

**Re: Repair and Rebuilding of Sanctuary Grand Piano
(5'10" Kawai model KG-2C), Knox Presbyterian Church, Guelph**

October 19, 2010

To whom it may concern:

The grand piano in the Sanctuary of Knox Presbyterian Church has been one of the principal instruments used in regular and special services of worship for approximately thirty years. From its earliest days in the church's custody, it has been in less than optimal condition: the wear and tear on the hammers and strings suggested intense usage as a demonstrator (floor model) piano in the shop from which it was purchased. Thus it was clear that significant repair and rebuilding of the instrument would be needed to bring about the kind of vibrant tone desired by the choir and congregation for the support of Knox' growing music ministry.

Accordingly, in June of 2010, the Session of Knox church entrusted the repair and refurbishment of the piano to Mark Edel of Mark's Piano Services in Guelph, his being the more complete and satisfactory of the two bids submitted for the undertaking of this project. On July 30, 2010, the instrument was moved from the church to Mark's workshop, where over the course of two months, extensive work was done. Mark repaired what proved to be a broken bridge; he replaced the strings, pins, pin block, dampers, felts, hammers and all action components, and regulated the new action. On October 1, 2010, the restored piano was returned to our Sanctuary and tuned.

The result has been nothing short of spectacular: the sound has life and warmth, with greatly enhanced evenness of tone from treble to bass; the bass has depth and power, the treble brilliance, and the middle register a clear, singing quality that it lacked before. What had sounded like a tired, somewhat muffled instrument (particularly at the extremes of its range) now has the authority and clarity to lead hymn playing, ensembles and choral selections with confidence and subtlety. It is possible to have much more control over articulation and dynamic expression, and to shape phrases with sensitivity, resulting in a considerable overall improvement in both sound quality and support for our music programme.

I would enthusiastically recommend Mark's Piano Services to anyone in need of piano repair or restoration. His quality workmanship, attention to detail and customer care are all of very high standards, and we are very pleased with the rebuilding of our grand piano; we are confident that it will continue to sing out with vigour for many years to come.

With sincere thanks,

Christopher Fischer, MM, BMus, ARCCO, AMus
Director of Music Ministries

Knox Presbyterian Church
20 Quebec Street
Guelph, Ontario
N1H 2T4