

# Racquet Tech



## CUSTOMER SERVICE

### Maintain Your Investment

Your stringing machine is critical to your business, so be sure to give it the care and attention it deserves.

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**I**f you offer racquet service, your stringing machine is critical to your bottom line. Without it, your business will suffer. So you need to make sure you maintain it properly.

Keeping modern, professional stringing machines properly maintained isn't difficult. Keeping them clean and calibrated is critical to the machine delivering standout service.

#### Cleaning

Most stringing machines are cleaned using simple rubbing alcohol, a clean cloth and a small brush—but be sure

to consult the owner's manual for your specific machine before cleaning.

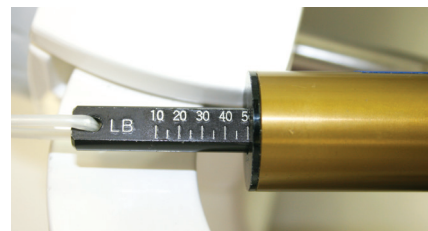
You will want to wipe down glide rails or turntables to remove any grime and dust. Use a small gun-cleaning brush, or even a toothbrush, to clean clamps and tight spaces. As with any liquids, though, be careful to avoid electronics. Wipe the surfaces with a dry cloth to remove any remaining residue—although there probably won't be much, since the alcohol will evaporate quickly.

Some machines may require lubrication on certain parts, but be sure to check the owner's manual before application. Many machines do not require

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lubrication and can be harmed by it.

We recommend cleaning your stringing machine after every 20 racquets. It only takes a few minutes, and you can develop a routine based on your volume to clean daily or weekly, to make sure your machine stays in peak condition.



#### Calibration

Just because your machine is set to 55 pounds doesn't mean that it is actually pulling 55 pounds. Mechanical instruments need to be checked regularly. Make sure you have a calibration scale. Spring-loaded scales are less than \$50. Digital calibration scales are also available. It's important to check the machine's calibration following every cleaning, or whenever you have a big increase or decrease in tension, such as going from stringing a tennis racquet to stringing a badminton frame.

If your machine needs to be recalibrated, it's usually a fairly easy task, but make sure to check the manual for your specific model. On lockout stringing machines, recalibration usually requires adjusting a thumbscrew on the spring. Most electronic machines hold calibration well, so you may not need to make adjustments. But if you do, calibration adjustments are usually handled through a series of commands on the keypad.

Keeping your stringing machine in top shape will ensure your work is as accurate as possible, and will give your customers exactly what they need for their games. ■