South Central Regional Conference (SCRC) of the Piano Technicians Guild October 2 - 4, 2014

Canyon of the Eagles, Lake Buchanan, Burnet Texas It seems you have actually Come to Burnet to Learn-it, Durn-it!

We welcome you

to what promises to be an all-time great seminar.

We encourage you

to fully explore our offerings, and those of the instructors and exhibitors.

We congratulate you

for making the commitment to further your professional education and development. Learning and sharing is what makes PTG great.

We thank you

for your participation, and confidence in joining us this year!

A Few Details

Food at SCRC:

- All meals will be served buffet style in the Overlook dining room.
- Your registration includes 7 meals, and refreshments at class breaks, including all taxes & gratuities. This includes lunch on Thursday through lunch on Saturday.
- If you arrive on Wednesday, or stay over Saturday night, the restaurant will be open and you may order & purchase food & beverages directly from the restaurant's menu.
- If you have brought a guest, and paid for the guest's meal package in registration: Your guest may join you at all meals.
- If you have brought a guest, who may only want to eat an occasional meal with you: Please tell the restaurant staff that they wish to order a meal from the regular menu (or eat from the buffet), and pay for this directly.
- We have chosen food that we hope will be agreeable to everyone.... or at least as many of you as possible!!
- There are healthy and vegetarian options with each meal, which will be labeled.
- We hope the communal dining experience will facilitate you meeting new colleagues as well as connecting with old friends. Don't be shy, just sit at which ever table you like. Sometimes the best piano information can be shared over the dining table...... For those new to PTG, this is a great chance to meet new friends. Veterans of PTG will tell you of the connections and friendships they have established over many years!

Exam opportunities:

You may arrange to take the PTG Written Exam at SCRC. Please contact Ricki Klos to schedule a time.

We want you to have a great experience at SCRC.

Your leadership team is ready to assist you in any way we can.

Dale Probst, President	940.691.3682	dale@wardprobst.com
Steven Hopp, Vice President	432.770.7473	hoppsmusic@hotmail.com
Jordan Bruce, Sec./Treasurer	405.285.8324	jordan@brucepiano.com
Bernard Mollberg, Seminar Director	830.833.2210	bernard@mollbergpiano.com
Jim Geiger, Regional VP	254.756.2976	jimsuz1@yahoo.com
Steve Walthall, Advisor	512 680.3366	sewalthall@me.com
Ricki Klos, Advisor	512 773-7133	mzricochet@vahoo.com

Thank you to our Sponsors, who are donating door prizes and support in other ways!

You stand a great chance to win a variety of prizes, with drawings at each meal, and each class break. Be present to win, and keep your ticket stub from your registration package with you so you can claim your fabulous prize!

Grand Sponsors:

Damp-Chaser Piano Life Saver System Chuck Behm Piano Promo Productions Reyburn Piano Tech

Sponsors:

Brooks Ltd

Paul L. Jansen & Son Inc.

Pianotek Supply

Renner USA

Schaff Piano Supply

Wessell, Nickel & Gross

Thanks to Cobra Piano Moving, Austin TX!

Thanks to Brian & Jeannie Henselmann, MusicMasters Pianos

Thanks to Darren Speir, Metroplex Piano

Exhibit Hall- Bluebonnet Room, just next to the dining room. Please take time to meet our exhibitors this year. We hope you will find their displays, products or services to be educational and useful to your career.

Brooks Ltd, Melanie Brooks

Mollberg Piano Restoration, Bernard Mollberg

PitchLock Inc. Scott Jones

Piano Technicians Guild

Piano Technicians Guild Foundation

Reyburn Piano Service, Reyburn Cybertuner, Carl Liebermann

TPR Tools, Christopher Brown

A class in a new format: Linear Grand Regulating with a Grandwork Regulation Station: Live in the Exhibition Hall. This will be an ongoing class during the two days that the Exhibition Hall is open. Come by and learn one-on-one about this new system.

THE FOLLOWING PAGES OUTLINE OUR SCHEDULE FOR ALL CLASSES AND EVENTS, WITH DESCRIPTIONS. ALSO CHECK OUR WEBSITE FOR ADDITIONAL INFORMATION: WWW.SCRCPTG.ORG

Registration is open Wednesday afternoon and early on Tuesday

THURSDAY 10/2/14	CLASS ROOM A	CLASS ROOM B	CLASS ROOM C	
10:00-10:30	Welcoming Assembly Front porch of Live Oak (class room building)			
SECOND CLASS PERIOD 10:30-12:00	THE GRAND ACTION PARTS REPLACEMENT Melanie Brooks, Brooks Ltd	IN HOME VERTICAL SERVICE Norman Cantrell	HANDS ON WORKSHOP: KEY BUSHING Celeste Coburn & Claude Harding	
12:00-1:30	∼Opening Luncheon∼	in Overlook, followe	d by Door Prizes	
THIRD CLASS PERIOD 1:30-3:00	ACTION CENTERS: THE SECRET OF CONSISTENT TOUCH Don Mannino Kawai USA	WHAT IF PYTHAGORAS GOT IT WRONG? Part One Kent Swafford	HANDS ON WORKSHOP: STRINGING Mike Tocquigny STRING SPLICING Steve Walthall	
3:00-3:30	∼Class Break∼ Refreshments & Door Prizes in the Exhibit Hall			
FOURTH CLASS PERIOD 3:30-5:00	iRCT Class Carl Lieberman Reyburn Cybertuner	WHAT IF PYTHAGORAS GOT IT WRONG? PART Two Kent Swafford	HANDS ON WORKSHOP: POLYESTER REPAIR Joshua Ello SHARPENING TOOLS Walt Connell	
5:00-6:00	Free Time			
6:00-7:00	∼EVENING MEAL∼ in Overlook, followed by Door Prizes			
7:15-8:00	PIANO RECITAL EXHIBIT HALL Steven Hopp & Dr. Nicholas Elderkin A selection of solo and four hand pieces by Beethoven, Liszt, Debussy and Barber. Played on a Mason & Hamlin Model A9 scale Florentine Art Case grand c. 1929 fully restored by Mollberg Piano Restoration. Steven Hopp RPT is a gifted pianist, as well as piano technician. Dr. Nicholas Elderkin is a professor of Music, and Chair of Visual & Performing Arts, Midland College.			
8:00-10:00	WAR STORIES Courtyard/Outdoor Fireplace Telling of Tall Tales, Recounting of Risky Rescues, Improbable Occurrences, Curious Customers, Close Calls. Stories by the fire, fueled by old pinblocks & piano keys. Moderator: Ricki Klos ACOUSTIC SONG CIRCLE Around the Courtyard Fire Pit Informal acoustic instruments, songs & tunes, plan to bring your instrument and jump in! Guided by Chris Prewitt			

FRIDAY 10/3/14	CLASS ROOM A	CLASS ROOM B	CLASS ROOM C	
FIRST CLASS PERIOD 8:00-9:30	ALL ABOUT HAMMERS Part One Melanie Brooks, Brooks Ltd	GRAND RESULTS IN A HEARTBEAT Walt Connell	INSTITUTIONAL WORK Moderator: Steve Walthall	
9:30-10:30	∼Class Break∼ Refreshments & Door Prizes in the Exhibit Hall			
SECOND CLASS PERIOD 10:30-12:00	ALL ABOUT HAMMERS Part Two Melanie Brooks, Brooks Ltd	ACTION REGULATION FROM THE PIANIST'S PERSPECTIVE Steven Hopp	CHAPTER OFFICERS ROUNDTABLE Ricki Klos	
12:00-1:30	∼Luncheon∼ in Overlook, followed by Door Prizes			
THIRD CLASS PERIOD 1:30-3:00	NEW TOUCH TOOLS Scott Jones Pitchlock, Inc.	TIP OF THE PEDAL TO THE TOP OF THE DAMPER HEAD Coburn, Cook & Mills	BURNING BRIDGES OR BUILDING BRIDGES? Jim Watson	
3:00-3:30	∼Class Break∼ Refreshments & Door Prizes in the Exhibit Hall			
FOURTH CLASS PERIOD 3:30-5:00	THE GOOD, THE BAD AND THE UGLY Ron Bergeron	WEB & SOCIAL MEDIA MARKEING FOR THE BUDGET MINDED Jordan Bruce	MIND YOUR OWN BUSINESS! Wyatt, Speir, Lieberman & Speir Moderator: Dale Probst	
5:00-6:00	SCRC BUSINESS MEETING Class Room A: Please attend to help chart the future of SCRC. Bring suggestions, questions & ideas! The future of this seminar is in your hands.			
6:00-7:00	∼EVENING MEAL∼ in Overlook, followed by Door Prizes			
8:00- UNTIL	PITCHLOCK PIANO BAR Class Room A Once again, Scott Jones and PitchLock, Inc. invites you to be his guest at the PitchLock Piano Bar! Come prepared to sing the Standards, lyrics provided. Pianists take turns playing the songs. Vocal microphones and PA will be available. Complementary refreshments will be provided.			

~Breakfast is served in Overlook, 7:00 to 9:00am.~

SATURDAY 10/4/14	CLASS ROOM A	CLASS ROOM B	CLASS ROOM C	
FIRST CLASS PERIOD 8:00-9:30	FROM ROCKS TO CREAM PUFFS: VOICING DIFFICULT HAMMERS Part One Don Mannino Kawai USA	THE HAPPY TUNER Jack Bresette-Mills	THE CATCHER AND THE FLY Elizabeth Ward & Dale Probst	
9:30-10:30	∼Class Break∼ Refreshments & Door Prizes in the Exhibit Hall			
SECOND CLASS PERIOD 10:30-12:00	FROM ROCKS TO CREAM PUFFS: VOICING DIFFICULT HAMMERS Part Two Don Mannino Kawai USA	DAMPERS WITH THREE TOOLS Scott Jones Pitchlock, Inc.	TIPS, TOOLS AND TECHNIQUES- LIVE! Moderator- Bernard Mollberg	
12:00-1:30	∼Closing Luncheon∼ in Overlook, followed by Grand Prize Drawings Group Photo Opportunity			

Join us for an optional Saturday afternoon excursion to the Longhorn Caverns State Park, just South of Burnet for a tour of the caverns. We will depart via individual autos by 2:30, to check in at the park by 3:30. Costs are \$11.00 + tax, and include the State Park admission fee.

FOLLOWING THE LONGHORN CAVERNS TOUR, MANY OF US WILL HAVE SUPPER TOGETHER IN BURNET, RESTAURANT & LOCATION TO BE DETERMINED.

Customers: The Good, The Bad and The Ugly - 1 1/2 Hours Ron Bergeron RPT - Austin, TX

- 1. Customers who are late.
- 2. Customers who try to negotiate for lower rates.
- 3. "Absentee expert" opinions that request a callback visit.
- 4. Educating customers about their piano's tuning.
- 5. Handling 'no-shows.

The Happy Tuner - 1 1/2 Hours Jack Bresette-Mills RPT - Austin, TX

This class would be a mixture of the following four subjects, all geared toward helping a tuner become more contented with the profession: How to not irritate your customer: correct clothing, phone skills, conversation skills, but also tuning technique that makes allowance for the aural fatigue of the customer, which reduces fatigue on the tuner's hands (and ears), and relates directly to pitch stability. How to be more efficient: the best order of operations in regulating, and the best tuning/pitching techniques. How to not become disgruntled and enfeebled: life planning, mood, education, hobbies, conversational abilities, psychological skills, as well as posture and pain. How to make the previous technician look like an idiot by being a petty ass: I'll show how easy it is to mess with the customer, & how easy it is to paint all other technicians as incapable, showing how such practices bring one down to a low level, and are not sustainable. Humor included, of course.

Tip of the Pedal to Top of the Damper Head - 1 1/2 Hours Jack Bresette-Mills, RPT; Nathan Cook, Associate; Celeste Coburn- Austin, TX

Overview of servicing, regulating, and restoring the entire grand damper system. While this topic is huge, we will demonstration how this inter-related system works, how to make it better, introductory exposure to in depth restoration operations, all in one class.

- Service/restore pedal box, rods, guide rails, full trapwork restoration methods. Mock up of grand trapwork system/and/or upside down grand present to show all techniques to restore, service, replace cloth & leather, re-bush pivots, lever pins, springs.
- Fitting & installing adjustable pedal rods to replace old non-adjutable rods.
- Convert damper pitman to non-friction S&S style, w/large hole in keybed.
- Review 3 commercially available damper underlever replacement kits, (Renner, Tokiwa, WN&G) with samples of each variety, overview of methods of matching each kit for variety of different pianos, assembling & fitting new damper actions.
- When keeping original damper actions methods to service/repair/recondition. When this is viable, when this is not.
- Dampers: recondition/refinish damper heads & wires, installing new damper wires, efficient felt removal & replacement damper felt, choosing felt style & dimensions for efficient damping.
- Damper upstop rail restoration, fitting, regulation.
- Replacing/sizing/ironing damper guide rail bushings, aligning guide rails to the strings.
- Sostenuto strategies.
- Becoming more comfortable in bending damper wires for proper fit, function, and trouble shooting.
- Regulating the entire damper system for best musical performance & function..... from Tip of the Pedal to Top of the Damper Head.

The Grand Action Parts Replacement - 1 1/2 Hours

Melanie Brooks Associate - Brooks Ltd - Old Lyme, CT

You WILL come across a piano that needs new parts. From start to finish, learn how to recognize when new parts are appropriate and what it really takes to sell the job and how complete an action rebuild. Focusing on straightforward, practical methods of taking measurements, parts selection and installation tips, build confidence in your skills, increase your profit, improve the value of the instrument and gain customer satisfaction.

All About Hammers - 3 Hours (Parts 1 and 2)

Melanie Brooks Associate - Brooks Ltd - Old Lyme, CT

Take a microscopic tour into the depths of a piano hammer. Learn about the making of felt, the process of manufacturing piano hammers and what's different about Natural Felt. We will discuss how to control weight and touch through hammer selection and information needed for boring hammers. You will also learn grand hammer hanging on old and new shanks and flanges as well as using pre hung hammers

Grandwork Regulation Station - Live Demo- Exhibit Hall Christopher Brown RPT - TPR Tools

A class in a new format: Linear Grand Regulating with a Grandwork Regulation Station: Live in the Exhibition Hall. This will be an ongoing class during the two days that the Exhibition Hall is open. Beginning with bedding of a grand keyframe, proceeding through a summary and sampling of the Grandwork Linear Regulation Protocol, and finishing with a look at the final steps of installation, including hammer-to-string fitting. The Grandwork RS allows much of grand regulating to take place out of the piano. With guesswork resolved by sampling or bypassed with good referencing, grand regulating becomes a predictable, step-by-step process, a linear march from bedding to fitting. Less experience is required to succeed. Less headache and more effective work output help both experienced and less experienced technicians. Conference attendees may join in as schedules allow or observe during break times.

Web & Social Media Marketing For The Budget Minded Technician – 1 1/2Hours Jordan Bruce Associate - Edmond, OK

To Tweet, or not to Tweet!? What is a # for, and why will that get me any more business? My kids have a Facebook, how is that professional? What good is having an interactive website? All these questions and more as we dive into a technology driven world with marketing and connectivity capabilities like never before!

In Home Vertical Service – 1 1/2 Hours Norman Cantrell RPT - Oklahoma City Chapter

This class will explore taking the next step in servicing vertical pianos. Tuning is the basic level of service but most pianos can benefit from additional attention. After a few years of moderate use the action often begins have problems with even touch and tone. We will discuss a series of steps to improve the action and tone with a minimum amount of effort. The class will present several options or levels of improved service depending on the time and needs of the piano owner. Each level can be treated as a stand alone addition to the basic piano service or they can be combined to elevate the performance of the piano as a series of service plans.

Grand Results in a Heartbeat – 1 1/2 Hours Walt Connell RPT - Dallas Chapter

Tools, tricks and tips for getting maximum results on a grand action with minimal time available. Class participants will have a chance to try the tools and techniques for themselves.

Intro Class to Polyester/Polyurethane Touch Up Repair Work – 1 1/2 Hours Joshua Ello RPT - Houston Chapter

Quality touch up work is needed within our industry. Joshua Ello, RPT will discuss and demonstrate the basics of polyester/polyurethane repair. Come learn the secrets of this technique that a book won't tell you.

- Demonstration and step by step procedure presentation
- List of needed materials and directions/Troubleshooting
- Question and Answer time

Action Regulation From a Pianist's Perspective - 1 1/2 Hours

Steven Hopp RPT - Midland TX

Have you ever wondered what a highly skilled pianist wants from the piano on which he/she has to perform? Is it only regulation, or voicing or something else? Come to this class and learn the answer to these questions. Hear and see what great pianists expect from a concert instrument. See and Hear a piano that does not perform well, quickly put into condition that nearly any great pianist would find capable of expressing their musical ideas. It might even be possible with this information to make yourself a hero to your clients whether they are a world class performer or the neighborhood piano teacher or student.

Chapter Leader Roundtable – 1 1/2 Hours

Ricki Kløs RPT, moderator - Fort Worth, TX

Calling all past and present chapter officers! Come to this roundtable atmosphere to share and discuss chapter ideas. What works, what doesn't? We all have challenges when it comes to chapter business and this forum encourages officers to help each other motivate their members, manage funds, collect ideas to take home and enact.

iRCT CyberTuner - 1 1/2 Hours

Carl Lieberman RPT - South Bay, CA Chapter

I will share why I believe that iRCT represents a quantum advance in piano tuning. The reasoning inside of CyberTuner, along with best strategies for utilizing its capabilities will be explored. iRCTs newest features will be presented.

Action Centers: The Secret of Consistent Touch. 1 1/2 Hours

Don Mannino RPT - South Bay, CA Chapter

This class is in two parts within the one class session. The first focuses on conceptualizing action center operation and service, and the second demonstrates an efficient and highly accurate method for recentering using sized broaches. The discussion will include evaluating the amount of friction needed for any given action part, the effects of pinning on touch and tone, and dealing with the various types of bushing cloths encountered. Class level: All Levels

From Rocks to Cream Puffs: Voicing Difficult Hammers - 3 Hours (Parts 1 and 2) Don Mannino RPT - South Bay, CA Chapter

This is a basics of voicing class, in which samples of 4 different sets of hammers are installed in 1 Kawai grand piano, and each is voiced during the class for the best tone. The hammer manufacturing process and concepts of how hammers work are discussed. The goal of the class is to show how to work up soft hammers, how to bring down hard hammers, and most importantly to take the fear out of the voicing process. Class level: Intermediate

Tips, Tools & Techniques LIVE! - 1 1/2 Hours

Bernard Mollberg, moderator - Austin, TX Chapter

COST OF ADMISSION: all attending this class MUST present at least one great thing they have discovered, in a Minimum of :30 seconds, Maximum 4:20 minutes! Bring your favorite supplies, tools, tips, tricks, techniques, remedies for better piano work. Stern moderators will keep this class humming at high velocity to pack in a wealth of astoundingly useful information in one amazing class period! Fabulous Prize for the most amazing tip presented! Whew!

New Touch Tools - 1 1/2 Hours

Scott Jones RPT - Central Pennsylvania Chapter

PicthLock Inc. continues to develop tools and techniques that improve both piano performance and service. In addition to our popular TOUCHRAIL, we'll see how the new DIALaPRESS, TOUCHSCALE, AND FELT KEY PLUGS can make touch weight adjustment more accurate and profitable.

Grand Damper Regulation with 3 Tools - 1 1/2 Hours

Scott Jones RPT - Central Pennsylvania Chapter

Working on dampers is, for many technicians, forbidden territory. We'll review a streamlined and efficient way to get the most results from the least number of tools. Video close ups and voluntary class participation included. Imagine that, regulating dampers in front of a room full of your colleagues. That's a great confidence builder!

Mind Your Own Business! - 1 1/2 Hours

Carl Lieberman, Darren Speir, Leon Speir, Jack Wyatt RPTs - Dallas TX Chapter

A discussion forum for anyone who has a question about how to prosper in the field of piano technology. Almost 200 years of piano service experience with Jack Wyatt, Leon Spier, Carl Lieberman and Darren Speir. Come hear the firm of Wyatt, Speir, Lieberman and Speir, bring your questions and challenge the experts. Dale Probst will attempt to moderate but who knows what will happen when it all gets going!

What if Pythagoras Got it Wrong? - 3 Hours (Parts 1 and 2)

Kent Swafford RPT - Kansas City, MO Chapter

This is a new class that had its debut at the recent Atlanta Institute. The reviews are in: "The class I've wanted to do for years...", "Wow, a super interesting class!", "That was a seriously brilliant class." There are many ways to "solve" the Pythagorean comma, even within equal temperament; explore the relationship between temperament and stretch. Discover the benefits of executing a uniform level of stretch across the entire piano scale, and the techniques for doing so. This class may change the way you evaluate piano tunings!

Institutional Piano Work Forum - 1 1/2 Hours

Steve Walthall RPT, moderator - Austin TX Chapter

Have you ever considered working for a College or University? We will discuss contract, half time, and full time employment. And the challenges and benefits of working for an institution. We will be happy to share our experiences and do our best to answer all your questions.

The Catcher and The Fly - 1 1/2 Hours

Dale Probst and Elizabeth Ward RPTs - Oklahoma Chapter

Explore action regulation beyond the usual steps. Many times only a few adjustments are needed to make the action perform better but which ones should happen when? We will explore the role of the back check and the jack in action performance and feel. What do specifications have to do with touch and where do they come from? Do you really have to memorize steps and specs to be able to regulate? Efficient regulation comes from knowing what to adjust and when you should do it to create the touch to die for.

To Burn Bridges or Build Bridges? - 1 1/2 Hours

Jim Watson - Austin, TX Chapter

Understanding the importance of solid glue joints, tight bridge pins, clean bridge notches, and means of repair/reconditioning/restoration/replacement.

- Overview of the role of bridges in transmission of sound, proper deflection of strings, function of roots, caps, notches & bridge pins.
- Repair strategies for bridges loose from the soundboard/caps loose from bridge roots, in the piano with strings attached.
- Repair strategies for splits in bridge caps, loose & mis-aligned pins, show examples of partial cap replacement in the piano, with plate & strings attached.
- Why bridge pins should be removed, existing caps restored, notches re-cut, new larger pins installed whenever strings are being replaced in older pianos.
- Furnish actual bridge roots, with & without caps for examination, explain basics of bridge construction.
- Hands-On opportunities in mock bridge caps to carve new notches, or re-carve old notches, tips on safety and causing a chisel to be SHARP.
- Overview of available varieties of new bridge pins, size considerations for re-pinning the restored bridge cap.
- Installing new bridge pins, safe means of filing/leveling new pins.
- Show examples of making new bridge roots & caps for treble and bass bridges.