

What You Can Expect

Amplifiers

I go to great lengths to treat your amplifier gently – it doesn't need any additional trauma.

If you have brought your amp in for repair or modification, I typically do a thorough assay of the amp: I research your amp based on its serial number or other identification and acquire an accurate schematic. I will usually research the amp's history and characteristics and reputation prior to starting any work (unless I am very familiar with your particular amp). I check general condition, obvious (visual) problems, key components, all π filter voltages and B+ voltages, check (tube) plate voltages, and I check the bias of the output tubes. I clean and vacuum the outside and inside of the cabinet, if dirty. If you would rather I not do one or more of these things, please let me know beforehand.

Depending on whether your amp is operable, or has blown a fuse, or should otherwise not be turned on, I will turn on the amp and play guitar through it for a while. This is so I can 1) see if I can reproduce the problem you are having, and 2) have a baseline to compare the amp to when it is repaired.

I typically correspond through email. I will message you as soon as I start on your amp and report the results of the above assay. I will explain what the next steps are and get your approval to proceed. I will also email you if any issues are discovered. I will update you as to hours invested and parts cost estimates

I charge you whatever I pay for parts and shipping; I do not up-charge parts. Finally, I will email you when the repair or other work is complete and attach both an invoice and a report with notes and suggestions, if applicable.

I am a retired guy working out of my basement. There are some projects I don't feel comfortable taking on. I will let you know. Sorry.

If you are particular about your tone and the tone of the amplifier, it is important that you be present to audition any changes to the amp, including changing the bias setting. You can bring your favorite guitar or play one of mine. I have both single-coil and humbucking pickup guitars available.

I am a very detail-oriented person, and I can't be rushed. However, if you have an emergency and need something fixed as soon as possible, like for a gig on Saturday, and it's Thursday, I will go out of my way to try and accommodate you. I don't currently charge additional for this, so don't tell me that every project is an emergency, or I will you know, eventually get wise. Thanks.

I stock an assortment of items in The Fortress of Solitude (my basement), but I generally do not stock certain expensive things like tube sets or transformers.



Donald W. Hayward

Thanks for your patronage.