

# Agraffe Graffiti *Lite*

Newsletter of the Phoenix Chapter of the Piano Technicians Guild



Scott Helms, RPT

About 3 weeks ago, I had the unfortunate experience of having my car broken into and my tuning case with all of my “regular service” tools stolen, along with my GPS unit, a credit card, and various other stuff. I have replaced most of the missing items and (thankfully) am back to work, but I am still dealing with putting together my insurance claim because I keep discovering missing items that I forgot to list on the form. Lessons learned from this experience for me include: 1. Don't leave your tools in your car! 2. Think about the lighting, amount of activity and visibility in the area you park in at night, even if you're at a church. 3. Keep an up-to-date inventory of what you have in your tuning kit. This would have REALLY helped me to get my insurance claim in much more quickly. I have spent hours putting together the list of missing items and researching model/catalog numbers, price, shipping costs, etc. My other suggestion would be to keep a set of backup tuning tools someplace at home, just in case. Even if it's an inexpensive tuning hammer, a few rubber wedge mutes, and a tuning fork, it will allow you to keep working if your main tool kit gets stolen or damaged.

If you carry the Safeco business insurance for piano technicians (which is what I have), here's what they want for a claim, and how it all works: The claims office will want a list of each item stolen or damaged, including a description, model number, when you purchased it, and how much you paid for it. If you purchase replacements first, you can turn in your receipts and they will reimburse

## President's Message

January 2009

you 100% of the cost of the item plus shipping, after you've met your deductible. However, you still have to fill out the list as described above for what you've lost, which can take a lot of time. The other downside to this approach (as I've discovered) is that you must have enough credit or cash on hand to pay for everything you've lost, and then wait upwards of 10 business days before you receive a reimbursement check.

The second option is to turn in the above-mentioned list and have them base the claim solely on that information. If you do this, they will depreciate each item based on how long ago you purchased it. Keep in mind, electronics items like ETD's, pocket PC's, GPS units, etc. will depreciate VERY quickly. Also, because these adjusters don't have a clue about piano tools, they will probably base their depreciation schedule on tools like electricians or other craftspeople use. Such tools wear out fairly quickly, compared to many of our tools. (How long does it take to wear out a set of key easing pliers?) There's also the issue of rare and no-longer-made tools you may have in your case that, though they may be old, are invaluable. You won't get much for those even though they are worth a lot to us in our field.

Hopefully you will never have to submit a claim for your tools, but in case something happens someday, take the time to inventory everything and update the inventory as you add new items. It will help you get back to tuning pianos much more quickly and save you a big headache if you do!

## Previous Meeting

Eliot Lee, RPT hosted and instructed the meeting. The topic was Business Practices, stressing the importance of websites and database management. Eliot provided many examples of each, and also provided some home-made food. Thanks, Eliot!



## \*\*\* NEXT EVENT— POT LUCK in PRESCOTT \*\*\*

Saturday, August 15th at 1PM, hosted by Larry Messerly. See back page for map & directions.  
*(Do not attempt to use GPS units or online mapping services to get there!)*



Wendell Smock

### From the Treasurer's Desk:

To this date all expenses have been paid and the checks have cleared. The total balance is \$11285.12. The check-book is \$5323.45 and savings is \$5961.67.

Happy tuning, y'all.

 **PIANO  
TECHNICIANS  
GUILD**  
PHOENIX, ARIZONA CHAPTER

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**Scott Helms, RPT**

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### Pot Luck Directions (Sat. Aug. 15th 1PM)

Larry Messerly's home  
4900 E New Century Ln,  
Prescott, AZ 86303

### **Do NOT trust your GPS, Mapquest, etc.!**

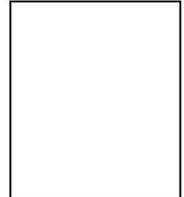
(They will instruct you to take some "roads" that would cause most vehicles to become stuck or damaged.)  
Go north on I-17 to Cordes Junction,  
North on Hwy. 69 through Prescott Valley.  
Left (South) on Walker Road (Costco and AMPM on the corners) and continue 7 miles.  
Right on Sunday School Road, to dead end sign  
Right on New Century, the green house on the left



PHOENIX, ARIZONA CHAPTER

All expressions of opinion and all statements of supposed facts in this letter are published on the authority of the authors listed and are not to be regarded as expressing the views of the Phoenix Chapter or the Piano Technicians Guild unless such statements or opinions have been adopted by the Phoenix Chapter or the Guild.

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