

**Taylor Guitars
Certified Service Center Guidelines**



Thank You for your interest in becoming part of the Taylor Guitars Service Network. Taylor Guitars values your contribution to our reputation of having the best guitars and the best service network to help our customers. Please read the following guidelines to get a feel for our certification process, expectations and requirements for each service level.

Taylor Guitars Certified Service Center Overview

- Taylor Guitars is dedicated to providing the highest level of customer service and repair as part of our brand promise.
- Taylor certifies individual technicians, not the business. Shops must employ certified technicians to remain active.
- Businesses must be fully insured to be considered active Service Centers for Taylor Guitars.
- As a representative of Taylor Guitars, you are expected to uphold the highest level of professionalism when interacting with Taylor customers.
- Instruments and service issues are to be handled and repaired as they would be at the Taylor Guitars factory.
- Certified Service Centers wishing to be listed on the Taylor Guitars website, and/or receive referrals from Taylor Guitars, must make their services available to all Taylor owners regardless of where the guitar was purchased.

GUITAR TECHNICIAN CERTIFICATION LEVELS

Repair contact certification levels have been established to help customer service and consumers identify the types of repairs available at a particular service center. There are four possible levels of technician certification: “Bronze,” “Silver,” “Silver Plus,” and “Gold.”

Bronze level is set up specifically for employees of Authorized Taylor Dealers, and is also a starting point for more experienced guitar techs. Our goal at the Bronze level is to get store employees who are handling the guitars, from warehouse to the sales floor, familiar with our guitars and basic guitar knowledge. Shipping damage, humidity education for storing and displaying guitars, and a few basic adjustments are covered in this online course.

Bronze level training covers:

- Evaluating setups in relation to Taylor factory specifications
- Restringing
- Truss rod adjustments
- Simple parts replacements such as tuning keys and acoustic guitar saddles
- How to re-putty an NT neck joint
- Identifying humidity-related symptoms
- Identifying shipping damage

Silver level is where most of our service contacts will first be categorized. Here we focus on NT neck angle adjustments, Expression System[®] electronics repairs, and advanced humidity training. Certification comes with the completion of our online course.

Silver level training covers:

- NT neck angle adjustment
- Diagnosing and repairing Expression System electronics
- Advanced humidity training
- Filing and cleaning nut slots
- Replacing acoustic pickguards
- Intonation

Prerequisites:

- Complete Bronze level
- Have computer access and be able to e-mail photos and forms when requested

Silver Plus level distinguishes technicians with a few years of history working with us from those who have recently completed our online Silver course. It also opens warranty authorization to a small number of more complicated jobs.

Silver Plus level training covers:

- Acoustic bridge removal and re-glue
- Seating and leveling frets
- Nut replacements
- Satin finish repairs

Prerequisites:

- Complete Silver level
- Three or more years of full-time guitar repair experience
- Three or more years of working as a Silver level tech
- May require personal training with Taylor staff

Gold level is our highest rating for a certified service center. Gold level certification requires intensive factory training along with years of full-time, hands-on repair experience. Gold level technicians will be hand-selected by Taylor Guitars, and positions will be limited. While we don't authorize large warranty jobs such as refrets outside the factory, we will refer major non-warranty jobs to Gold level techs.

Gold level training covers:

- Partial and full refrets
- Buffing gloss finishes
- Ding repairs
- Classic (pre-NT) neck resets
- Binding repairs
- Advanced humidity diagnosis and humidity-related repairs

Prerequisites:

- Complete Silver Plus level
- Two or more years of working as a Silver Plus level tech
- Five or more years of full-time guitar repair experience
- Minimum of five days of personal training with Taylor staff
- Freestanding high-speed buffer is highly recommended

Getting Approval and Processing a Warranty Repair

All warranty repairs must be approved by the Taylor Guitars Service department before the repair is started. In the US and Canada, call 1-800-943-6782 for warranty repair authorization.

When you call for approval, we will need to verify that the Taylor owner is registered and has a valid warranty. Please have the following info before calling:

- Serial number of the guitar being serviced
- Customer's name, address, phone number and e-mail address
- Name of the dealer where the guitar was purchased and purchase date
- Description of the problem and proposed solution

Once the job is authorized, a warranty repair form will be e-mailed to you. You and the customer must sign the form when the work is completed. Return the form by e-mailing a scanned copy to your service contact at Taylor, or fax it to 619-596-3959.

Parts Supply

- Warranty replacement parts will be supplied as needed per job.
- All service centers are encouraged to purchase and stock Taylor Original Factory Parts for warranty and non-warranty repairs.
- Purchased parts used for warranty repairs will be reimbursed as part of the warranty reimbursement for that job.

Reimbursement and Other Service Notes

- The labor rate paid on all Taylor Guitars products is based on \$60.00 US per hour.
- Most common repairs have set reimbursement rates based on an extended average time required to perform that job.
- Normal time allowances may be extended for special situations at Taylor's discretion. Requests for extended time on a specific repair must be made by phone PRIOR to submitting the warranty repair form.
- Certain repairs cannot be approved outside Taylor's repair facility. Please understand we will occasionally ask for guitars to be sent to us.
- All Service Center authorizations are made at Taylor's discretion.
- Service Centers shall not charge fees of any kind to a dealer or consumer for services covered by the Taylor Guitars warranty.
- Warranty repair forms can be returned individually or monthly.
- Warranty repair forms received more than six months after issued date will not be processed for reimbursement.
- Reimbursements will be paid monthly by ACH electronic payments.