

# CMS NEWS

## A Nationwide 3rd Party Service

## MAY 2010

The  
Fundamentals of  
a Piano Move

CMS New  
Additions

Christine's  
Kitchen

Quote of  
The Month

*"The less time  
you spend in  
other people's  
business, other  
people's  
problems and  
other people's  
drama, the  
more time  
you'll have for  
your own  
success"*

Jeffrey  
Gitomer~

Customer  
Service  
Kudos

*"I have always  
been happy with  
the  
communication,  
coordination and  
response time  
to services I  
have arranged.  
If there have  
ever been any  
problems, they  
were resolved  
in a  
professional and  
timely manner -  
customer  
satisfaction is  
my goal - and*



## "Play It Again Sam..."

### The Fundamentals of a Piano Move



Moving a piano is no simple matter. Many shippers mistakenly feel that a piano can easily be moved from one home to another. However, unlike furniture, even small pianos can weigh between 500 and 700 pounds. A small upright can be every bit as challenging to move as a large sofa. Grand pianos can often weigh more than 1,000 pounds. In addition to the difficulty of moving such a heavy object, you must take into consideration that they are delicate musical instruments and can easily be damaged. Successfully moving a piano requires an understanding of the balance and inertia of pianos, the proper equipment and of course plenty of muscle! Professional technicians trained in all aspects of piano service, can quickly and efficiently prepare your shippers piano for a damage free move.

There are many types of pianos. They include:

**Spinet or Console Piano** -a vertical piano with a height in excess of 36 " but not in excess of 42"

**Studio Upright** -Vertical Piano with a height in excess of 42, but not more than 46 inches

**Upright Piano** -vertical piano with a height in excess of 46 inches

**Spinet Organ** -small organs where the pedals do not detach and more than 44 noted keys

**Concert Organ** -very large organ with detachable pedals & a size in excess of 44", 31" wide & 56" long

**Baby Grand Piano** - Grand Piano with a length not to exceed 6 feet

**Studio Grand Piano** -Grand Piano in excess of 6 feet but not in excess of 6ft 6 inches

**Parlor Grand Piano** -Grand Piano in excess of 6ft 6 inches, but not in excess of 7 ft 6 inches

**Concert Grand Piano** -Grand Piano is in excess of 7 ft 6 inches but not to exceed 9 feet.

For a piano technician, the most important part of the preparation is securing all of the moving parts of the piano and, if necessary, removing the legs. In the case of a grand piano, this involves removing the lyre of the piano, the lid and the piano lid hinges. These hinges must be removed to avoid splintering if the sides were to bump a wall or surface. The hardware and hinges must be carefully labeled and packaged to insure they travel with the piano so they can be reinstalled at destination. The hammers on the inside of the piano need to be secured using a key stop rail. This is a thin piece of wood that is installed behind the fallboard to prevent the keys from falling off the frame during the move, and insuring that the hammers will not come out of the proper order. The keyboard lid should come down and be secured or locked into the closed position to keep the keys protected. The piano is tipped up onto its longest side, and a technician removes the left and rear piano legs. The piano legs will either screw off or be released at the turn of a wooden or metal tab. The piano is then eased onto a piano board, and the remaining leg is removed. The piano is securely strapped onto the piano board and this entire unit (piano and piano board) is carefully lifted onto a sturdy 4 wheeled, padded dolly. The piano can now be easily rolled into a truck.

When moving a vertical or upright piano, nothing needs to be secured on the inside of the piano.

*your goal is to please my customers!"*

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The keyboard must be covered and secured or locked into place. The piano can then be carefully rolled onto the 4 wheeled dolly and moved from there.

The reverse needs to happen at the destination end of a move. The piano is rolled off the truck, one leg is attached, the lyre is reattached, the piano is tipped up, and the remaining legs are carefully reattached. The piano is then set on all legs, and the piano board is taken away, the key stop rail is loosened, the keyboard can be exposed, the lid hinge is reinstalled and the lid reattached to the hinge. Tuning the piano is an option, but the piano should set in its final location for about a month before the tuning is done.

A piano or organ is a large, delicate piece of furniture, and in many cases, it can be an important family heirloom or valuable antique. Our CMS technicians are trained in the proper steps to insure that the piano is safely prepared for transport. If you have a move where a piano or organ is part of the 3rd Party service requirement, contact your CMS Co-ordinator to get an experienced technician to handle it.

## Here We Grow Again !



As our CMS family expands we want to introduce you to **Kori Adamcek**. Kori is a member of our accounting team and brings years of professional experience. Her knowledgeable customer service and accounting background comes from owning her own Bridal Business "Wishes and Whims" for 7 years. Prior to that, she held her Real Estate license where she became accustom to dealing with consumers and their families. Kori loves spending time with her family and friends. Her favorite getaway spot is the warm desert climate of Las Vegas, Nevada where she crew up. So if you need help with billing or have a question regarding that perfect wedding gown feel free to call CMS and ask for Kori Adamcek.



## Italian Pasta Salad (Great for your Summer Barbecue)

- 1# Tri Colored pasta ( Bow ties or Fusili )
- 1/3 cup sun dried tomatoes - chopped
- 1/4 cup onion- chopped
- 1/2 -2/3 cup salami - cut in cubes
- 1/2-2/3 cup Provolone cheese- cut in cubes
- 1/4 cup whole black pitted olives - quartered
- 3-4 pepperoncini peppers- chopped
- 1/4 cup fresh basil - chopped
- 2 tsp. dried oregano
- 1/4 cup finely shredded parmesan cheese
- salt and pepper to taste

Place all the above ingredients in large bowl and mix together.

- Dressing
- 1/4 cup balsamic vinegar
  - 2 TBSP. Dijon mustard
  - 2/3 cup olive oil
  - Salt & pepper

Whisk Dijon mustard into balsamic vinegar, slowly mix in olive oil until smooth. Pour dressing over Pasta mixture. Toss until dressing coats all ingredients. Refrigerate until time to serve.

*Buon Appetito ~*

**"Augurandovi una splendida estate"**

( Wishing you a wonderful Summer )

## Thank You

We are always open to new procedures and data concerning our industry, interesting facts, or "tricks-of the-trade" when it comes to the moving and third party services. If you would like to submit a brief article, tip, a wonderful experience you have had using CMS, recipe or fun fact please forward them to the email below.

If you would like to receive information regarding our company's services and systems, feel free to contact us at 800- 514-6927 or send us an email at [rose@custommoversservices.com](mailto:rose@custommoversservices.com)

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