharp key height (12MM above natural keys)• Key level• Square and space keys• Key dip (10MM natural) |
| Step 3 | <i>Alignment
1.5 hrs.</i> | <ul style="list-style-type: none">• Align hammers to strings• Align whippens to knuckles• Space back checks to hammer tails• Align jacks to knuckle core• Establish soft pedal throw• Establish initial hammer line ($1\frac{7}{8}$"• Preliminary drop (low) |
| Step 4 | <i>Regulation
1.5 hrs.</i> | <ul style="list-style-type: none">• Adjust let-off• Adjust backchecking• Final jack alignment• Adjust repetition lever springs• Wink jacks• Adjust damper timing if needed.• Regulate pedals |

GOLD PACKAGE

This is our premier service package on 25+ year-old pianos. This is a 2-day service and is designed to truly bring the piano back to life in the way it plays and sounds.

UPRIGHT

Step 1	<i>Pre-Work 8 hrs.</i>	<ul style="list-style-type: none">• Remove action from piano and bring to shop• Remove keys and vacuum key-bed and frame• Lubricate key pins and key frame• Tighten all action screws• Surface hammers• Burn & travel hammers• Re-pin flanges as necessary
Step 2	<i>Keys and Keybed 2 hrs.</i>	<ul style="list-style-type: none">• Establish natural key height (above key bed—check with case parts)• Establish sharp key height (12MM above natural keys)• Key level• Square and space keys• Key dip (10MM natural)
Step 3	<i>Space and Align 2 hrs.</i>	<ul style="list-style-type: none">• Align hammers to strings• Align wippens to knuckles• Space back checks to hammer tails• Align jacks to knuckle core• Establish soft pedal throw• Establish initial hammer line (17/8")
Step 4	<i>Regulation 1.5 hrs.</i>	<ul style="list-style-type: none">• Preliminary drop (low)• Adjust let-off• Adjust backchecking• Final jack alignment• Adjust repetition lever springs• Wink jacks• Adjust damper timing if needed
Step 5	<i>Final Check Over 1.5 hrs.</i>	<ul style="list-style-type: none">• Lubricate/recondition trap work as necessary• Regulate pedals• Regulate dampers as necessary (lift & timing)• Final check over of regulation

GRAND

Step 1	<i>Pre-Work 8 hrs.</i>	<ul style="list-style-type: none">• Remove action from piano and bring to shop• Remove keys and vacuum key-bed and frame• Lubricate key pins and key frame• Tighten all action screws• Surface hammers• Re-pin flanges as necessary• Lubricate knuckles
Step 2	<i>Keys and Keybed 2 hrs.</i>	<ul style="list-style-type: none">• Establish natural key height (above key bed—check with case parts)• Establish sharp key height (12MM above natural keys)• Key level• Square and space keys• Key dip (10MM natural)
Step 3	<i>Space and Align 2 hrs.</i>	<ul style="list-style-type: none">• Align hammers to strings• Align wippens to knuckles• Space back checks to hammer tails• Align jacks to knuckle core• Establish soft pedal throw• Establish initial hammer line (17/8")
Step 4	<i>Regulation 1.5 hrs.</i>	<ul style="list-style-type: none">• Establish initial hammer line (17/8")• Glue in spacers if needed• Adjust let-off (1/8")• Adjust backchecking (5/8")• Regulate sustain pedal
Step 5	<i>Final Check Over 1.5 hrs.</i>	<ul style="list-style-type: none">• Adjust and even damper lift• Adjust damper timing (spoons)• Regulate middle pedal• Check over all regulation adjustments

CLEANING

Ability to deep clean a piano using the proper tools and techniques within the correct amount of time.



All techs must be able to perform a full upright and grand cleaning within a 2.5 hr. block of time. This includes:

- Removal and blow out of the action
- Removing keys and cleaning keyed/frame
- Cleaning of the soundboard
- Cleaning of the plate
- Cleaning around the tuning pins
- Final wipe down if the cabinet
- Cleaning of the case hardware and metals using brasso would be optional but not essential



TECHNICIAN LEVELS

All Technicians must have ability to tune a piano in under 1.5 hrs. and be able to perform the basic piano repairs and artisan protocols.

TECHNICIAN LEVELS

Apprentice Level

1-2 appointments per day

At the Apprentice Level you are able to perform a standard tuning to industry standards as well as all basic piano repairs.

Basic Level

3 appointments per day

Bronze Package

At the Basic Level you are able to do a tuning within 2 hours as well as perform basic regulation and servicing needs. You will also be able to do up to 3 appointments within a standard day.

Standard Level

Up to 4 appointments per day

Silver Package

At the Standard Level you are considered a full time field tech. Able to do 4 standard tunings within a normal day as well as complete all necessary regulation work to industry standards.

Pro Level

4 appointments per day

**Including top-level work*

Gold Package

At the Pro Level technicians will be able to perform all service packages as well as be able to fully recondition an action from start to finish. This would include surfacing hammers, bolstering knuckles, and even some amount of part replacement.

Master Level

4+ appointments per day

10+ years experience

At the Master Level you have the ability to do all tuning, repair, voicing, and regulation work that could be demanded of you. You also have the years and more importantly the experience to be able to address any issue that customers may have with their piano. You have the knowledge, skills, and competency to do any and all piano serving work.



OUR LOCATIONS

Portland, Oregon
214 7th St,
Oregon City, OR 97045
(503) 723-4565

Seattle, Washington
505 Broadway E. #123
Seattle, WA 98102
(425) 974-4100

Denver, Colorado
700 N. Colorado Blvd,
Denver, CO 80206
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