



**DECEMBER 2011**

### **Chapter Meeting - November 2011**

On Monday, November 7th, Steinway Piano Showroom of Phoenix hosted our meeting beginning with a delicious dinner buffet. When everyone had their fill, store owner Kevin Rindlisbacher introduced himself and shared his story of his many years in the industry leading up to becoming a Steinway dealer. After brief introductions throughout the room, and with no chapter business pending, we were treated to a very informative presentation by Steinway’s Manager of Technical Services and Support, Mr. Kent Webb. The topic in general was “Steinway Action Restoration Yesterday and Today”, which included a historical overview of both Hamburg and New York Steinway with regard to the development and evolution of their actions, and the comparison between them. There was a good deal of discussion about hammers, shanks and flanges, wippens, backchecks, and damper assemblies, all accompanied by visual displays showing the various changes and interchangeability between ‘styles’ of these parts (pre ’84, New York Improved & Hamburg). There was also a chart that compared test results of touch weight for various parts combination scenarios, employing the same principles of Nick Gravagne’s action efficiency test. In addition were some references



**Dinner is served**



**Kent Webb**



**Kevin Rindlisbacher**

to a few technical specifications and tips in observing some of the related regulation parameters. Other aspects of the presentation included information about the manufacturing of Steinway parts, including photos of the action department and some of the machinery used. We were also given some insight of the quality control process, and some of the standards that they strive for. The presentation was followed by an appreciable Q&A session and finally, a group request for

**PIANO  
TECHNICIANS  
GUILD**  
PHOENIX, ARIZONA CHAPTER

**President:**  
Peg Browne, RPT

**Vice President:**  
Lucas Hathcock, RPT

**Treasurer:**  
Wendell Smock

**Recording Secretary:**  
Lyle Cherry

# Agraffe Graffiti

## Newsletter of the Phoenix Chapter of the Piano Technicians Guild

Kevin R. to play a piece on the model D, which he seemed happy to oblige. In short, the message was that it is highly recommended to use original parts when rebuilding an action, whether it be a Steinway or any other manufacturer, the philosophy being that the ‘personality’ of the instrument as designed will remain intact. We can certainly appreciate the point of view and passion of industry veterans, and we thank the folks at Steinway of Phoenix for their hospitality and the most excellent accommodations. If you weren’t able to join us, feel free to stop by and get acquainted, or for information about Steinway parts or anything related, give them a call at (480) 368-8888.

### Looking Ahead:

The next meeting will be the chapter Holiday Dinner on Monday, December 5th at 7 PM—Lucille’s Smokehouse BBQ at Tempe Marketplace Please be sure to RSVP to Peg Browne by Nov. 30th at (928) 476-4143 or email pianotrek@hotmail.com with # attending and your dessert choice of : chocolate cake, banana pudding, red velvet cake, fruit cobbler, snickers ice cream pie, or bread pudding.



Tony Smith, Kevin Rindlisbacher, & Janet Sandino  
of Steinway of Phoenix with Kent Webb

Saturday, January 28 will be the all day Arizona seminar with Don Mannino— details and registration soon!

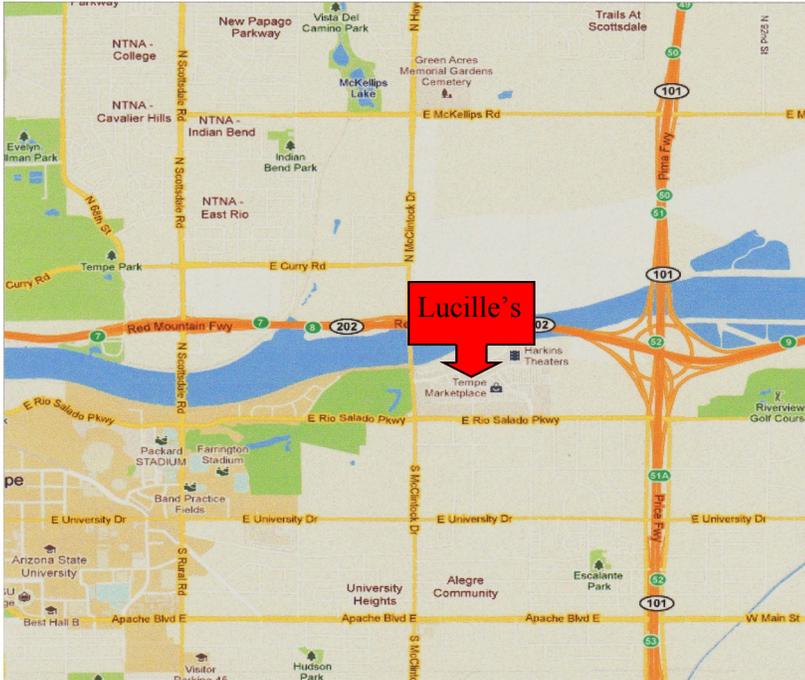
### In Memoriam

We were saddened to hear of the passing of Jeff Turner on November 8th. Jeff was the former owner of Craftsman Piano and a member of our chapter until he moved to Rapid City, South Dakota a few years ago with his wife Marcie, and their sons, Robert and Andrew. He was a good man and a very talented technician, and for those of us who knew him, or worked with him, it was a pleasure. Rest in peace, friend.

Have a safe and Happy Thanksgiving everyone, and hope to see you at Lucille’s!

# Agraffe Graffiti

## Newsletter of the Phoenix Chapter of the Piano Technicians Guild



Map to our next meeting  
Monday, Dec. 5th at **7:00 PM**  
Lucille's Smokehouse BBQ  
2030 E Rio Salado Pkwy.  
Tempe, AZ 85281

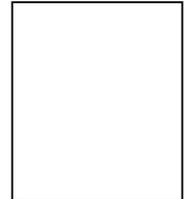


**PIANO  
TECHNICIANS  
GUILD**

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.

From: Phoenix PTG  
c/o Lyle Cherry  
13038 N 28th St.  
Phoenix, AZ 85032



If you received this by U.S. Mail, and you have an email address, please consider saving the chapter time and money by allowing us to deliver the newsletter to you electronically. Contact: [lcherry05@msn.com](mailto:lcherry05@msn.com)