

***A program providing regular care for your piano:***  
*Tuning, Cleaning, Inspection, Regulation, Finish Care*

Your piano is a mechanical instrument made up of between 9,000 and 14,000 parts, most of which are wood or felt. In order to keep this instrument operating properly, it needs regular maintenance. This includes not only tuning, but also cleaning, adjusting, regular inspections, and repairs. The purpose of our maintenance plan is to provide a program of regular tuning and maintenance, as well as to “lock in” your piano-related expenses on an annual basis.

The Basic Maintenance Plan provides for two regular tunings per year, including a complete inspection, action servicing, and appraisal annually. In addition, we will perform touch-up tunings as often as needed throughout the contract year, and our contract customers receive preferential scheduling and discounted repair service.

The Comprehensive Maintenance Plan goes a step further by including not only preventative maintenance, but also mechanical repairs, action regulation, and even minor repairs and touch-ups to your piano’s finish.

**Thomas J. Tropp, D.Mus.**

Music Services

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## ***Benefits of the Basic Maintenance Plan***

- **Always in tune**
  - Two complete tunings per year
  - Touch-up tunings as needed
- **Always clean and aligned**
  - Complete action cleaning and alignment performed annually
  - Action and soundboard dusted, wood cleaned
- **Always protected**
  - Piano is thoroughly inspected every year
  - Up-to-date insurance appraisals provided yearly

## ***Additional benefits of the Comprehensive Maintenance Plan***

- **Always in working order**
  - Maintenance and repairs are performed preventatively, rather than reactively
- **Always regulated for peak performance**
  - Our regular regulation sequence eliminates the need for major regulation at any time.
- **Always looking like new**
  - Maintenance and touchup repairs to the piano's finish are included

***Basic Plans start at only \$200 per year,  
or \$19 per month.***

***Contact Tom Tropp for a personalized quote today.***

**[t-tropp@TroppMusic.com](mailto:t-tropp@TroppMusic.com)**

**847.778.9959**

## Comparison of Services

Service	Pay-per-service	Basic Maintenance Plan	Comprehensive Maintenance Plan
Standard tuning and inspection: 2 per year	\$90	Included	Included
Action servicing (clean, tighten, lubricate): Annual	\$100	Included	Included
Dust/vacuum all surfaces and mechanical components: Annual	\$80	Included	Included
Complete inspection and appraisal: Annual	\$25 with tuning, \$80 without	Included	Included
Touch-up tunings: As needed	\$50	Included	Included
Finish touch-up and minor repair: As needed	\$200	\$160	Included
Complete action regulation: 5-10 years	\$750	\$600	Included
Thorough cleaning of instrument interior/exterior: action, case and keys, strings and plate, soundboard: 5-10 years	\$250	\$200	\$180
<b>Sample costs for some frequently performed repairs*</b>			
Diagnose and repair a "sticking" Key	\$60	\$40	Included
Replace a broken or "dead" string	\$50	\$40	Included
Replace broken hammer shank	\$20	\$16	Included
Re-attach loose keytop	\$50	\$40	Included
Replace worn-out felt, leather, punchings, etc.	\$55	\$44	Included
Repair nonfunctioning pedal(s)	\$110	\$88	Included
Repair nick or scratch in finish	\$110	\$88	Included

\* These figures are for illustrative purposes only and not a quotation for services to be performed.

The Comprehensive Plan is intended to provide ongoing maintenance to your piano in order to keep it in good working order, thus mitigating the effects of regular wear and tear. As such, this contract does not cover the following:

- Elective services, such as thorough cleaning, installation of humidity control system (servicing of these systems is included with all plans), etc.
- A repair to damage that is accidental in nature, caused by abuse or neglect, or caused by an act of nature. Examples: Damage caused by children or their toys, fire/smoke damage, etc.
- Broken action, frame, or case parts.
- Rebuilding, revoicing, complete regulation, or other major maintenance.
- Moving or storage

We will gladly provide all these services, and in the case of accidental damage will work in conjunction with your insurance carrier if necessary. However, these types of services are not anticipated in the cost of the annual maintenance contracts.

### *Three easy steps to get started:*

1. Schedule a complete inspection of your piano, with or without tuning. This appointment will last approximately 90 minutes, or three hours if combining with a tuning. The purpose is to identify any substantial issues with your instrument and create a five-year maintenance plan.  
**The cost for this inspection is \$60 (\$120 if combined with tuning), which will be deducted from the first year of the contract.**
  2. We will prepare a complete report on your instrument and a proposal for the contract.  
The report and proposal will include a current appraisal of your instrument and a cost-benefit analysis of the contract program.
  3. Should you decide to proceed with the contract, we will schedule remaining service dates for the year and collect the annual contract fee or set up your simple, automatic monthly payments.
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### *Thomas J. Tropp, D.Mus.*

Tom Tropp enjoys a multifaceted music career as a conductor, musicologist, recording producer, and piano technician. He is the founder and managing editor of The Galant Masters Project, an editorial venture intended to rediscover lost works of Galant-style sacred music by producing critical performing editions and recordings of previously unpublished manuscripts. He is also the president of SoundByte Studios, an internationally respected recording services company specializing in choral and choral/orchestral record production. Since founding this company in 1999, Dr. Tropp has produced over two hundred recordings of educational, amateur, and professional choirs.

As a conductor, Dr. Tropp's area of specialization is eighteenth century sacred music. His energetic and engaging style has put him in increasing demand as a guest conductor and clinician, where he particularly enjoys working with choirs and orchestras wishing to gain experience in historic performance practice of early music. He is the Director of Music and Arts at First Presbyterian Church of Lake Forest, Illinois; Music Director of the Chicago Galant Consort, a professional choir and orchestra that serves as the resident ensemble for the Galant Masters Project; and a faculty member in the School of Music at North Park University in Chicago.

As a keyboard technician, Dr. Tropp has a particular interest in vintage pianos and period instruments, and historical temperaments. In 2015, he restored his first two pianos: A 4'10" P.A. Starck grand from 1920, and a 5' Mehlh piano from 1917.

Tom Tropp holds a Bachelor of Music Education degree from Illinois Wesleyan University, a Master of Music degree in conducting and historical musicology from The University of Arizona, and a Doctor of Music degree from Northwestern University. Dr. Tropp resides in Lake Forest, Illinois, with his wife Anne, daughter Katie, and their geriatric Chihuahua, Santo.