

## **String order**

The best way is to order the wished strings through giving the article numbers which you can find in the catalogue. If you cannot determine them certainly, we offer some services (see further below).

## **Exchange of wrong ordered strings**

Please see that we cannot exchange wrong ordered strings. This is because of the rust protection of the next customer. Nobody wants to get started on string roles or string material which oxidizes because it was stocked too moisty and it was touched with inprotected fingers.

## **String prices**

The string prices in our catalogue are including the enclosed test report except for Röslau-piano string wire. Also all replacement string will be delivered without a test report.

As string and scaling determinations are complex, no surcharge for consultation is included to the material price. Services for choosing the correct strings are offered separatly.

## **Order for replacement strings**

If you cannot make sufficient information about the required material, we offer the following possibilities:

- A. Calculation of one replacement strings
- B. Calculation of further replacement strings

## **Therefore we need the following information:**

- tone
- vibrationing length of the string (between the bridge pins)
- pitch
- Ø of the string or of the both neighboured strings

- string sample if you cannot give the diameter
- type and manufacturer of the instrument

Alternatively we can carry out a tearing test with a long enough piece of the teared string. Among other things the break- and elasticity-limit and the ultimate strength will be measured.

With these information it is possible to estimate which material you should require.

### **Order of scaling calculations**

If an instrument should be completely restrunged we also offer the calculation of scalings. If several materials are technically possible you receive different scaling suggestions. If wished we also deliver the scaling calculations with commentary to the suggestions. In case you have got the necessary expert knowledge and the technical requirements, you can also download the scaling calculation program called „*Mensurix*“ from the internet as shareware (<http://www.piano-stopper.de>).