Los Angeles Unified School District
Arts Education Branch
Musical Instrument Repair Shop Handbook

WHERE TO CALL FOR SERVICE

For Repair & Return Memos (Repair Tickets) (213) 745-1644
Receiving Department/Central Shops

For Piano Tuning & Repair (213) 745-1600
Trouble Call Unit/Central Shops

Information needed when you call:
• State that you have a piano related trouble call
• Your School Code
• Location of piano (s)
• Nature of problem (s)
• If needed for music program/concert, date of performance needed.
NOTE: If piano is creating a safety hazard (broken leg or standing in a dangerous position), only make this call an emergency so a technician will be sent out immediately.

For Piano/Organ Moves (213) 745-1620
Musical Instrument Repair/Central Shops

Information needed when you call:
• The board identification number
• Model (upright or grand)
• Does it have a bench and/or dolly
• Current location
• Where you want it moved (be specific)
• When you would like it moved
• Date of return move if not a permanent move

NOTE: All our moves are contracted through an outside vendor and you must have the board identification number to order the move.

Where to find board identification numbers: Upright pianos - open the top lid and look for a black & white LAUSD equipment sticker on the metal plate near the tuning pins. Grand pianos - look underneath the music desk for the same black and white sticker on the metal plate near the tuning pins (ignore any red & white stickers). If equipment sticker cannot be found, depress 2nd from left bass key and board number will be found written on the side of the lowest bass key.

For Woodwind, Brass, String and Percussion Repairs (213) 745-1620
Musical Instrument Repair/Central Shops
**HOW TO SEND INSTRUMENTS TO SHOP FOR SERVICE**

1. Contact your plant manager to learn your weekly shipping day and the location of the pick up spot for repair of all district-owned equipment.

2. Fill out a repair & return memo for each instrument you send in and attach it to the instrument case. NOTE: If you are sending in violin bows, make out a separate ticket for each bow.

3. Enter instrument in your repair log. If you do not have a repair log, you will have to create one which should include Ticket Number, Type, Make, Serial #, Problem, Date sent and Date returned.

4. Have your instruments at the pick-up location at your school the day before your shipping day.

5. Check weekly with your plant manager for return of equipment. Sign off in repair log for any instrument returned.

**TIPS FOR BETTER SERVICE**

- Send instruments in a few at a time as needed, not in large blocks of work.
- Complete your repair tickets accurately. Do not let your students fill them out. If you are not certain what the problem is just write on ticket “Repair Is Needed.”
- If the instrument has any broken parts do not throw them away. Send them with the instrument.
- Send in complete instruments, not just sections of instruments.
- Do not send in instruments with mixed brand parts. For example, a clarinet cannot be fixed with a Bundy upper joint and a Vito lower joint.
- Do not send in privately owned instruments.

**SERVICES PROVIDED BY MUSICAL INSTRUMENT REPAIR**

**Technical Support:**
If you plan on purchasing any instrument, we can advise you on what instruments meet board specs and are acceptable to the district. This is important as we carry parts only for these instruments and may not be able to repair other makes.

**Emergency Service:**

**Pianos**
A piano that poses a hazard such as a broken leg, lid, castor or is standing or leaning in any type of dangerous position should be reported immediately to the trouble call unit at (213) 745-1600. You should also advise your principal and plant manager. At this time you must state that you have a safety hazard and this is an emergency. A technician will be sent out to your school within 2 hours. Do not under any circumstance try to move it yourself. Also, you should barricade the piano and keep students away from it until the technician arrives.

**Woodwinds, Brass and Percussion**
If an instrument breaks shortly before a performance, we may be able to provide “while you wait” repairs at the shop. This service is available for 1 to 2 instruments at a time needing minor
repairs, which take 1 hour, or less. Major work such as complete repads or work that requires disassembly of instruments cannot be done on this basis. Call (213) 745-1620 before going to repair shop.

---

**Pianos:**
Repair service includes tuning, regulation, case repair (including lids & fallboards), bench repair, string replacement, castor and dolly repair, key repairs (including key top replacement), music desk repair, pedal lyre repair & adjustment, damper repair and adjustment, hammer repair (including replacement/shaping /voicing), action rebuilding & complete overhauls except refinishing.

**Woodwinds:**
Complete repair services from minor adjustments to complete overhauls except refinishing. Includes regulation, padding, key corks, cork joints, neck corks, spring replacement, tenon repair or replacement, tone hole repair or replacement, dent work, soft and silver soldering.

**Brass:**
Complete repair services from minor adjustments to complete overhauls except refinishing. Includes acid bath cleaning, piston and rotary valve repair, rotary valve repair, rotary valve restringing, trombone slide repair, water key repair, stuck slide and mouthpiece removal, broken brace repair or replacement, dent work, soft and silver soldering.

**Percussion:**
Drumhead replacement, steel & wood rim repair or replacement, snare and snare throw off repair or replacement, tension rod and lug repair or replacement, broken shell repair, tympani tuning pedal repair. Song bell, orchestra bell, chime, vibraphone, marimba and xylophone repairs.

**NOTE:** They will replace drumheads on drums sent into the shop for repairs, but they do not send drumheads to schools. Drumheads can be ordered through the district supply catalog.

**Autoharps:**
Playing condition service including chord bar assembly repairs, felt pad replacement, button replacement & string replacement. NOTE: They do not tune autoharps.

**Strings:**
Violin, Viola, Cello and Bass repairs include bridges, sound posts, pegs, fingerboards, crack repairs, neck resetting, gluing open edges, end pin and tailpiece repairs, fine tuners installed for steel strings. Bows repaired & rehaired.

**Acoustic & Electric Guitars:**
Repairs include nuts, bridges, tuners, strings, broken necks, loose braces, open edges and minor repairs on electronics.

Instrument cases:
Repairs include handles, latches, hinges, cases corners, bow holders, hold-down tabs, accessory compartments and case taping.

**B.E.R. (Beyond Economical Repair) Letters:**
When the cost of repairs of an instrument exceeds half the value of the instrument, we may declare it B.E.R. If this happens, we will mail you a B.E.R. Letter. If you have a budget for
replacement of equipment, submit this letter to your office manager of principal to apply of a replacement. This letter can be helpful to you because it verifies that you are not requesting new equipment but rather replacing existing equipment. NOTE: *We hold these instruments for at least 2 months before we send them to salvage. If you want these instruments back for any reason let the shop know after you receive your B.E.R. letter and they will return it to you.*

**PREVENTATIVE MAINTENANCE OF INSTRUMENTS**

A common problem is instruments that are sent in long after they should have been. The repair shop is aware that you are short of instruments and does not like to have them out for repairs, but this practice can actually lead to a greater shortage of instruments.

For example, a trumpet that is dropped and sustains a broken brace should be repaired immediately. If left unrepaired, this instrument could be a total loss if dropped again.

Instruments also need regular maintenance service. To delay that service may result in an unnecessary breakdown of the instrument. For this reason, it is recommended that you inspect instruments and send them in for regular maintenance service.

**Bimonthly Classroom Inspections**

During class time, inspections should be done for 5 to 10 minutes twice a month. By making it part of your classroom routine, your students will become more aware of caring for their instrument.

- **Brass** – Have the students give their instrument a thorough visual inspection for broken braces and other parts. Tell them to turn the horns upside down and look at them from different directions. Next, have them pull all the tuning slides to see if they work freely. If it is difficult to pull slide, instruct and demonstrate how to grease slide. If the slide is stuck, tell them not to force it out. This problem should be sent to the shop.

- **Woodwinds** – Have the students give their instrument a thorough visual inspection for broken parts. Have the clarinet/oboe/bassoon/saxophone players check torn cork joints and to grease them if they are tight. Have the flute players check the head and foot joint fit. Check for torn or missing pads. Finally, check for any sticking or frozen keys.

- **Strings** – Have the students give their instrument a thorough visual inspection to check for cracks and open edges. Inspect the strings from the bridge to nut, checking for loose or broken/frayed outer windings. Check the bow hair for dark greasy spots.

**Recommended Maintenance Schedule**

**Woodwinds:**
- Monthly – Oil keys
- Yearly – Send in for repadding as needed and adjustment

**Brass:**
- Piston valve – send in yearly for acid bath
- Rotary valve – send in yearly for acid bath and restringing
- Trombones – send in yearly for acid bath and slide alignment

**Strings:**
- Bows – every 2 years for washing or rehairing
• Instruments – every 2 years for inspection or adjustments

**Pianos:**
• Monthly – check for damage to lid, fallboard, music desk, castors, bench, legs & pedals.
• Yearly – call for tuning (or as needed for concerts & music programs)

NOTE: *The above schedule is an estimate for instruments that receive average use. If 3 or more students use the instrument, you will need to modify the schedule to fit the amount of duty the instrument receives.*

---

**MUSICAL INSTRUMENT REPAIR SHOP LOCATION**

Central Shops – Delivery Point E  
1240 South Naomi Ave.  
Los Angeles, CA 90021

Located downtown by 10 freeway and Central Avenue. From Central Avenue, take 14th street at the corner of the Coca Cola distribution plant (looks like an art-deco ship) to Naomi Ave.

Call (213) 745-1620 for specific directions or check MapQuest.

**PURCHASING NEW MUSICAL INSTRUMENTS**

The following is the list of acceptable instruments for purchase and repair by the Musical Instrument Repair Shop. This list is determined by:
• Playability
• Quality and durability of parts and bodies
• Ability to acquire supplies and parts from manufacturer

<table>
<thead>
<tr>
<th><strong>Brass</strong></th>
<th><strong>Woodwinds</strong></th>
<th><strong>Strings</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>King</td>
<td>Selmer (except for</td>
<td>St. Lewis Music Co.</td>
</tr>
<tr>
<td>Selmer</td>
<td>saxophones)</td>
<td>Glaesel</td>
</tr>
<tr>
<td>Conn</td>
<td>Yamaha</td>
<td>H. K. Schmidt</td>
</tr>
<tr>
<td>Blessing</td>
<td>Jupiter</td>
<td>Meisel</td>
</tr>
<tr>
<td>Yamaha</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jupiter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Questions or concerns contact the Musical Instrument Repair Shop at (213) 745-1620 or FAX (213) 744-1397.

NOTE: *The shop has seen an influx of instruments manufactured in China. They have seen very few that are made of materials that can hold up to everyday classroom use. Another continuing problem faced by the repair shop is that the new replacement parts are not fitting properly when repairing these instruments.*