

Jaques Samuel  
PIANOS

# Restoration Services





"In partnership we provide craftsmanship, quality and peace of mind"



# Introduction



*Jaques Samuel*  
PIANOS

Jaques Samuel Pianos (Bechstein House) is delighted to be the UK's representative for what is considered by many as the world's leading piano restoration company, Piano Fiks. Our introduction to Piano Fiks came through Bechstein

Berlin who themselves commission reconditioning by these outstanding craftsmen.

Poland has a history of piano construction and reconditioning dating back centuries. In Krzysztof Fiks's factory, which is the largest in Poland, his workers still undergo old-fashioned apprenticeships to learn the skills of piano making and restoration. Each stage of the restoration process is painstakingly undertaken to ensure the highest quality and at the end of the process your piano will be almost indistinguishable from new.

To ensure that your practice or teaching is not interrupted we will loan you a piano for the duration of the restoration process. Once collected your piano will be transported by road to Poland and Jaques Samuel Pianos takes care of all customs clearance and insurance issues involved.

Pianos restored by Jaques Samuel Pianos and Piano Fiks are guaranteed for a period of five years, giving you peace of mind and the support of London's largest piano house. Furthermore, at the rear of this brochure you will find information about the various payment options available to you.

I trust this brochure will answer many of your questions. Should you have any further questions please do not hesitate to contact my staff who will be delighted to help you.



*Piano Fiks*

## **Terence Lewis**

Managing Director, Jaques Samuel Pianos

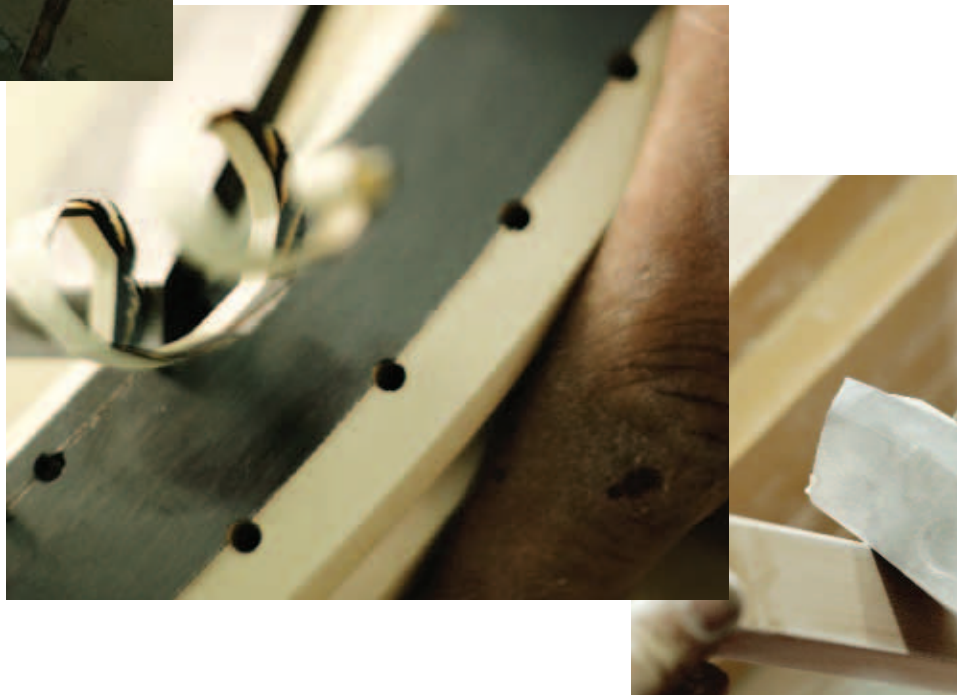


# Soundboard

The soundboard is a fundamental and vital element of the piano. It works as the speaker and amplifier of the instrument. Over the years soundboards develop cracks that interrupt the flow of sound waves across the wood. During the restoration process the soundboard is stripped of all varnish, dried out to maximise shrinkage and to open any potential new cracks. The cracks are then repaired by forcing new wood into the splits; after the repair the soundboard is naturally allowed to re-hydrate thus forcing the new wood against the old and increasing the pressure and essential curvature of the soundboard. The soundboard is also bleached and modern varnishes are applied to seal and protect the spruce wood for years to come.



The bridges, which hold the strings and carry the vibration of the string onto the soundboard, are either re-capped or fully replaced depending on the level of deterioration. Should the soundboard or bridges have deteriorated to such an extent that they must be replaced, an exact copy is made with the highest quality materials and installed accordingly. A new soundboard and bridges has the benefit of modern adhesives which are more resistant to the adverse effect of central heating.



# Frame / Casework

## Frame

After de-stringing, the cast iron frame is removed from the piano and completely sanded back to the metal. New gilding is applied and the frame is polished in accordance with the maker's traditional finish.

If your frame has cracked it will undergo a 'stitchwelding' repair, this repair is covered by our five-year guarantee. After countless hours of hand sanding and polishing, the frame is replaced in the piano and set to the correct position.

## Casework

Various case finishes are available and our team will discuss the choices with you.

Pianos with wood veneer that has faded over the decades can be returned to their former glory. Any veneer that has lifted can be re-secured and or repaired before the new polish is applied. Many older black instruments have a veneer under the ebonising. On occasion this veneer opens causing a crackle glaze effect on the case. Stripping the ebony polish and sealing the veneer with a special filling agent repairs this. Once complete, the black finish can be renewed and the piano will look like new again. If your piano is in a polyester finish the old polyester is stripped with heat guns and new layers of polyester applied.





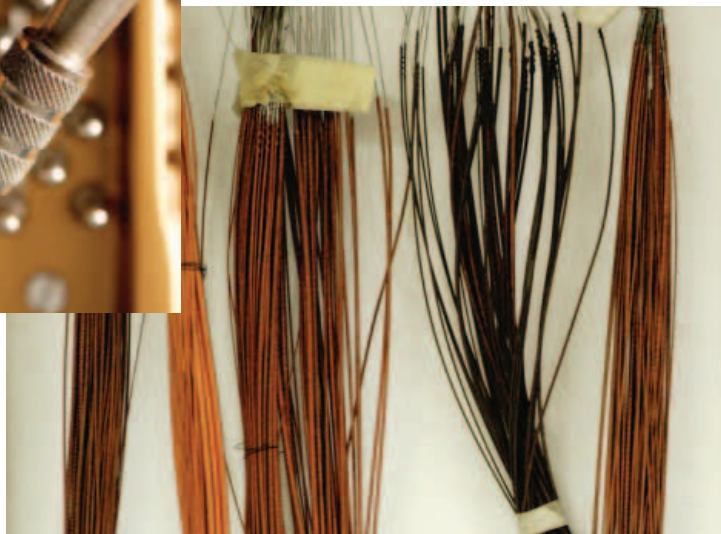


# Re-Stringing

The strings apply many tonnes of pressure onto the metal frame and are a vital element in the tonal quality of the piano. De-stringing is no simple matter, it must be carried out slowly to ensure the pressure is released evenly across the frame.

At this stage a new wrest plank (if required) is installed. The wrest plank holds the tuning pins tight and provides the tuning stability. The wrest plank is made up of multiple layers of wood glued at opposing angles of grain to ensure maximum friction onto the tuning pin. Once installed the plank must be drilled to the exact measurements that coincide with the pattern of the tuning pins.

Once your piano has been de-strung and the frame restored to its former glory, the new strings, which are an exact copy of the originals and of course made using only the finest copper and steel, are replaced. The tension is then gradually reapplied and the piano begins to be tuned. Firstly a 'rough tuning', or 'chipping up' establishes the basic scale and a 'fine tune' is then obtained by undertaking multiple tunings over a period of weeks. Although the tuning is stabilised during the restoration process, the first year post restoration is a period of settling for the new strings and you should expect the piano to require more tunings than normal. Once settled the tuning stability will be far greater than before the piano was restored.

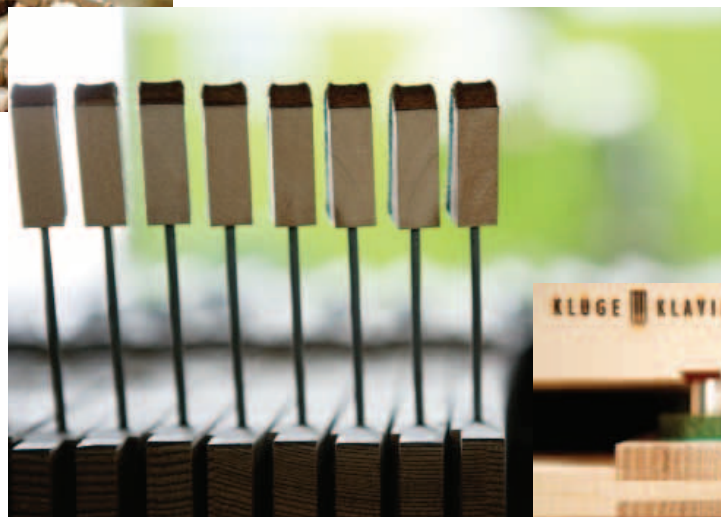


# Action Restoration

The action is the mechanical section of the piano and contains thousands of moving parts. These parts are made from the finest wood, to exacting dimensions. Various types of felts, screws, springs and leather interact to allow the pianist delicate control of both the volume and 'colour' of the sound created.

Action restoration varies from piano to piano, however generally we recommend two options. Firstly, to restore the existing action by replacing the hammers, felts, leather etc or secondly, installing completely new action parts. The latter is more expensive but gives the piano the feeling of a new instrument. This work takes hours of patient and detailed attention by highly skilled craftsmen. Once all of the parts have been restored or replaced, further hours are spent adjusting and finely regulating the action to obtain the maximum performance level.

The new hammers will be 'voiced' to provide an even and beautiful sound across the range of the keyboard. Voicing constantly changes as you play your piano owing to the compression of the felt hammer as it hits the string. Therefore the voicing must be adjusted from time to time to even out the tone. Your technician will advise you but always trust your ear, if you are unhappy with the sound of a particular note or section of notes, have your technician voice them. Alternatively feel free to contact our Tuning and Servicing Department to arrange for one of our Specialist Technicians to attend.







# After Care

Once restored and returned to you, the action constantly moves and needs fine regulation and servicing every few years. The first year post restoration will see the most changes in the action settings as all of the new felts etc will be adapting to the humidity and temperature in your home. Your technician will discuss your individual needs with you when tuning your piano and Jaques Samuel Pianos is always available to provide any detailed information they might require.

Remember that your new strings will be settling in the first year and you will need to tune more frequently than you have been used to. We recommend at least four tunings in the first year post restoration, however this does vary from piano to piano as each home has different humidity and temperature levels and fluctuations.

You have invested a considerable amount in your now beautiful piano and it is important to protect that investment. We recommend that a hygrometer is purchased and a record kept of the humidity and temperature levels in the piano's room. This would ideally be done while the piano is away so that we can discuss your individual climate before your piano is returned. It is a generally considered ideal to have a humidity level of between 45 and 55 percent relative humidity

and the temperature kept as stable as possible. Large swings in either temperature or humidity will affect the tuning and tuning stability of your piano. If the humidity in your room swings unacceptably there are products on the market to deal with this situation.

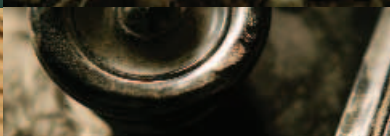


# Payment Options

There are three payment options available to you.

1. A 50% deposit prior to collection of your instrument with the remaining 50% before return of your piano.
2. A 25% deposit prior to collection of your instrument and the remaining amount over ten months' interest free credit starting one month after collection. Payment by standing order only.
3. Payment in full prior to collection of your instrument. This option attracts a 4% reduction but must be by cheque or debit card.

Please note that once completed your piano will be stored by Jaques Samuel Pianos, free of charge for one month, any further storage after this time will be charge at our standard monthly rate.



“In the world of pianos, reputation is everything.”

**Jaques Samuel Pianos**  
142 Edgware Road  
Marble Arch, London W2 2DZ

Tel: 020 7723 8818  
[www.jspianos.com](http://www.jspianos.com)