

What You Can Expect

Guitars

I go to great lengths to treat your guitar gently.

Whether you have brought your guitar in for repair or modification or just a tune-up, I typically do a thorough assay of the guitar:

Research your guitar based on its serial number or other identification

Usually research the guitar's history and characteristics and reputation prior to starting any work (unless I am very familiar with your particular guitar, e.g. Stratocaster™).

I also check:

- general condition
- obvious (visual) problems
- key components
- intonation
- neck relief and radius
- string height
- pickup(s) height
- controls function

If you would rather I not do one of more of these things, please let me know beforehand.

If possible, I will play the guitar for a while. This is so I can 1) see if I can reproduce the problem you are having (if any), and 2) have a baseline to compare the guitar to after I have worked on it.

Unless instructed otherwise, I employ components, parts, and electronics circuits appropriate for the make, model and vintage of your guitar – for instance, if you have a 1959 Strat™, I would use cloth-covered wire, a three-way pickup selector switch, a “ZNW” 0.1 µF paper tone capacitor, a string tree spacer, and the 3-ply celluloid pickguard (that turned green with age).

I typically correspond through email. I will message you as soon as I start on your guitar 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. 90% of my work with guitars is the electronics. There are some projects I don't feel comfortable taking on (like neck-sets or fretwork). I will let you know. Sorry.

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

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Donald W. Hayward

Thanks for your patronage.