



Service Catalog

2020

Catalog Version 1.2.20

Shop Rate: Shop rate includes administration cost for receiving, scheduling, creating proposals, returning and invoicing for each instrument. It also includes overhead costs such as the facilities, vehicles, tools, supplies, insurance and taxes in addition to the actual repairs and play testing.

****Prices do not include parts**

Current Shop Rate is: \$ 120.00 per hour

Index

Woodwind Services

| | | |
|-----------------------------------|-------|---|
| Cleaning and Polishing | ----- | 2 |
| Regulations | ----- | 3 |
| Pad Replacement(s) | ----- | 3 |
| Frozen Keys & Spring Replacements | ----- | 4 |
| Annual Service | ----- | 4 |
| Joint Cork(s) | ----- | 5 |
| General Repairs | ----- | 5 |

Brass Services

| | | |
|----------------------------|-------|---|
| Cleaning | ----- | 6 |
| Valve Repair | ----- | 7 |
| Stuck Slides | ----- | 8 |
| Trombone Hand Slide Repair | ----- | 8 |

Brass & Woodwind Services

| | | |
|---|-------|----|
| Dent Removal | ----- | 9 |
| Solder Work | ----- | 10 |
| Miscellaneous Brass & Woodwind Services | ----- | 11 |

Other Services

| | | |
|------------------------|-------|----|
| Percussion Repair | ----- | 12 |
| String Repair | ----- | 13 |
| Case Repair | ----- | 14 |
| Outsourcing Repairs | ----- | 15 |
| Custom Repair Services | ----- | 15 |
| Warranty | ----- | 15 |
| Late Payments | ----- | 16 |
| Discounts | ----- | 16 |
| Payment Terms | ----- | 16 |

**Shop Rate and Prices subject to change without notice. Please make sure you have the most current version of our repair catalog. This can be found at repairs.jkeamusic.com

Woodwinds Clean and Polish Services

Clean & Maintenance 1 (CM1): Ultrasonic clean mouthpiece, blow off dust, wipe down instrument and remove spit from reachable areas, blow out and wipe down case, oil keys.

Clean & Maintenance 2 (CM2): Ultrasonic clean, neck, plastic barrel, detachable bells, & mouthpiece, blow off dust, wipe down instrument and remove spit from reachable areas, blow out and wipe down case, oil keys.

Clean & Maintenance 3L (CM3L): Complete instrument tear down, clean all body pieces, wipe down keys, clean all instrument rods, re-assemble instrument, oil all keys, blow out and wipe down case.

Clean & Maintenance 3S (CM3S): Complete instrument tear down, **silver clean** all body pieces, wipe down keys and body, clean all instrument rods, re-assemble instrument, oil all keys, and blow out and wipe down case.

Hand Polish (HP): Done with CM3S, but priced individually. Polish plated areas of instrument.

Buff 1 (B1): Touch up buffing for small areas (< 6" sq.)

Buff 2 (B2): Touch up buffing for moderate areas (< 24" sq.)

Buff 3 (B3): Touch up buffing for large areas (> 24" sq.)

Wood Treatment 1 (WT1): Oil reachable areas of the wood body

Wood Treatment 2 (WT2): Done with CM3, but priced individually. Clean, polish and oil wood body

| SKU | Flute | Piccolo | Clarinet | Alto/Bass Clarinet Oboe | S/A/T Saxophone Bassoon | Contra Clarinet Bari / Bass Saxophone |
|------|-----------|-----------|-----------|-------------------------------|-------------------------------|---|
| CM1 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 |
| CM2 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 |
| CM3L | \$ 90.00 | \$ 90.00 | \$ 90.00 | \$ 120.00 | \$ 120.00 | \$ 120.00 |
| CM3S | \$ 100.00 | \$ 100.00 | \$ 100.00 | \$ 140.00 | \$ 140.00 | \$ 140.00 |
| HP | \$ 60.00 | \$ 60.00 | \$ 30.00 | \$ 60.00 | \$ 90.00 | \$ 90.00 |
| B1 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 |
| B2 | \$ 40.00 | \$ 40.00 | \$ 40.00 | \$ 40.00 | \$ 40.00 | \$ 40.00 |
| B3 | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 60.00 |
| WT1 | \$ 20.00 | \$ 10.00 | \$ 20.00 | \$ 30.00 | | |
| WT2 | \$ 30.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 | | |

Woodwinds Regulation Services

Regulation 1 (R1): Adjust ≤ 5 pad seals, replace ≤ 4 key corks, regulate key alignment and action. **Does not include straightening keys, PR3's or regulating instruments without adjusting screws.**

Regulation 2 (R2): Adjust ≤ 10 pad seals, replace ≤ 8 key corks, regulate key alignment and action.

Regulation 3 (R3): Adjust pad seals as needed, replace key corks as needed, fit ≤ 5 keys, regulate key alignment and action.

Regulation 4 (R4): Adjust all pad seals, replace all key corks, fit ≤ 5 keys, regulate key alignment and action. **Bodywork and joint corks and not included.**

Regulation 5 (R5): Adjust all pad seals, replace all key corks and joint corks, fit all keys, and regulate key alignment and action. **Bodywork is not included.**

| SKU | Flute | Piccolo | Clarinet | Alto/Bass Clarinet Oboe | S/A/T Saxophone Bassoon | Contra Clarinet Bari / Bass Saxophone |
|-----|-----------|-----------|-----------|-------------------------------|-------------------------------|---|
| R1 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 40.00 | \$ 40.00 | \$ 60.00 |
| R2 | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 80.00 | \$ 80.00 | \$ 120.00 |
| R3 | \$ 120.00 | \$ 120.00 | \$ 120.00 | \$ 150.00 | \$ 150.00 | \$ 240.00 |
| R4 | \$ 180.00 | \$ 180.00 | \$ 180.00 | \$ 240.00 | \$ 240.00 | \$ 360.00 |
| R5 | \$ 240.00 | \$ 250.00 | \$ 250.00 | \$ 325.00 | \$ 325.00 | \$ 500.00 |

Pad Replacement Services

Pad Replacement 1 (PR1): Replace individual pad that is **not regulated** with another key and not part of a regulation service. (Parts sold separately)

Pad Replacement 2 (PR2): Replace individual pad that is **regulated** with another key and not part of a regulation service. (Parts sold separately)

Pad Replacement 3 (PR3): Replace individual pad that requires **more than 1 key removed** from the instrument and not part of a regulation service. (Parts sold separately)

Pad Replacement RG (PRR): Any pad replaced as part of any regulation service. (Parts sold separately)

Pad Replacement Set (PRSET): Replace all pads. (Parts sold separately)

| SKU | Flute | Piccolo | Clarinet | Alto/Bass Clarinet Oboe | S/A/T Saxophone Bassoon | Contra Clarinet Bari / Bass Saxophone |
|-------|----------|----------|----------|-------------------------------|-------------------------------|---|
| PR1 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 10.00 |
| PR2 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 |
| PR3 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 |
| PRR | \$ 8.00 | \$ 8.00 | \$ 8.00 | \$ 8.00 | \$ 8.00 | \$ 8.00 |
| PRSET | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 120.00 | \$ 120.00 | \$ 120.00 |

Woodwinds Free Frozen Keys & Spring Replacements

Free up Frozen Keys 1 (FK1): Free up frozen key due to rust or bent key. *Note: This may require cutting the key off and having to replace the rod, pin, key or post. (Parts sold separately)

Free up Frozen Keys 2 (FK2): Free up frozen **key section** due to rust or bent keys. *Note: This may require cutting the keys off and having to replace the rod, pin, key(s) or post(s). (Parts sold

Needle Spring Replacement 1 (NSP1): Replace needle spring

Needle Spring Replacement 2 (NSP2): Remove **difficult needle** spring from post and replace

Flat Spring Replacement 1 (FSP1): Replace flat spring

Flat Spring Replacement 2 (FSP2): Drill and/or tap screw hole and replace spring

| Frozen Keys | |
|-------------|----------|
| FK1 | \$ 40.00 |
| FK2 | \$ 60.00 |

| Spring Replacement | |
|--------------------|----------|
| NSP1 | \$ 10.00 |
| NSP 2 | \$ 30.00 |
| FSP1 | \$ 10.00 |
| FSP2 | \$ 30.00 |

Woodwind Annual Services

Annual Service 1 (AS1): Clean & Maintenance 2 + Regulation 2 (10% Discount)

Annual Service 2 (AS2): Clean & Maintenance 2 + Regulation 3 (10% Discount)

Annual Service 3L (AS3L): Clean & Maintenance 3 Lacquer + Regulation 3 (10% Discount)

Annual Service 3S (AS3S): Clean & Maintenance 3 Silver + Regulation 3 (10% Discount)

Annual Service 4L (AS4L): Clean & Maintenance 3 Lacquer + Regulation 4 + Pad Replacement Set (20% Discount)

Annual Service 4S (AS4S): Clean & Maintenance 3 Silver + Regulation 4 + Pad Replacement Set (20% Discount)

Annual Service 5L (AS5L): Clean & Maintenance 3 Lacquer + Regulation 5 + Pad Replacement Set (20% Discount)

Annual Service 5S (AS5S): Clean & Maintenance 3 Silver + Regulation 5 + Pad Replacement Set (20% Discount)

| SKU | Flute | Piccolo | Clarinet | Alto/Bass | S/A/T | Contra Clarinet |
|------|-----------|-----------|-----------|-----------|-----------|-----------------|
| | | | | Clarinet | Saxophone | Bari / Bass |
| | | | | Oboe | Bassoon | Saxophone |
| AS 1 | \$ 63.00 | \$ 63.00 | \$ 63.00 | \$ 99.00 | \$ 99.00 | \$ 135.00 |
| AS 2 | \$ 117.00 | \$ 117.00 | \$ 117.00 | \$ 162.00 | \$ 162.00 | \$ 243.00 |
| AS3L | \$ 189.00 | \$ 189.00 | \$ 189.00 | \$ 243.00 | \$ 243.00 | \$ 324.00 |
| AS3S | \$ 198.00 | \$ 198.00 | \$ 198.00 | \$ 261.00 | \$ 261.00 | \$ 342.00 |
| AS4L | \$ 264.00 | \$ 264.00 | \$ 264.00 | \$ 384.00 | \$ 384.00 | \$ 480.00 |
| AS4S | \$ 272.00 | \$ 272.00 | \$ 272.00 | \$ 400.00 | \$ 400.00 | \$ 496.00 |
| AS5L | \$ 312.00 | \$ 320.00 | \$ 320.00 | \$ 452.00 | \$ 452.00 | \$ 592.00 |
| AS5S | \$ 320.00 | \$ 327.00 | \$ 327.00 | \$ 468.00 | \$ 468.00 | \$ 609.00 |

Joint Corks

Joint Cork 1 (JC1): Neck cork or first tenon cork; remove old cork, clean surface, install and fit cork.

Joint Cork 2 (JC2): Additional neck or tenon corks on same instrument; remove old corks, clean surface, install and fit cork.

String Tenon 1 (ST1): String neck or tenon; remove old string or cork, clean surface, install and fit string. If this is under a tenon cork add JC2 service.

String Tenon 2 (ST2): String additional necks or tenons on the same instrument; remove old string or cork, clean surface, install and fit string. If this is under a tenon cork add JC2 service.

| SKU | | | | Alto/Bass | S/A/T | Contra Clarinet |
|-----|----------|----------|----------|------------------|----------------------|--------------------------|
| | Flute | Piccolo | Clarinet | Clarinet Oboe | Saxophone Bassoon | Bari / Bass Saxophone |
| JC1 | \$ 24.00 | \$ 24.00 | \$ 24.00 | \$ 24.00 | \$ 24.00 | \$ 24.00 |
| JC2 | \$ 12.00 | \$ 12.00 | \$ 12.00 | \$ 12.00 | \$ 12.00 | \$ 12.00 |
| ST1 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 |
| ST2 | \$ 15.00 | \$ 15.00 | \$ 15.00 | \$ 15.00 | \$ 15.00 | \$ 15.00 |

General Woodwind Repairs

Crack Fill (CF): Fill and blend crack with super glue and wood dust. Crack may still be visible and may re-open. (This is charged per inch)

Crack Pin (CP): Drill pin hole, insert pin, fill in pin hole with super glue and wood dust. Crack may still be visible and may re-open. (This is charged per pin)

Head Cork (HC): Install flute or piccolo head cork

Joint Ring (JR): Secure joint ring

| General Services | |
|------------------|------------------|
| CF | \$20.00 per inch |
| CP | \$30.00 per pin |
| HC | \$5.00 |
| JR | \$5.00 |

Brass Cleaning Services

Clean & Maintenance 1 (CM1): Complete instrument teardown, wipe down slides and valves, re-assemble with slide grease and valve oil, wipe down instrument and remove spit stains from reachable areas, blow out and wipe down case.

Clean & Maintenance 2L (CM2L): Complete instrument teardown, wipe down slides and valves, **ultrasonically clean slides, valves and mouthpiece**, re-assemble with slide grease and valve oil, replace water key corks as needed, wipe down instrument and remove spit stains from reachable areas, blow out and wipe down case.

Clean & Maintenance 2S (CM2S): Complete instrument teardown, wipe down slides and valves, ultrasonically clean slides, valves and mouthpiece, **silver clean slides and mouthpiece**, re-assemble with slide grease and valve oil, wipe down instrument and remove spit stains from reachable areas, blow out and wipe down case.

Clean & Maintenance 3L (CM3L): Complete instrument teardown, wipe down slides and valves, **ultrasonically clean body**, slides, valves and mouthpiece, **silver clean and polish mouthpiece**, re-assemble with slide grease and valve oil, blow out and wipe down case.

Clean & Maintenance 3S (CM3S): Complete instrument teardown, wipe down slides and valves, ultrasonically clean and **silver dip body, slides, valves and mouthpiece**, polish mouthpiece, re-assemble with slide grease and valve oil, blow out and wipe down case.

Annual Service 1L (AS1L): Clean & Maintenance 3 Lacquer + (Valve Work 1 or Slide Work 1) + ≤ 2 Free Stuck Slides 1 (10% Discount)

Annual Service 1S (AS1S): Clean & Maintenance 3 Silver + (Valve Work 1 or Slide Work 1) + ≤ 2 Free Stuck Slides 1 (10% Discount)

Annual Service 2L (AS2L): Clean & Maintenance 3 Lacquer + (Valve Work 1 & 2 or Slide Work 2) + ≤ 2 Free Stuck Slides 1 (15% Discount)

Annual Service 2S (AS2S): Clean & Maintenance 3 Silver + (Valve Work 1 & 2 or Slide Work 2) + ≤ 2 Free Stuck Slides 1 (15% Discount)

Hand Polish (HP): Done with CM3S, but priced individually. Polish plated areas of instrument.

| | Trombone | Trombone W/F Bass Bone | Trumpet Cornet Flugelhorn Mellophone | M. Baritone Bar/Euph Horn (s) | Horn (D) Tuba 3/4 | Tuba 4/4 Sousaphone | Tuba Rotary |
|------|-----------|------------------------------|---|-------------------------------------|----------------------|------------------------|-------------|
| CM1 | \$ 15.00 | \$ 20.00 | \$ 30.00 | \$ 40.00 | \$ 55.00 | \$ 55.00 | \$ 90.00 |
| CM2L | \$ 25.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 | \$ 76.00 | \$ 76.00 | \$ 110.00 |
| CM2S | \$ 30.00 | \$ 35.00 | \$ 49.00 | \$ 70.00 | \$ 85.00 | \$ 85.00 | \$ 120.00 |
| CM3L | \$ 50.00 | \$ 65.00 | \$ 70.00 | \$ 110.00 | \$ 126.00 | \$ 140.00 | \$ 175.00 |
| CM3S | \$ 60.00 | \$ 75.00 | \$ 85.00 | \$ 125.00 | \$ 155.00 | \$ 180.00 | \$ 230.00 |
| AS1L | \$ 90.00 | \$ 103.00 | \$ 98.00 | \$ 144.00 | \$ 158.00 | \$ 171.00 | \$ 202.00 |
| AS1S | \$ 98.00 | \$ 112.00 | \$ 112.00 | \$ 157.00 | \$ 184.00 | \$ 206.00 | \$ 252.00 |
| AS2L | \$ 110.00 | \$ 123.00 | \$ 126.00 | \$ 161.00 | \$ 174.00 | \$ 187.00 | \$ 216.00 |
| AS2S | \$ 118.00 | \$ 131.00 | \$ 140.00 | \$ 173.00 | \$ 199.00 | \$ 220.00 | \$ 263.00 |
| HP | \$ 50.00 | \$ 60.00 | \$ 40.00 | \$ 50.00 | \$ 120.00 | \$ 150.00 | \$ 180.00 |

Valve Work

Valve work 1 (V1): Valve alignment; check valve alignment (porting) and replace valve spacers as needed for all valves. (Parts sold separately)

Valve work 2 (V2): Adjust valve action; check and make sure all valve guides, rotor arms and springs work smoothly and replace parts as needed for all valves. (Parts sold separately)

Valve Work 3 (V3): Straighten or replace valve and re-round cylinder. Lap as needed for a nice fit. This job is billed **per valve**. *Note: badly damaged or worn valves and casings may never work smoothly and may leak even after repair. (Parts sold separately)

Valve Work 4 (V4): Repair broken valve stems by removing, re-threading, soldering, fitting and sizing the stem or screw to valve. This job is billed **per valve**. (Parts sold separately) Only applicable to frozen and custom work on valves.

Valve Work 5 (V5): Valve thread repair; Re-round and repair threads for either top or bottom valve cap. Re-fit or replace valve cap. This job is billed **per thread area**. (Parts sold separately)

| | Trumpet Size Piston | Baritone Size Piston | Tuba Size Piston | Horn Size Rotory | Trombone Size Rotory | Tuba Size Rotory |
|-----------|------------------------|-------------------------|---------------------|---------------------|-------------------------|---------------------|
| V1 | \$ 20.00 | \$ 30.00 | \$ 30.00 | \$ 20.00 | \$ 20.00 | \$ 30.00 |
| V2 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 20.00 | \$ 10.00 | \$ 30.00 |
| V3 | \$ 30.00 | \$ 50.00 | \$ 60.00 | \$ 30.00 | \$ 50.00 | \$ 60.00 |
| V4 | \$ 30.00 | \$ 50.00 | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 60.00 |
| V5 | \$ 60.00 | \$ 80.00 | \$ 100.00 | \$ 60.00 | \$ 80.00 | \$ 100.00 |

Free Stuck Slides

Free Tuning Slides 1 (FTS1): Remove moderately stuck **non-kicker slides** from instrument and re-fit for smooth action. This job is billed **per stuck slide**. (Does not include chemical or solder work removal).

Free Tuning Slides 2 (FTS2): Remove moderately stuck **kicker slides** from instrument and re-fit for smooth action. This job is billed per stuck slide. (Does not include chemical or solder work removal).

Free Tuning Slides 3 (FTS3): Remove **very stuck non-kicker slides** from instrument using chemical or solder work and re-fit for smooth action. This job is billed **per stuck slide**.

Free Tuning Slides 4 (FTS4): Remove **very stuck kicker slides** from instrument using chemical or solder work and re-fit for smooth action. This job is billed **per stuck slide**.

| Free Stuck Slide | |
|------------------|----------|
| FTS1 | \$ 10.00 |
| FTS2 | \$ 20.00 |
| FTS3 | \$ 60.00 |
| FTS4 | \$ 75.00 |

Trombone Hand Slide Work

Slide Work 1 (SL1): Straighten minor bends in the slide.

Slide Work 2 (SL2): Remove ≤ 6 small slide dents; straighten minor bends in the slide.

Slide Work 3 (SL3): Remove dents in slide; straighten slide tubes

Slide Work 4 (SL4): Polish inside of outer slide tubes and outside of inner slide tubes.

Slide Work 5 (SL5): Remount slide tubes and align to .001" - .005"

Slide Work 6 (SL6): Remove and remount slide Lock. (Parts sold separately)

Slide Work 7 (SL7): Slide Work 5 + Remove and remount slide crook. (Parts sold separately)

Slide Work 8 (SL8): Replace outer slide tube. (Does not include buffing or lacquering) (Parts sold separately)

Slide Work 9 (SL9): Replace lower inner slide tube. (Parts sold separately)

Slide Work 10 (SL10): Replace upper inner slide and venturi tubes. (Parts sold separately)

| Slide Work | |
|------------|-----------|
| SL1 | \$ 30.00 |
| SL2 | \$ 60.00 |
| SL3 | \$ 90.00 |
| SL4 | \$ 30.00 |
| SL5 | \$ 60.00 |
| SL6 | \$ 20.00 |
| SL7 | \$ 100.00 |
| SL8 | \$ 60.00 |
| SL9 | \$ 40.00 |
| SL10 | \$ 60.00 |

Dent Work

Dent work does not include cosmetic finishes. There is a chance of seeing where dents were due to the brass stretching and exposing unpolished brass and/or marks from tools used to remove dents. There may also be lacquer marks, plating marks, chips, and wear.

Reachable Dent Work (RDW): Smooth dings and dents that are reachable with a mandrel and do not require dent balls or magnetic dent work.

Dent Ball Dent Work (DBDW): Smooth dings and dents that are reachable with dent balls.

Magnetic Dent Work (MDW): Smooth dings and dents that are reachable with magnetic dent tools.

| Job | Minor Dings | Minor Dings | Minor Dents | Minor Dents | Med. Dents | Med. Dents | Large Dents | Large Dents |
|--------------|---------------|---------------|---------------|-------------|---------------|-------------|---------------|--------------|
| Each / Total | ≤ 1/2" / ≤ 2" | ≤ 1/2" / ≤ 2" | ≤ 1" / ≤ 4" | ≤ 1" / ≤ 4" | ≤ 2" / ≤ 8" | ≤ 2" / ≤ 8" | ≤ 4" / ≤ 16" | ≤ 4" / ≤ 16" |
| Type | Rounded | Sharp | Rounded | Sharp | Rounded | Sharp | Rounded | Sharp |
| Burnishing | No Burnishing | Burnishing | No Burnishing | Burnishing | No Burnishing | Burnishing | No Burnishing | Burnishing |
| Code + # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| RDW | \$ 10.00 | \$ 20.00 | \$ 30.00 | \$ 60.00 | \$ 90.00 | \$ 180.00 | \$ 150.00 | \$ 300.00 |
| DBDW | \$ 30.00 | \$ 60.00 | \$ 60.00 | \$ 120.00 | \$ 90.00 | \$ 180.00 | \$ 120.00 | \$ 240.00 |
| MDW | \$ 30.00 | \$ 60.00 | \$ 60.00 | \$ 120.00 | \$ 90.00 | \$ 180.00 | \$ 120.00 | \$ 240.00 |

Rebound Dent Work (RBDW): Removal of large dents with the use of rebounding techniques.

| | |
|-----------------|----------|
| Per Dent | \$ 30.00 |
|-----------------|----------|

Tone Hole Dent Work (THDWe/s): Level tone hole, repair nicks, and resurface.

Straighten Body (SB1): Straighten instrument body

Straighten Body (SB2): Straighten saxophone bell

| | Flute | Piccolo | Clarinet | Saxophone |
|--------------|----------|----------|----------|-----------|
| THDWE | \$ 20.00 | \$ 20.00 | \$ 10.00 | \$ 30.00 |
| THDWS | \$ 60.00 | \$ 60.00 | \$ 50.00 | \$ 90.00 |
| SB1 | \$ 60.00 | \$ 60.00 | \$ 60.00 | \$ 90.00 |
| SB2 | | | | \$ 20.00 |

Solder Work

Solder Fill 1 (SF1-):** Solder fill with **no clean up or lacquer work**

Solder Fill 2 (SF2-):** Solder fill **with clean up** with no lacquer work

Solder Fill 3 (SF3-):** Solder fill with clean up and **lacquer work**

Solder Point 1 (SP1-):** Solder Work with **no clean up or lacquer work**

Solder Point 2 (SP2-):** Solder Work with **clean up** with no lacquer work

Solder Point 3 (SP3-):** Solder Work with clean up and **lacquer work**

Braze Point (BP-):** Braze point; does not include solder work or clean up

| | SF1 | SF2 | SF3 | SP1 | SP2 | SP3 | BP |
|----------------------------|----------|----------|----------|----------|----------|----------|----------|
| Post & Socket (PS) | \$ 5.00 | \$ 10.00 | \$ 20.00 | \$ 20.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 |
| Brace Foot - SM (BFS) | \$ 7.00 | \$ 14.00 | \$ 20.00 | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 60.00 |
| Brace Foot - LG (BFL) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 14.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 |
| Install New Brace | | | | \$ 30.00 | \$ 40.00 | \$ 48.00 | |
| Key Post (KP) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 14.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 |
| Guard Foot (GF) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 14.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 |
| Joint - SM (JS) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 14.00 | \$ 30.00 | \$ 40.00 | |
| Joint - MED (JM) | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 20.00 | \$ 40.00 | \$ 55.00 | |
| Joint - LG (JL) | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 40.00 | \$ 55.00 | \$ 60.00 | |
| Connection Point (CP) | \$ 5.00 | \$ 10.00 | \$ 20.00 | \$ 20.00 | \$ 30.00 | \$ 40.00 | |
| Finger Hook/Ring (FH) | \$ 7.00 | \$ 14.00 | \$ 20.00 | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 60.00 |
| Thumb Key/ Strap Ring (TK) | \$ 7.00 | \$ 14.00 | \$ 20.00 | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 60.00 |
| Lip Plate (LP) | \$ 10.00 | \$ 30.00 | | \$ 14.00 | \$ 30.00 | | |
| Flute Ring (FR) | \$ 7.00 | \$ 14.00 | \$ 20.00 | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 60.00 |
| Guard - SM (GS) | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 20.00 | \$ 40.00 | \$ 55.00 | |
| Guard - LG (GL) | \$ 12.00 | \$ 20.00 | \$ 30.00 | \$ 40.00 | \$ 55.00 | \$ 60.00 | |
| Patch - SM (PS) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 30.00 | \$ 40.00 | \$ 45.00 | \$ 60.00 |
| Patch - MED (PM) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 35.00 | \$ 45.00 | \$ 50.00 | \$ 60.00 |
| Patch - LG (PL) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 40.00 | \$ 55.00 | \$ 60.00 | \$ 60.00 |
| Saddle (S) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 30.00 | \$ 40.00 | \$ 45.00 | \$ 60.00 |
| Nipple (N) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 30.00 | \$ 40.00 | \$ 45.00 | |
| Support Brace (SB) | \$ 10.00 | \$ 30.00 | \$ 40.00 | \$ 30.00 | \$ 40.00 | \$ 45.00 | \$ 60.00 |

General Brass & Woodwind Services

Appoxy Joint (AJ): Remove and re-secure epoxy joint

Water Key Spring(WKS): Install water key spring

Stripped Screw Hole 1 (SSH1): Drill and retap screw hole

Stripped Screw Hole 2 (SSH2): Drill out screw hole, insert replacement material, drill new hole and tap for screw. (Parts sold separately)

Screw or Rod (SR): Make new screw or rod

Custom Work (CW): Custom work is billed per 1/4 hour

| General Services | |
|------------------|----------|
| AJ | \$ 30.00 |
| WKS | \$ 5.00 |
| SSH1 | \$ 20.00 |
| SSH2 | \$ 35.00 |
| SR | \$ 20.00 |
| CW | \$ 30.00 |

Drums

Adjust and Tune Top Drum Head (ATTH): Adjust lugs to get an even pitch all around the drum

Adjust and Tune Bottom Drum Head (ATBH): Adjust lugs to get an even pitch all around the drum

Replace and Tune Top Drum Head (RTTH): Remove old head, clean rim, lugs, and shell, replace with new head, adjust lugs to get an even pitch all around the drum

Replace and Tune Bottom Drum Head (RTBH): Remove old head, clean rim, lugs, and shell, replace with new head, adjust lugs to get an even pitch all around the drum

Clean & Replace Heads (CRH): Complete teardown of drum, clean rim, lugs, and shell, replace with new heads, adjust lugs to get an even pitch all around the drum (20% Discount)

Snare Wires (SW): Adjust or replace snare wires

Snare Mechanism (SM): Adjust or replace snare mechanism (includes both sides if necessary)

| SKU | Tom | Snare | Marching Snare | Concert Bass | Marching Bass | Timpani |
|------|----------|----------|----------------|--------------|---------------|----------|
| ATTH | \$ 15.00 | \$ 15.00 | \$ 30.00 | \$ 30.00 | \$ 40.00 | \$ 60.00 |
| ATBH | \$ 20.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 40.00 | |
| RTTH | \$ 40.00 | \$ 40.00 | \$ 50.00 | \$ 40.00 | \$ 50.00 | \$ 90.00 |
| RTBH | \$ 40.00 | \$ 50.00 | \$ 60.00 | \$ 40.00 | \$ 50.00 | |
| CRH | \$ 63.00 | \$ 72.00 | \$ 88.00 | \$ 63.00 | \$ 81.00 | |
| SW | | \$ 20.00 | \$ 30.00 | | | |
| SM | | \$ 35.00 | \$ 50.00 | | | |

Mallet Instruments

String Single Bar Row (SSBR)

String Double Bar Row (SDBR)

| String Bars | |
|-------------|----------|
| SSBR | \$ 40.00 |
| SDBR | \$ 70.00 |

All other repairs will be done under our custom repair program.

Concert Chimes

String Bar Individual (SBI)

String Bar Set (SBS)

| String Bars | |
|-------------|-----------|
| SBI | \$ 10.00 |
| SBS | \$ 120.00 |

All other repairs will be done under our custom repair program.

String Services

Replace Single String (RS1): Remove old string, check tuning key or peg, check nut, bridge and saddle for burs, install and tune new string. (Does Not include Floyd Rose style mechanisms)

Replace String Set (RS2): Remove old strings, check tuning key or peg, check nut, bridge and saddle for burs, install and tune new strings. (Does Not include Floyd Rose style mechanism)

Replace String Set FR (RS3): Remove old strings, check tuning key or peg, check nut, bridge and saddle for burs, install and tune new strings. Floyd Rose Style Mechanism.

Adjust Action (AA): Adjust string height by adjusting neck, bridge, nut and saddle.

Adjust Intonation (AI): Adjust intonation using saddle and nut adjustments

Electrical Solder Work (ESW): Solder loose electrical connections or replace wires and/or parts. (Billed per 1/4 hour at shop rate)

Replacement of Nut (RN): Remove, fit, install, and adjust nut

Replacement of Bridge (RB): Remove, fit, install and adjust bridge. Orchestral string instruments will be fit with universal adjustable bridges. Other bridges will be bill under our outsource section (Pg

Pick Guard (PG): Replacement of self adhesive pick guard

Tuning Key (TK): Repair or replacement of a tuning key or universal peg. Other pegs will be under our outsource section (Pg 14).

| | Acoustic & Electric Guitars | Nylon Tie End Guitars Bass 'Bone | Bass Guitar | Ukulele | Violin & Viola | Cello | Upright Bass |
|-----|-----------------------------------|--|-------------|----------|----------------|----------|--------------|
| RS1 | \$ 5.00 | \$ 6.00 | \$ 6.00 | \$ 5.00 | \$ 7.00 | \$ 8.00 | \$ 8.00 |
| RS2 | \$ 25.00 | \$ 30.00 | \$ 25.00 | \$ 25.00 | \$ 30.00 | \$ 35.00 | \$ 45.00 |
| RS3 | \$ 90.00 | | | | | | |
| AA | \$ 40.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 45.00 | \$ 60.00 |
| AI | \$ 40.00 | | \$ 30.00 | | | | |
| ESW | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 | \$ 30.00 |
| RN | \$ 27.00 | \$ 27.00 | \$ 27.00 | \$ 27.00 | \$ 27.00 | \$ 27.00 | \$ 27.00 |
| RB | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 |
| PG | \$ 8.00 | | | | | | |
| TK | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 | \$ 26.00 |

Case Repair

Install "L" Bracket (LB): Repair case corner with an "L" bracket

Case Hardware 1 (CH1): Secure existing hardware with rivots/screws or install new buckle handle

Case Hardware 2 (CH2): Install new hardware with rivots/screws from the **outside of case**

Case Hardware 3 (CH3): Install new hardware with rivots/screws from the **inside of case**

Internal Case Repair (ICR): Secure cloth, padding, and/or dividers. Billed at shop rate in 5 min increments

Internal Support Brackets (ISB): Install internal case brackets for support

Install New Wheels (INW): Install new wheels on a case that wasn't designed with wheels. **This may require 1 or 2 ISB services** to handle the additional weight and pressure.

| Case Repair | |
|-------------|--------------------|
| LB | \$ 5.00 per piece |
| CH1 | \$ 5.00 per piece |
| CH2 | \$ 20.00 per piece |
| CH3 | \$ 30.00 per piece |
| ICR | \$ 10.00 shop rate |
| ISB | \$ 60.00 per piece |
| INW | \$ 40.00 per set |

Outsourced Repairs

All outsourced repairs will be billed at the same price we are charged plus a service charge of 1/2 hour of shop rate for coordinating picking up, delivery, proposals, and billing **per instrument**. Services may be delayed due to circumstances out of our control with other vendors including, but not limited to, delivery and picked up in batches to outsourced vendors, vendor schedules, and vendor availability.

Custom Repairs

Any repairs not listed will be considered custom repair work and will be billed in 1/4 hour increments at our shop rate.

Warranty Coverage

All woodwind pad replacement and regulation services come with a 90 day warranty on pads that were replaced and regulations completed and excludes any bent keys, build up on pads or damage. JKEAA Music will not guarantee the playability of an instrument if recommended work is declined

All woodwind annual services come with a 1 year warranty which covers the pads that were replaced and regulations completed and excludes any bent keys, build up on pads or damage. JKEAA Music will not guarantee the playability of an instrument if recommended work is declined

All brass repair services come with a 90 day warranty which covers services completed and excludes any dents, bent parts, build up or damage. JKEAA Music will not guarantee the playability of an instrument if recommended work is declined

JKEAA Music provides no additional warranty on string or percussion services. Outsourced repairs will not be covered by JKEAA music but by the company which completed the work. JKEAA Music reserves the right to charge for any time coordinating warranty repairs with other vendors.

Manufacturer Warranty Service: If an instrument purchased through JKEAA Music shows signs of manufacturer defect there will be no charge for coordinating warranty repair service. If an instrument not purchased through JKEAA Music has a manufacturer's defect and a manufacturer warranty is claimed, any repair we complete will be charged as normal repair services and any coordination with the manufacturer will be considered an outsourced service and charged at the equivalent outsourced rate.

Payment Terms

JKEAA Music accepts a variety of payment options in order to accommodate our customers. Cash and Credit Card (Visa, Mastercard, Discover, & AMEX) payments are accepted from non-organizational entities and payment is due upon receipt of the instrument(s). JKEAA Music accepts checks & purchase orders from schools, districts, and other educational and government organizations. Organizations without a purchase order on file, and with pre-approval of JKEAA Music, will be billed on NET 15 terms upon receipt. Organizations with a purchase order on file with JKEAA Music are subject to NET 30 terms and will be invoiced upon receipt of any instrument(s).

Late Payments

Once a payment is past due, JKEAA Music will not be able to pick up, deliver, or repair any further instruments until the account balance has been made current. Customers may be assessed a 1.5% Late Fee based on the delinquent balance or \$5.00, whichever is greater, for each additional 30 days that a balance goes past due. JKEAA Music reserves the right to assign the debt to another entity if a balance becomes more than 180 days past due.

Discounts

Schools & organizational customers can enjoy several discount months throughout the year to help them get the most out of their budgets according to the following discount schedule. Any instrument repair approved in the months listed below will receive the appropriate discount on all service labor.

| | |
|----------------------|-----------------------|
| January: | 5% off Service Labor |
| February: | 10% off Service Labor |
| March & April: | 15% off Service Labor |
| May through October: | No Discount Offered |
| November: | 5% off Service Labor |
| December: | No Discount Offered |