

Dear David,

Below is an email that I am sending out to my friends and sharing my piano experience with them:

Dear Friends,

Recently I was introduced by a friend to this company Syarikat Alat-Alat Muzik Weng Lee who not only sells but also does tuning, repair, restoration and piano rebuilding. The reason I am writing to you is, many times you all were asking me for contacts of piano tuners and repairers. Now I've got it. If you want someone you can trust your piano with, to repair or tune, believe me, you have my word... they are the ones. The piano is a costly instrument and we need someone we can trust to upkeep it. So, if your pianos need attention, especially the pianos in your schools, this is the contact information.

Syarikat Alat-Alat Muzik Weng Lee
44A, Jalan Kamaruddin Isa, Fair Park,
31400 Ipoh, Perak Darul Ridzuan, Malaysia.
Tel / Fax: 605-548 1668
Email: info@wengleemusic.com
Website: www.wengleemusic.com

At first when I was introduced to this company, and agreed to hand my piano over to them I was worried because I didn't know them. But immediately, I was put at ease because I was sent photographs and reports at every stage of the process of what went on during the repairs. I was shown every detail of what was wrong and what needed to be corrected or replaced. The communication was on going.

It was indeed very encouraging as they replaced some parts free of charge for me. They use only good quality materials in order to last a long time as they know that they will be responsible for the 'after-care' services.

I am very touched by the honesty, transparency and ingenuity in all their processes in dealing with the restoration of my piano. I was right when I assumed they were professionally trained overseas. You just can tell when people are qualified especially David and Steven...they are certified. They received their advanced technical training from Steinway & Sons piano factory (Hamburg, Germany) and they are the very sought after persons here throughout Malaysia, not only in KL, Ipoh but in Kuching and Sibul as well. Most importantly, I can see that this company has a real love and passion for pianos in the way they strive to provide quality service and workmanship which I am so thoroughly impressed especially the way they handled the whole process. Even their vehicle which transports the piano has a built-in elevator that lifts the piano from the ground to the truck so that the piano does not have to be carried by hand at all. I was spell bound when I saw that. They are so professional from the pick up to the delivery. You should have seen my piano...it was transformed.

If you have any questions or need any clarifications please do not hesitate to let me know.

Best regards,
Eveleen Ling