



## **Customer Testimonials for Makin Organs**



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## **St Andrew's Church Ferring**

From organist David Gibbs:

I hope all is well with you. My apologies for not being in contact with you before but I thought I would leave it until the summer holidays were over.

First, I am thrilled - or more accurately we all are thrilled - with the new instrument. As an organist it is great to have an instrument with a wide tonal palette but also all the aids to make playing so much easier. It is a joy to play the instrument. The sound in the Church is really good and it appears to be pretty even all the way around the building. There have been numerous comments on how good the sound is as well as folk enjoying seeing the stained-glass window that has been uncovered!

Second, please will you thank the two Steves for their work with the installation. They worked hard and had everything in place and working within the time frame.

Finally, thank you, Matthew and the team for all your help and advice with this project and bringing it to a very successful conclusion.

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## **Stirling Mr Bright**

A famous phrase associated with point-winning-play at Wimbledon was "Oh! I say" by Dan Maskell. Quite apart from this sporting context, the one-liner that comes to mind for the magnificent Makin Derwent 4-68D is "... OH! I SAY ...

If you are present for the arrival of your instrument there are an array of mixed feelings; disbelief that a dream is about to be realised, to absolute horror at what has to be done to the instrument to unpack at unloading and in our case to split the console. However, there was no need to worry regarding physical handling as the Harrington team demonstrated their expertise in identifying problems and finding solutions; major ones being a high and stepped entrance door threshold and a tight turn on an uneven floor in limited space. The split console was a good choice in this respect as the separate sections could be more readily manipulated and the demand on muscle power reduced. John advised me that the organ would not have fitted in without the console split.

After re-uniting the two sections of the console, cabling and adjusting the pedalboard for alignment, the several function checks were soon completed. Indeed, within an hour, voicing specific to the location was well underway. The Makin User Manual (2023) clearly sets out and explains operation of the computer-controlled systems and points the way for users to introduce personal voicing preferences.

The installation including discussion of important points regarding the computer display including memory bank storage (all covered in the User Manual) was completed in just over three hours.

For the following three of four hours I was as if on a different planet. An amazing experience.

The Keyboard Transfer is a great feature especially as the related manual composition pistons also transfer. Good examples of its potential is in the prelude of Prelude and Fugue in E flat BWV552 by Bach and in Cantabile B major by Franck.

There is a vast range of tonal colours available on the organ from a fiery Orchestral Trumpet and an array of English style solo and chorus reeds to a delicate Lieblich Gedackt and a full set of mutations. The full organ tutti is stunning.

From first contact and quotation to installation, Keith and his team have impressed in every way with friendly professional and timely service.

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**Ludlow Mr Francis**

What can I say! I thoroughly enjoyed your visit together with Ian and was sorry when it ended. How very, very kind of you both to come down from Manchester (and Liverpool) to little old Ludlow and then return. After 4 hours, you have completely transformed my Makin Rydal (which was already good!) into something magical and I look forward to hours of enjoyment playing it in the future. Your patience (both of you) astonished me as together you worked your way through all the stops and their individual notes seeking perfection at every turn. I am the lucky person who inherits the fruit of your labour and I am sincerely (eternally) grateful for all your hard work. I do hope you returned home safely.

I hope sometime in the future you might drop by and play my fine instrument together with consumption of a slice of that rather fine lemon curd drizzle cake which I am sorry I could not tempt you with yesterday! For me your visit was a major highlight and for you both - I hope this was a full realisation of your aspirations towards this fine creation which gives pleasure to many!

With very best wishes to you both

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**Alveston Mrs Ryrrie**

I just wanted to send a quick but sincere 'Thank you' for the help you have both given throughout our process of finding a home practice organ. Stephen and I feel very fortunate that this particular instrument was available when we called on you. We both love the sound, and the oak finish looks amazing. I have played it every day (more than once a day!) and am already beginning to feel very much at home when I sit at it.

It is a delight to be able to play more frequently; I learn a little more each day and may even become moderately competent with pedals in time! I already love the organ, and I come to love it a little more each day. I don't recall responding in this way to any other instrument except the church pipe organ which was the first I ever tried to play; I have enjoyed other pipe organs, but not to the same extent. Stephen has been inspired to look into the difference between temperaments (we are both mathematicians, so the problems involved in choosing how to define frequencies of notes are intriguing!), and I have been astonished to find myself beginning to feel interested in this as well.

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**Kingston upon Thames URC**

It is now almost two years since we acquired a Makin Windermere drawstop organ at Kingston upon Thames United Reformed Church. We'd like to take this opportunity to say that we have been absolutely delighted - indeed bowled over - with the quality of the sound, as well as the many useful features such as tuning, recording, and manual bass, which we lacked on our old pipe organ. We are convinced we made the right choice in selecting this splendid instrument for our church sanctuary, and would once again like to thank you and all the team at Church Organ World.

The Music Committee at Kingston upon Thames URC

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**Halstead, Essex Mr Janssen**

I first visited Makin Organs in Shaw about 15 years ago when as organist of the RC Cathedral of St. John the Baptist in Norwich I was exploring different ideas of getting the cathedral a worthy organ. Sadly nothing ever materialised in Norwich, but the experience and the hospitality of the Makin team in Shaw always stayed with me. Being born and trained as an organist in the Netherlands the Johannus organs were familiar territory. An organist uncle played one of the first ever build Johannus church organs. But when looking for a 3 manual instrument for a low budget, not even a Johannus could beat the approx. 25 year old Makin 438-T. Having arranged a visit to Shaw and travelled from Thetford in Norfolk we found the same hospitality as before. Yes, the instrument is 'old school' technology, but it is still a very impressive piece of kit. Where would you find a

38 stop organ with a very impressive Tuba? The general feel of the sound is William Hill inspired, which now is a nice contrast to the 3 manual, 25 stop, 1882 Father Willis I reside over at St. Andrew's Church in Halstead, Essex. One of my illustrious predecessors in Halstead was one George Oldroyd.

On the Makin I can play Bach in Werckmeister and if I want to Buxtehude in meantone. This brings back memories of the many North German baroque organ I grew up with all around me in the north of the Netherlands and northern Germany. But most of the repertoire now is English, Dutch or German romantic music, with the odd French piece mixed in.

On the installation day, March 16<sup>th</sup> 2023, I was surprised to (initially) see a very small van turn up that never in a million years would have been big enough for the instrument. This turned out to be only the prelude to the large delivery van turning up with the organ. Despite the organ having been carefully measured prior to delivery it would not pass through one door frame. We were literally 1-2 millimetres short. In the end the door frame had to be 'modified' to let the organ pass. The two men installation team was brilliant.

I would say to any organist on a low budget, keep an eye what Church Organ World has to offer, because I was looking at other suppliers where I would have paid twice the amount I paid for a similar sized and aged instrument which the security of 2 years warranty on labour and parts. Without the opportunity Church Organ World presented me with the ownership of a 3 manual instrument would have been somewhat off. Keith and team, a great thank you to you all.

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### **Chester, Mr Lees**

Thank you for the delivery and installation of my Makin Thirlmere 2-30 organ which was carried out most professionally and carefully by your team.

I have been a Makin customer since May 1991 when I purchased a Johannus opus 1000. This organ served me well for over 30 years and coped with 4 house moves. My primary need of a home organ has been as a practice instrument for weekly church services and Occasional Offices.

The Thirlmere with the finest tonal qualities of a true English voiced organ, is a positive pleasure to play a varied repertoire for home enjoyment.

I am delighted with my purchase and would recommend ChurchOrganWorld without hesitation.

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### **East Leake, Dr Underwood**

Thank you most sincerely for persevering to see the job through to completion, and for putting up with my many messages and specification suggestions from the early stages of our discussion through to installation and voicing with Ian Tracey.

As I have mentioned to you before, the instrument is used every day, and I gain immense pleasure from playing it. It is so surprising to still be discovering new stop combinations almost every time I play, and I certainly do not regret spending so much money on what was a major project for me. Thank you so much for your help, advice and guidance at all stages.

All this has confirmed my original choice of Makin as the company to provide an instrument for my home. I have not regretted that decision for a moment.

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### **Dinas Powys, St Peter, Mr Ken Wade**

We at St Peter's Church Dinas Powys would like to thank you all at Church Organ World for the most professional way that you managed the recent installation of our new Makin Thirlmere organ.

The fact that the organ was to be positioned within the space vacated by the key and pedal boards of the

existing pipe organ made it all the more difficult to carry out.

A wonderful Organ Recital was given recently by an eminent organist from Llandaff Cathedral who was very complimentary of the organ and its installation.

We are delighted with the organ and look forward to its playing for many years to come.

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**East Leake, Dr Underwood**

It was a pleasure to meet you yesterday and completely fascinating to watch you go through the process of voicing my Makin Organ with Ian Tracey. I was truly amazed at what you were both able to achieve in carrying out the process.

I've enjoyed exploring the organ's new sounds; the instrument now sounds very fine indeed. Thank you so much for all your help with the entire project: much appreciated.

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**Bradford, Mr Boddy**

Moving to a new house gave me both space and money to add to my unfulfilled desire to have an organ of my own. There is such a choice in today's marketplace, and the possibility of having organs from all over the world to play on one instrument at the touch of a button is enticing. But then I remembered a friend some years ago who, when we were upgrading the organ at church, said that we didn't want a 'washing machine' of an organ. I asked her to explain, and she said that most people bought a washing machine with fifteen programmes, but only use 2 or 3: she had a point!

With that in mind, I explored many instruments online, but then went to see Dr Keith Harrington at Church Organ World, and after some time in the showroom, I thought that what I wanted was something that I could play without wondering whether I was in Manchester, Munich, Milan or Madrid, but in particular, something that had a sound of the best quality.

Keith is a prescient man, and it didn't take him long, even just listening with one ear from his office on the ground floor, to work out what I needed, and after some discussion we settled on a three-manual custom Makin, with a 14.2 channel sound, that was in the showroom. It was delivered and carefully installed in an upper room, and then, after Keith visited to voice it, came to life. I have since played other electronic organs in various churches, each of which has convinced me that I made the right choice. It wasn't the cheapest, it didn't have half the bells and whistles of some of the other very exciting organs on display at the showroom, but the difference is that this one sounds terrific, and is ME. All I have to do is to practice now, to make my playing start to be worthy of the organ!

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**East Leake Dr Underwood**

It is almost a fortnight since my Windermere organ was installed, and I am very happy to write and tell you how pleased I am with the instrument. Every aspect of the operation, from initial conversations to installation has confirmed without doubt that Makin was the best choice of organ builder for my project.

The instrument is a real joy to play and has been used every day. Exploring its potential has been a delight, and there have been some unexpected revelations along the way: for example, discovering the subtlety of the pedal 32' Contra Violone that adds weight and presence but will also purr quietly without overbalancing the Swell strings.

All visitors have found the instrument very impressive, not only for the quality of its sound (it managed to make a small room sound like a large church!) but also as a result of its striking visual appearance.

I am very grateful to everybody at Makin for their hard work on this particular project: at all stages I received exceptional help and advice linked to thoroughly professional service. The final result has certainly surpassed my high expectations.

Now I look forward to many years of rewarding playing on the instrument and am already revisiting many works I half-learned many years ago. I am extremely grateful to you for making this all possible, and am reassured that (should any problems arise) help is only a phone call away.

With many thanks and all good wishes.

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**Bentham, Mr Smith**

I started learning in the year 2000 and never has there been a slower pupil, enthusiasm far outweighing ability. However, with patient tuition, the usual time spent in cold churches and some RSCM courses at Salisbury, I did at least learn how to play hymns reasonably well, so soon found employment here in Bentham. The church has since closed, but I don't think that's cause and effect! Anyhow, I moved on and now (at least before Covid) play at about seven churches in some sort of a rota system, all of which have quite nice pipe organs and we have just gained a "Historic Organ Cert" at my home church of Whittington nr Kirkby Lonsdale.

The acquisition of the Thirlmere has enabled me to accelerate my progress from crawler gear to 2<sup>nd</sup> gear, practicing more comfortably, more conveniently and more often. Pedalling was always my *bete noir* and the revelation has been the purchase of Anne Marsden Thomas' "Pedalling for Organists." Having the instrument at home means you have the luxury of time in which to do these exercises and discover yourself making progress, whereas confined to sessions in church, you tend to concentrate on just learning the music and continuity is lost. It's taken a few years, but my pedalling is much more assured now.

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**St James the Deacon, Acomb Moor, York, Reverend Luke Tillet**

I am writing to thank you and your team at ChurchOrganWorld for your courtesy, kindness and professionalism since our initial enquiries last year regarding the purchase of a new organ for our church. From that first moment, the provision of a demonstration model, through to the installation, the service you have provided us has been of the highest quality.

We are delighted with the new organ and since its installation last November it has greatly enhanced our worship.

The organ was officially dedicated on Saturday 7th March 2020 by the Bishop of Beverley, the Rt Rev'd Glyn Webster and I have sent you the order of service for your interest.

May I thank you once again for all your help and advice. I would have absolutely no hesitation in commending you to others.

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**St Martin's and St Hilda's Carleton, Mr Suter**

St. Martin's and St. Hilda's Carleton is a small shared church used by both Roman Catholics and Anglicans. When earlier this year it became necessary to replace the ailing 25 year old electronic organ, great care was taken to accommodate the needs and sensitivities of both congregations. Thanks to the expert advice and endless patience of Church Organ World's Managing Director, Dr Keith Harrington, the church has purchased a 28 eight stop ex-demo Makin Positive which not only fulfils the varied liturgical demands placed upon it but is also fully capable of giving convincing performances of organ repertoire. Moreover the elegant draw stop console blends seamlessly with the building's existing furnishings.

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**Abingdon Baptist Church, Mr Lovegrove**



In 1992 there was a need to consider whether to have our two manual and pedal pipe organ reconditioned. A small group of the church members considered the cost of renovation as against a new digital organ and considered and tested three makes. After a final discussion we recommended to the church that a two manual/pedal 'Tocatta' organ be purchased from Makins. This has served us very well and has been annually maintained by Makins.

In 2017 a decision was taken to finally agree to 'reorder' our sanctuary. Listed building consent had been given in 2012 to what we wished to do which enabled us to have a multi-purpose sanctuary with a larger dais, carpeted under floor heating, and new chairs instead of some very 'hard' pews. One decision that had to be made was whether we kept our 'Tocatta' or consider going for a more modern version. So a visit to Mixbury became a necessity, and after hearing a number of organs, I recommended that we purchase a Makins 'Thirlmere' two manual/pedal. A donor came forth to fund the difference between what we would have paid for maintaining the 'Tocatta' as against the purchase of the 'Thirlmere'.

We were grateful for the engineers who installed the organ in late January 2019 in time for the rededication of the sanctuary on 9th February. Since then we have had the organ voiced which took some six hours to complete. The sound is now 'terrific' and is able to lead our worship to its full extent.

So to Keith and all the other staff our grateful thanks for all that has been achieved during the last twelve months. Makins have done us proud.

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### **Dundee, Mr Lightband**

I bought a second-hand two Manual Makin recently. It came from a church on the south coast. What attracted me to this organ was that like my Hill Cathedral organ it had a Gemshorn on the Great and the Great 4' Flute was a Harmonic Flute. Not only is this a 4' flute but an excellent solo stop played down an octave. However, it has a further use. The romantic composers such as Bairstow and Howells loved the combination of 16', 8, and 4' and a Harmonic Flute can bind this together like no other flute.

Sydney Smith once described an organist as being like a broken-winded cab horse – always wanting another stop. In my case I would like two; a Contra Gamba 16' and a Vox Humana on the Swell. But the organ is almost indecently large. I have never played an organ regularly with such an independent Pedal Organ – great for Bach and his friends.

For the sake of the neighbours I usually play through headphones, but the organ came with a plethora of speakers. I have yet to count them but they mostly sit behind a large settee which does not affect the sound.

At Shaw I had had the Swell 2' flute changed to a Fifteenth. I have done this on several pipe organs and with success. A Fifteenth will do anything a Piccolo will but a great deal more as well. Keith had made a marvellous success of this.

But there was still a lot of rebalancing, or tonal finishing, to do. Both 4' Principals were wooly in tone and far too quiet. The Harmonic Flute did not sound at all harmonic and was also too soft. The Pedal Mixture was a soft shy stop. The rest was good and after an hours work I was most satisfied.

The massive oak console is very comfortable to play and handsome to look at. There are problems; the organ still plays wrong notes! However, I do not mask this with excessive reverberation. It is a matter of taste but any good organist has to adapt to the acoustics in which they find themselves. I find as soon as you can hear a reverberation unit the organ has stopped being a musical instrument and has become a clever machine. I have mine turned sufficiently to stop the sound being viciously killed by my furniture, but no more.

This is the best electronic organ I have ever played and it sits in my living room.

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### **Darfield, All Saints, Mr Venables**

Clarabella (a custom 3 manual Makin organ) is a delight, always, to return to when I have “experienced” some of the seven organs which I visit as the dearth of organists grows in this area. “Experiences” range from single manual, or most of it, at one church, to a charming cypher on another, which requires as little time as possible during each verse in order to mask the symptoms, and a mad dash to the switch to “kill cypher, organ and all at the end of each hymn. This pianists don’t realise that they have it easy.

Then there’s the organ that was apparently built to fit an extremely strangely proportioned organist, where one perches on the stool and adopts the posture of a Praying Mantis, in order to reach simultaneously the majority of the bits required for a reasonable sound. Then back to the heaven on Sunday of Clarabella, behaving herself impeccably.

Thank you for your work for us in the past. I will be in touch from time to time with half-interesting tales.

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### **Woodstock, VA, USA, Emmanuel Episcopal Church, Linda Beville**

Linda Beville, Organist and Choir Director at Emmanuel Episcopal Church in Woodstock, VA, USA comments on the recent Makin installation.

I cannot thank you enough for all your support and guidance as our sales representative towards a successful installation of the Makin Thirlmere 2-30 motorised drawstop organ at Emmanuel Episcopal Church, Woodstock, VA. The church had an early organ from another manufacturer that was starting to have problems. I accepted the responsibility of my position as Organist and Choir Director to initiate a conversation about the purchase of a new organ. Emmanuel Episcopal is a small parish church in the Valley of Virginia dating from the 17th century. The present sanctuary is more than 130 years and seats approximately 80 people. In short, selecting an instrument to support a traditional Episcopal Liturgy needed careful research.

I identified areas that mandated excellence including absolute top quality sound samples, authentic registration choices that could have enough breadth to support a variety of literature, top quality construction, economy without cutting corners in console manufacturing, top of the line electronic components and a progressive R&D program and a financial package that was accessible for a limited budget church.

The Makin organ interested me because of its first class representation of the English Organ sound. I was told that many of the samples came from Harrison and Harrison as well as Willis organs. Also, the sound loops were substantially longer than other digital organs. The Makin web page is first class; not so much a glossy sales page as an informative series of video testimonials which help demonstrate the tonal possibilities and help to tell of how the development of selections were made. I was most impressed by Ian Tracey, the Tonal Director. At one point in a video clip he said that the company found that church musicians wanted something that did one thing really well but not do three or four things fairly well. That had been my criteria from the beginning and that Professor Tracey expressed it became a deciding factor in my choice.

I also called Dr Keith Harrington, Managing Director of Makin in the UK. He was very gracious and answered the several questions I had. To have such access to a company’s chief executive made a very strong and positive impression.

It took a year from the research start to installation. I involved several knowledgeable parishioners to be on the organ committee. I always represented my research as a path of possibilities to the Vestry. In the end, I decided to make a selection that I thought would be the best fit for Emmanuel Church. The Makin Thirlmere motorised drawstop organ was my selection. The church was able to fund the new instrument through a combination of careful budgeting and a large bequest. At the time of my report, the Vestry voted unanimously to place a contract with your company. I trusted that with the advancement of technology of digital sound production the congregation would be impressed and grateful for this new and important component in our Music Ministry.

Another deciding factor in choosing the Makin organ and Daffer Organs in MD, as its representative was



your skill in voicing the organ and your exceptional talent as a performing recitalist. Voicing a digital organ is as time consuming and important as for a pipe organ. Anything I could say would underestimate the appreciation I have for the multiple times you came to adjust the voicing, to balance it, and to adjust to make the correct acoustical fit for our small sanctuary. Finally, at the dedicatory recital, you impressed everyone with your repertoire and, for me, how you adapted the registration requirements for a two manual organ.

Finally, I wish to share two thoughts from our most respected members:

“The new organ looks like it has always been there” ... We selected the perfect match.

“What a glorious thing you have done for our church and our community! Very few people know how hard and how long you worked to find just the right instrument for us, and it truly is just the right instrument, I love the richness of the bass pedals! I thank you over and over for all your hard work.”

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### **Lichfield, Mr Lunt**

I just wanted to put on record huge thanks to you and the rest of the team for the amazing job which you have done in installing the biggest organ in the world into the planet's smallest room! I knew that the instrument was going to be pretty amazing but I have been stunned by the quality of sound which it delivers in such a small space. To take an extreme example, I've been using the tuba stop this morning (the neighbours had been warned!) and it really does sound as if it's located in a separate division. The depth, subtlety and colour of sounds which the organ can deliver across all divisions are just awesome.

It is an absolute delight to play (the wooden keys, as you predicted, make a massive difference) and I consider myself very fortunate indeed to be the owner of such a superb instrument. As yet there isn't a queue of friends and acquaintances in the street waiting to have a go – but it can only be a matter of time!

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### **Penrith, Mr Cannon**

The agility with which Keith, Corbie & John leapt in and out of the bedroom window and then eased the Makin Rydal through the same aperture was impressive! The organ is now tucked into its alcove opposite the beds and is proving to be ideal for preparing church service music and for practice. The organ also has potential to be a recital instrument.

Perhaps due to the involvement of Ian Tracey, there is an attractive range of tone colours and a fearsome Trumpet! I look forward to inviting friends to 'Boccherini in the Bedroom' or 'Counterpane Counterpoint'. One lesson I have learned is that I should have gone to Church Organ World years ago!

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### **First Derry Presbyterian Church, David McGukin**

My association with Makin and Johannus goes back over 30 years with my purchase of a 1947 Compton Electrone in 1986. It worked perfectly right up to week before its 50th birthday when in 1997 a puff of smoke came out of the imposing cabinet. After a call to the then Managing Director, David Clegg, at Makin, it was repaired within a few days using parts they had kept for that instrument.

A few years later I decided to upgrade to a more modern instrument and I purchased a 2 manual Makin drawstop, which served for another 15 years. Currently I have a Johannus, and the Church where I am organist has a simply wonderful 3-53 drawstop custom built Makin and installed in 2011.

Without question ChurchOrganWorld, sells the finest pipeless organs. Any size, any stop. They will design an organ specifically for you. The organ is the King of all instruments, and ChurchOrganWorld are simply the best and King of digital organ building.

Roll on another 30 years!

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## **Darwen, Mr Cooper**

ChurchOrganWorld is without doubt the Premier Organ Supplier both in the North West & Southern England. I have had the pleasure to meet all the team at the Shaw showroom all of whom displayed a dedication to “real Organs” & their customers. I have purchased the Thirlmere & recently the Johannus LiVE III. On both occasions the installation was flawless, very friendly people to deal with who go that extra mile to satisfy the customer.

I recently ordered the Forster & Andrews St George’s Church Organ USB stick for the LiVE III which arrived very fast, the order to Johannus was placed immediately following my call to COW. It does not end at a purchase however as after sales (should you require it) support is superb, I received a call from them a few days after the LiVE III was installed to check if everything was to my satisfaction.

You are always greeted when ringing them with advice or even a quick chat concerning organs etc. I cannot recommend ChurchOrganWorld enough, if your looking for a real classical Organ then they are THE Company to contact

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## **St John’s Church Kenilworth, Ann Gibbons**

Our journey to have a new organ started a good two years before installation. ( This was because our church was about to undergo major re-ordering work) and diagnostic experts had stated that even spending money on the old organ would not necessarily improve the sound quality.

So we began with a trip to Shaw,Manchester to the main showrooms of Church Organ World. We were met by MD Dr Keith Harrington and Mark Johnson, Organ Consultant, who both took time to welcome us and listen to what was happening in the church building, and what we were looking for. After discussing our budget Keith showed us the Makin ‘Thirlmere’ organ which had had a lot of input from Professor Ian Tracey.

After our visit Keith and Mark came to our church at different phases of the building work to assess the building and to advice on the siting of the organ and the speakers.

When we had an open day for the congregation and town folk to come and see the proposed re-ordering plans and a Makin Thirlmere two manual draw stop organ was loaned for a few weeks, so we could see and hear the organ we wanted to purchase, Keith came to the open day and played the organ and answered questions. Our Vicar commented later that he hoped I was going to be gracious and allow it to go back to Organ World!

So our journey continues with a new instrument on board!

We are blessed with three organists and have a number of different services not only on Sundays but during the week too with varying sizes of congregation, and always the sound and volume from our two sets of speakers accommodate this well.

We were very privileged to have Professor Ian Tracey come and spend a day ‘voicing’ the Organ to our building, the Thirlmere very much his ‘baby’.

It’s lovely to have an organ that has clarity of sound and a pleasure to play, and is not unpredictable as the old one was, not knowing what odd sounds were going to come at most inopportune moments in Funeral or Wedding services!

The clarity of sound of the new organ is showcased in the re- ordered church which gives much better acoustics.

We have a Choral Choir evening in March and in April Professor Ian Tracey is coming to give an Organ

Recital.

Our church is now used by ChurchOrganWorld for one of their Road Shows and are coming again in April, where the organ can be played 'in situ' along with a good number of other organs that the company bring along.

So, for us the experience has been a good one. If we do have queries they are dealt with quickly.

From our first visit we were impressed with the professionalism of the company and the friendliness those working as part of a special team, and the amazing strides the company has made in the improvement of digital sound quality benefits all.

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### **Northampton, Mr Burgess**

I have owned my Makin 3 Manual Custom Organ for just over a year now, and I don't think a single day has passed where I haven't played it. The realism of sound is simply unbelievable & breathtaking, you can hear the wind entering the pipes! It sounds amazing and also looks amazing - what a lovely piece of furniture to have in the house. I certainly am a proud owner of this wonderful instrument.

I am in demand as an Organist, playing at more and more Services at several Churches, and it is so convenient to be able to practice in the comforts of your own home.

My thanks to all the team at Church Organ World who are so friendly, professional and helpful. I would have no hesitation in recommending them to anyone who is looking to buy a new Organ.

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### **Gainford, St Osmund's Catholic Church, Father Grieves**

My experiences and dealings with your company have always been excellent.

Having moved to a new parish without an adequate organ, within a short time Church Organ World had installed an excellent two manual hire instrument which more than served our needs until we had raised sufficient funds to purchase a new three manual drawstop organ. The new organ was well and sensitively installed and supports our excellent choral tradition. Any problems (of which there are few) are always resolved promptly and without any disruption to our regular choral services. Our organists, director of music, choir and congregation all appreciate the superb sound and first class tonal quality of the instrument. The organist states it is a pleasure to play - the layout of the console is comfortable and well arranged.

Church Organ World, thanks for your professionalism, excellent service, sound advice and a product worthy of any church or cathedral. I'm more than happy to recommend you and your first class instruments to anyone.

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### **Seaton, Mr Johnson**

As you may rightly expect, I have been thrilled with my new Makin Windermere organ since its installation last December, but your 'tweaking' of the organ's voicing on Sunday has further improved this already excellent instrument to the extent that I now have to tear myself away from the organ bench. Nothing much else is getting done around the house at the moment!

That said, I have been most impressed with all aspects of my ChurchOrganWorld experience, from the moment of my first enquiring about the purchase of a new instrument. I knew already that you have top quality products to offer, having previously played several of your earlier installations over recent years, but I have been especially reassured by the genuine friendliness and professionalism of all members of the Company staff with whom I have been in contact. The very fact that you attended personally for the installation and have now made a follow-up visit to make those minor adjustments demonstrates to me a real family team spirit and

determination to be the best.

Thank you so much.

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### **West Chilton, St Mary, Anthony Hancock**

It is now a year since the Makin organ was installed at West Chilton and it has been a massive success! The congregational singing has gone up in leaps and bounds and everyone enjoys the music we are now able to perform!

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### **Oxon, Christ Church, John Bowen**

As the very lucky organist at Christ Church, I can confirm how very happy we are. I have been likened to the "dog with two tails" during the week and have been practising on Tuesday, Wednesday, Thursday, Friday and today for tomorrow's first service with the new instrument. I cannot praise highly enough the service we have received from Church Organ World, the professionalism and dedication of those who worked so hard to install this wonderful instrument. Thank you, thank you, thank you!

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### **Thurlestone, All Saints, Graham Worrall**

Following two breakdowns of the church organ during services - one a wedding some 18 months ago, and other faults occurring following repairs, serious thought was given to the possible need to replace the 28 years old organ.

Several discussions took place with Dr Harrington during the following months, which have been most helpful in considering the various factors to be considered - dependability being an essential point, plus the realisation of the considerable technical improvements made over the 20 years + of the existing organ.

Our two principal organists were offered the opportunity to play the organ in a church environment to play the Thirlmere 2-30 Drawstop model at a Church Organ World Roadshow in St Austell, also meeting Dr Harrington. Both organists were very impressed with its performance.

During this process approval of the Parochial Church Council was obtained and various money raising efforts which with generous gifts, capital from the Church and a generous donation from the Friends of Thurlestone Church, achieved the necessary capital sum - and the order placed. This order was subject to the necessary Diocesan Faculty being approved, subsequently received in mid October.

Removal of the old console and installation of the new console and speakers took place on the 20th December in the remarkably short time of 4.5 hours - in time for the Christmas celebratory services.

The Voluntary played at the end of Midnight Mass on Christmas Eve with a congregation of 140, resulted in sustained applause - a great credit to the organist - and the very noticeable improvement achievable with the new organ.

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### **London, Christ the King, Chingford, Christopher Morris**

It's now six months since we received our wonderful new organ and I just wanted to let you know how delighted we are with the instrument and the service you have provided us.

You took so much care to ensure we would have the best set up for our needs... both in the choice of organ model and how the speakers would fit into our building. This included matching the wood exactly to what we already had in the church. As a result, both the organ and speakers look completely at home in our building.

The installation was seamless and precisely to the timetable we requested which enabled us to celebrate our Easter liturgy in style. Since then, it has made such a difference in supporting and enhancing our worship and

encouraging a new era of music making in our church.

We have just held our first concert featuring the organ centre stage. It supported the visiting choir brilliantly and the recitalists marvelled at its versatility, range and quality of sound. They said that the sound was so accurate that, if you closed your eyes, you would not know that it wasn't a pipe organ.

Our Makin organ has provided us with a huge opportunity to develop the music in our church, an opportunity we fully intend to maximise.

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**Scarborough, St Columba, Fr Peter Godden**

Thank you so much for the care and attention you have paid to this organ, and making sure that everything about it is right. Special thanks to Keith for some careful revoicing which has transformed it.

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**Leicester, Christ Church URC, Alan Baum**

Last week Richard Goodall visited our church in Leicester with Prof Ian Tracey and both of you undertook a complete revoicing of our Westmorland 41 organ. It was originally one of your demonstration organs and, as you know, we have had it since 2008. Your help and advice over the years from 2007 have been invaluable and I was intrigued to read your article in Organ News about revoicing of some instruments by Prof Tracey. You had said that results of such exercises were usually worthwhile and could be spectacular. The latter outcome certainly applies in our case!

Richard and Prof Tracey worked in partnership. Beginning with the Great Open Diapason Prof Tracey, using his unparalleled knowledge and experience, worked his way through every note of every rank over a non-stop period of 5 hours and you, close by with your laptop, carried out his directions whilst making your own suggestions. It was possible to tell very early on that noticeable and very beneficial changes were taking place and the result at the end met every hope we had at the start.

The first Sunday service began with a very favourable comment from the pulpit and similar positive words were expressed by the congregation after the closing voluntary.

So, overall, the work you both did has resulted in a spectacular improvement to the overall tone and balance of the organ. I can only thank you and Prof Tracey for your advice and expertise on the day and thoroughly recommend such work to other churches.

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**West Chilton, St Mary, Organist Anthony Hancock**

A brief letter to thank you all for arranging and carrying out the installation of our new Makin organ at St Mary's West Chilton.

It has been a pleasure to work with you and the Rector David Beal joins me in congratulating you on a very fine and seamless operation from start to finish. Your workmanship is superb and the instrument is absolutely lovely to play and to listen to. Your voicing has given the organ a magnificence that would be the envy of many a pipe equivalent!

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**Henry Brierley, Bramhall**

Having had the pleasure of practicing on a wonderful three manual Makin at home, I knew who to call if I ever needed an organ. I had not intended for the first time I needed Makin's services to be for my mother's funeral, however that is the way of the world!

The existing church instrument- a two manual Jardine- had suffered years of neglect at the hands of its uncaring masters, so I felt that I wanted something with a little more punch to rouse the congregation. However, with only one week to the funeral the chances of getting any substitute instrument looked rather slim. The probability of success was further diminished by this being the New Year, so the office was closed for the holidays.

Amazingly, we got hold of Keith Harrington who managed to conjure up a beautiful 2 manual instrument. The organ was carefully installed in no time at all on the day, after a thoughtful consultation with Keith to sort out the logistics of what was to be a surgical operation. The organ filled the cavernous acoustic perfectly, easily supporting the capacity congregation in hymn singing whilst displaying versatility which enabled it to cope wonderfully with both German Baroque and French Romantic repertoire.

All in all, I can find no fault with Makin's exemplary customer service- they truly went above and beyond what one might have expected. I cannot thank Keith and his team enough for helping all this come to fruition.

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**Nigel Gaze, Garstang**

Moving to a much smaller residence led me to seek a substantial instrument which could be fitted into the limited space available. The answer proved to be the Johannus Opus 370 3 manual organ which met my requirements for the following reasons:-

1. The instrument is already in sections to allow installation in restricted spaces, and therefore does not need to be unaesthetically 'cut in half'.
2. With 42 speaking stops the organ is equipped with a comprehensive English specification which allows satisfying performance of music of all schools, with a choice of 'American Classic', 'French Symphonic', 'German Baroque' or 'Historic Dutch' tonalities controlled simply by 4 pistons. It is particularly satisfying to be able to bring early organ music to life with correct tonalities.
3. The console is equipped with an abundance of thumb pistons with multiple adjustable memories, which takes some of the burden off the stops themselves, which are illuminated rocking tablets, mostly in a single line below the music desk.
4. The organ was installed primarily as a practice instrument, but even through Bose headphones it produces a truly pleasing sound which is not tiring even at fullest tonal levels, and when the neighbours are out I can enjoy this through self-contained loudspeakers, which are perfectly adequate for the music room.
5. The organ was delivered and installed without any fuss at all, my pedal-work has already improved and I celebrate the convenience of practicing, not in a cold church on a very worthy but limited Willis, but on a very versatile instrument with all of my music library to hand.

Thanks for everything!

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**Keith Mansell, West Sussex**

My visit yesterday was a very happy one for me, and to think that in eight weeks I will be the proud owner of a Makin Thirlmere with stops, still hasn't quite sunk in properly. Even if I had had more money to spend I feel that this is the right choice for me, as there will be many things to learn along the way, and perhaps I might even improve a little too. Rosemary has always said that she is tone deaf, but when she heard it yesterday, she could really hear the huge difference between the Thirlmere, and the previous model that I had.

So I now am looking forward like a young boy for the delivery of my new purchase, and I would like to thank you and Mark for your help in the showroom. Also a big thank you to Corbie, and the staff yesterday, as it's such a joy to feel as a customer like an old friend, and to receive the excellent service that you give.

I honestly feel that Church Organ World will continue to stay as the no 1 choice, because service today is lacking in so many retail outlets, but add to that the quality and sound of your products, in my opinion your company will just grow and prosper.

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**Staindrop, St Mary, Heather Stewart**



On behalf of all of us at St Mary's Staindrop, I would like to say a huge thank you to you and your team for all the help and support you have given us throughout the last eighteen months during our 'organ crisis'. I really don't know how we would have managed without the instruments you so generously loaned to us in the interim as our piano, even at its best, (sadly long past) would not have been suitable in our church. It was a great relief to me personally to know there was someone to turn to for the advice which you gave so readily. I was really pleased that, after all your patience and kindness we were able at long last to place an order with you for the new organ.

We are now in the happy position of having our rebuilt organ back where it belongs and sounding great. John and Steve did an excellent job with the installation in what were, I'm sure, not the easiest of conditions. Ken told me that the lighting in the north aisle wasn't working properly, which undoubtedly added to their problems, and I gather there was some difficulty in fitting the pedalboard, so extremely well done to them too.

As you know I am not a 'proper' organist, so it will take me some time to get used to the different stops and their sounds, but I am looking forward to experimenting further and finding out what it can do. We have now had three services since it was installed and everyone agrees that it sounds wonderful.

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### **Goring, Mr Kaye**

Wow - it is indeed simply stunning and is even better in the flesh than on the drawings. The colour of the wood really makes the pipes stand out and gives to the whole instrument grandeur and presence.

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### **Jesmond Parish Church, Miles Cragg**

The team at Makin Organs are delightful and highly experienced, taking the utmost care to deliver instruments of excellent quality. The three-manual custom organ they have installed at Jesmond is finished to a high standard, with speakers carefully and expertly positioned in the building. But most pleasing throughout the process was the thought and attention that went into the specification, and the painstaking voicing, resulting in an instrument that sounds realistic, reflects the old pipe organ of the church in its choice of stops, and has a vast range of timbres and colours, and a full chorus that really fills the space. As customers, our views, requirements and queries were thoroughly discussed with the team, but their expertise is highly reliable and trustworthy.

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### **Oxshott, St Andrew, Carina Moffat**

We have just experienced our first Christmas at St Andrew's Oxshott with our new Makin Custom three manual organ. What a pleasure it has been! The instrument has certainly been put through its paces by a variety of players and everyone is full of praise for the sound of the stops and the feel of the console.

The organ has had the scope to accompany both choir and soloists in Handel's "Messiah" with Oxshott Choral Society, supporting the soloists beautifully with the Choir flutes, and allowing the choir to be heard over the Great organ. Our service of "Nine Lessons and Carols" was a delight to play, allowing a wide range of organ colours in modern carols, while having sufficient power to encourage a full congregation to sing the traditional carols with enthusiasm. Indeed, anyone watching me on Christmas Eve would have seen a huge smile on my face as I used full organ for the Willcocks arrangement of the last verse of "O Come All ye Faithful". That was fun!!!

Even the congregation have noticed the difference and commented on the sound quality and the fact that they could "hear the instrument breathe".

From our initial contact with Makin, you have done your best to make sure that everything went smoothly. Richards Goodall's help has been invaluable. He arranged visits to three carefully chosen Churches and enabled the St Andrews organ selection team to experience a variety of instruments and situations, always answering our questions patiently. He offered sensible advice on the pros and cons of different options enabling us to work within our budget wisely and to best effect.

Once we had placed our order, he then kept us updated as to progress, and treated us to a fascinating visit to Mixbury where we were able to choose the stops we wanted for our instrument from the huge range of options available. The Makin installation team liaised with the architects responsible for reordering the Church to ensure that the speaker cabinets blended into the fabric of the new scheme, and the light oak of the organ coordinates perfectly with the new choir stalls in the chancel. The organ was manufactured ahead of schedule and delivered to the Church on time.

The pedestal and umbilical cord, together with the adjustable bench combine to give us the flexibility we need in our new layout. The organ has already been used in a variety of locations with combinations of mirrors to aid visibility. This is especially useful as we are regularly rearranging furniture such as the choir stalls for different forms of service as we experiment with the possibilities now open to us. While I am not yet totally familiar with all the console aids, the transposing facility is easy to use ... especially when playing worship songs with our band!

It has been a pleasure working with Makin and Church Organ World and I have no hesitation recommending them to any Church considering a new instrument.

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**Westry, St Mary March, Roger High**

The church of St Mary, March was destroyed by fire in 2010. The decision was made to rebuild the church and when it came to consider the provision of an organ, there was no hesitation in approaching Makins.

The associate church (St. Peter's, March) had purchased a Makin organ in 2007 and as it had given such good service and quality of sound, there was no question about where to purchase the new organ from; it had to be Makins.

Once again we were pleased to renew our acquaintance with Richard Goodall who had helped us in 2007 and once more he became our main point of contact for what was to become a long journey due to the rebuilding programme in providing the new organ. Throughout the three and half years, Makin (Richard Goodall) provided professional advice and made sure that the organ would be suited to the needs of the church. We were fortunate enough to have Professor Ian Tracey to voice the organ and the difference to the sound of the organ was truly impressive.

Having used the organ now for the past few months, I have to say that I continue to be impressed by the range and variety of sound that our Makin produces and people who hear it are always very complimentary and enjoy listening to it. It leads the congregation well in singing and with the fitted midi sequencer, it enables me to provide an accompaniment for the choir and during the playback, I am then able to conduct the choir in the chancel.

I have no hesitation, what-so-ever in recommending a Makin organ to any church in need of a quality instrument.

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**Aylesbury Methodist Church (Derrick Matthews)**

Under your admirable leadership, 'Church Organ World' has in my opinion become the leading UK company for digitals organs. May your success continue.

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**Salford Cathedral, Anthony Hunt**

When our organ was installed over 12 years ago, it was at that time, the cutting edge of digital organ technology, and we were all highly impressed with it. Since that time, digital sampling has made massive strides in achieving greater authenticity and realism, overtaking the earlier ingenuity contained within the innards of our organ console and amplifier unit. After a decade of technological stagnation, it was clear that our instrument would benefit highly from the latest advances in organ sampling. Therefore when Church Organ World offered to revoice the organ, we welcomed this opportunity with open arms. The organ was subsequently revoiced in a

little over 6 hours thanks to the amazing ear of voicing expert, Professor Ian Tracey, and the end results are literally jaw-dropping. It's as if we have been given a new organ. I would suggest that it is no exaggeration that Salford cathedral's musical jewel in the crown has been reinvigorated with life and vibrancy, and its tonal palette complemented with a new and dazzling array of sounds which, although distinctly English in voice, are versatile enough to emulate the rich and syrupy timbres of French Romantic organ music.

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### **Stockport, Mr Holmes**

Two years after purchasing my Makin Westmorland Positive organ, I am still delighted every day by the realism, variety and quality of its sound. The instrument is a joy to play and the service and professionalism of the team at Church Organ World has at all times been of the very highest order.

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### **Loughbrough, St Mary Charnwood, Canon Sue Field**

As part of a process of reordering the chancel area of St. Mary in Charnwood, Nanpantan, Loughborough, the Church Council decided to remove the existing pipe organ, which was quite limited and in need of repair, and replace it with a digital organ. Having heard a few different makes of organ including a recital on a Makin by Professor Ian Tracey, it was decided to explore Makin organs to see what they could offer us.

This process has taken nearly a year as we have looked at various options and, in a small building, worked through issues such as where the speakers are housed and what cabling is required, but throughout this process we have been extremely grateful for the help, support and patience of Richard Goodall and others at ChurchOrganWorld.

Our Makin Thirlmere has now finally been installed and voiced and the inaugural recital was given by Simon Lumby on Sunday 17 November to a packed church. By playing pieces such as Andrew Fletcher's "Praeludium Integritas", Viernes Impromptu from "Pieces de Fantaisie" and the Fantasia and Fugue on BACH by Liszt, Simon was able to display the full range and capability of the organ. We received very positive comments about the sound and versatility of the instrument and we have been delighted with the service we have received from ChurchOrganWorld.

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### **Burley, Mr Colvin**

My Thirlmere organ has been a delight. Considering it is a non acoustically friendly environment (my living room), the sound is quite spectacular. Luckily my neighbours live a few hundred yards away!!

My experience with Makin has been very positive. The organ was from stock which made it very quick to arrive; the fitting was done with the minimum of fuss. Both the technicians were very patient with me as I was a little unsure as to the positioning of the speakers. However, once the decision had been made, everything was completed quickly & efficiently.

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### **Ashford Cade Road, United Reform Church, Robin Stalker**

Once I had been given permission to start investigating the possibility of purchasing a new organ, I contacted a number of potential vendors. The level of customer service I encountered from Church Organ World far exceeded any of the potential competitors.

Customer service is one thing; the main thing is tonal quality. Nicky Howarth quickly provided me with a list of organs in my vicinity which I could try. Subsequently Richard Goodall arranged for me to try some recent installation in London. I was hugely impressed by the sound quality.

Having tried a variety of organs from a variety of companies I was able to recommend the purchase of a Makin Custom organ to our church council. The key reason for this recommendation was tone quality allied

to the fact that I could have “all the usual couplers and pistons” – something that the competitors could not, or in some cases would not supply.

I drew up a draft specification and was very pleased to be able to discuss it with Professor Tracey. Professor Tracey’s suggestions regarding the specification and samples were extremely helpful.

Installation was handled by the two Steves. The performance of the organ “out of the box” was impressive. A couple of weeks later the voicing was attended to by Professor Tracey and Richard Goodall. The voicing took the performance of the organ to an even higher level.

I’m happy to recommend Church Organ World and their Makin Custom Organs. The sound is first rate as is their customer service.

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### **Ayr, Mr Rattenbury**

It would seem that my story is by no means unusual. I had piano lessons at school but it was the pipe organ that fascinated me. My youthful enthusiasm resulted in a post as organist and choirmaster at a popular church for a few years. But I was too young to sacrifice all those weekends and evenings, and dropped it all. I hardly looked at a keyboard for over 40 years.

Then by chance I heard about digital organ technology. I researched the market and soon found myself in Makin’s Shaw showroom, and fell in love with a Westmorland Custom 4-62.

A few weeks later and the installation was complete, the team made it look easy. Then the wonderful day came when Professor Ian Tracey and Dr Keith Harrington voiced the organ for its new home, a process requiring exceptional understanding, experience and skill. My dream of having a genuine cathedral organ in my living room had come true, but my voyage of discovery had only just begun.

My first task is to regain lost playing skills, but with this organ one cannot fail to be inspired. The quality of tone makes every practise session a pleasure with such a wide range of colour and variety available. Switching the organ on and selecting stops, to use Ian Tracey’s words, is a bit like opening a “Chocolate Box” and I get a buzz simply entering the room and glancing at the console, quite apart from actually playing it.

Being a returner to the organ after so many years I had to place my trust in the knowledge and expertise of Makin Organs. I had no wish to change the specification of the WMC, the result of so much experience and understanding. Now, after a year playing and researching the instrument, I am continually delighted and impressed with its design, build quality and sound performance.

Ownership of a King of Instruments has led to a further unexpected development in my musical life. For years in my youth I had played double bass in dance and jazz bands, but being unable to store and transport such an unwieldy instrument I had given it up and assumed my bass-playing days were over. But the organ has returned me to reading and making music, and when someone told me that a local band needed a bass player I was delighted. I now have a modern, easy to transport electric bass. As well as organ music I can enjoy the fun of contributing in a folk band. So you never know where a digital organ at home might take you. The voyage of discovery is under way!

As a Makin customer I like to keep in touch with the company and with the latest developments. All the various members of the team are delightful, friendly and knowledgeable. It’s a pleasure to meet them from time to time at some of the first rate events they hold at Shaw, Mixbury or elsewhere around the country. Not only do I own and play a superb organ, I can be inspired and informed by the Makin Team and by Ian Tracey’s magnificent recitals.

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### **Oxford, Dr Clifford**

Thank you so much for your newsletter and very good to hear from Makin. I am hugely enjoying and appreciating my Westmorland Custom which has allowed me to progress my studies at a very satisfying pace with help from the RCO organ school. I've just spent half a day working on a Tickell organ here in Oxford. Six months ago I would never have thought it would still be such a pleasure to return home to my own instrument which is a true reflection of the quality of the samples and voicing which I never get tired of.

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### **Lytham St Peter's, Deacon Michael Harrison**

When our 130 year old pipe organ finally reached that stage when only a hugely expensive complete rebuild would bring it back into service, we turned to Makin Organs for an affordable digital solution.

From our first contact with the company they were most helpful, even to opening their showroom especially for us on a Saturday morning to accommodate our organist's working commitments. During an unwelcomed delay in obtaining Diocesan permission to make the purchase, Makins held an instrument in reserve for us, without any payment. Installation went smoothly and was completed within the day.

As the old pipe organ is an architectural feature of the church, it has remained in place, with the speakers for the digital organ nicely concealed behind the front row of organ pipes. We are delighted with the sound of our Westmorland Jubilee II organ, which has certainly enhanced our liturgy.

Thank you Makins for making our transition to the world of digital sound so easy.

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### **Daniel Moulton ... world renowned recitalist**

The Makin at King's school is by far the best digital organ I've ever played - you're right to be proud of it.

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### **Cannock, St Stephen's Methodist Church, Eric Brooks**

Our ailing old Binns pipe organ was well past its use by date and would have cost some £100,000 to rebuild. This was not considered a feasible proposition for a cut down (it had at one time been a three manual organ of considerable bigger specification) two manual 22 stop instrument where many stops sounded similar and there was no variety of sound.

A group of us were tasked with finding a more cost-effective instrument. Preferably three manual with a good all around specification in the style of an English pipe organ, suitable for our building. We took some considerable time to visit, listen to and play a variety of digital instruments by different makers before deciding upon Makin. We were determined to get it right and we are convinced that we did.

Your company did everything possible to be helpful and informative with no pushy sales talk. You were fast to respond to my request for literature and just as fast to my request for a visit and a survey of the building.

We were impressed that you as Managing Director came along with a colleague to do the survey and to make some very sound recommendations as to possible layouts and set up of an installation, should we decide to appoint Makin. However, there were no suggestions that we should actually purchase from you, just helpful advice. Your written report arrived swiftly just one week following your survey.

Whenever I telephoned your office I was always greeted like a friend rather than a potential customer. When I telephoned to ask what might have been a simple question to you, but a worrying one for us, I was always put straight through to you or, on one occasion you were out, to someone else who was instantly able to answer all my questions. On the single occasion that my question could not be answered instantly I was told that I would be called back with the answer and unlike many companies I deal with I was, with the answer required. It seemed that there was no problem too large to be overcome in a way to suit our building and us.

We were invited to visit your showroom at Mixbury to listen to Professor Ian Tracey demonstrating different



organs. On that visit we were able to talk to Professor Ian Tracey, staff and engineers of both Makin and Copeman Hart about what was needed and what to look for in our research expeditions. We asked if we could go up to your HQ and showroom in Shaw, Lancashire, to try out different instruments and consoles. I made a call to the office and within a one minute of asking if a particular Saturday date was possible to visit, I was told that the showroom would be closed and available for our sole use and all its instruments available to us for a whole afternoon. I was amazed.

We asked if it might be possible to have a loan organ, of similar specification to what we were thinking of, to hear it in our surroundings. No sooner asked than one was installed on loan for a few weeks.

We asked a variety of local church organists and a couple of cathedral organist to come and play it and collected their comments and feelings to add to our own. All were very complimentary about the instrument and its great pipe sound. Some thought the jambs a little cramped but this would be solved by having the large console instead of a compact one. More space on the large console, so could we extend the specification and add more stops? No problem. We particularly wanted illuminated thumb pistons and again no problem. The decision was made and the order placed.

On the day of installation all happened speedily and efficiently. We worried about the long extension speaker cable to the extra socket at the front of church, enabling us to move the console on its platform to the front for recitals. A long cable was required and it worried us that it might be unsightly. We need not have worried. Steve and his installation team did not want it to be seen either and went to great lengths and some discomfort to hide the cable so effectively that none of the congregation even know that it exists.

You did the initial voicing yourself and we then we had some weeks using the organ both from the front and the back of the church. We again invited our organ testers to try it out and give their feelings about it. All were complimentary about the quality of woodwork, the feel of the key action, the stop specification and all the great pipe sounds. We made notes of everyone's comments and these were taken on board when the instrument received its final voicing with you and Professor Tracey. We now have a superb instrument of great power and quality of sound. The instrument is a delight to listen to and to play.

Thank you all for everything you have done for us.

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#### **York, Dr Fletcher**

It is now some time since the three manual Makin organ installed in my home received its four extra channels and two new external speaker cabinets. The sound quality of the instrument before the upgrade was impressive; it is now even better with thirteen channels spread across the forty-one speaking stops and a superb bass speaker giving real depth and resonance, particularly to the two 32ft pedal stops.

The upgrading work was carried out with care and efficiency, and your company's responsive after-sales service has been evident in the prompt attention given to some subsequent re-voicing and adjustments. Locating the speaker cabinets at a distance from the console has been a great success, both acoustically and visually. The instrument creates a real cathedral ambience within a modern home: it is a constant pleasure to play.

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#### **York, Mr Bradbury**

I am delighted with my recent acquisition. All the staff at Makin have been a pleasure to work with - friendly, knowledgeable and accommodating.

I have no hesitation in recommending Makin to any organist/institution and would be very happy should any prospective customer wish to view or play my instrument. Many, many thanks.

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#### **Grantown on Spey, Mr Loweth**

We have been very pleased with the overall performance of the Village Makin organ. We are a comparatively



small Church, so tonal quality was important to us, and this model more than meets our demands. Whilst it was originally beyond our budget, we are pleased that this particular model was finally purchased.

I would not hesitate in recommending the 'Village' Makin Organ for small to medium size Churches.

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### **Grantham, Mr Mathieson**

I bought a Westmorland Sapphire a couple of years ago having not played an organ since leaving school in 1978. That may seem impulsive after such a long period of inactivity but there was an intention to play again; however, there was no plan and I may have got round to it one day.

Many months earlier I had met with my organ teacher from school. He had a custom-built Makin in his living room and I was amazed by this authentic sounding digital organ! Although I could not afford one like that, I was impatient to find out more on the internet and so the dream of playing again was rekindled.

Over a nine month period I researched nearly all the UK brands and some overseas dealers too; their websites, audio samples, specification sheets and my phone bill were quite enlightening. The majority of the UK dealers were extremely helpful. After some back breaking car journeys, most companies only had one or two 'ready-to-play' organs that were close to my requirements. Some were enticing but unaffordable, some were dreadful, some advertised for possible home use were just too big, and some were overly endowed with gadgets. It was interesting to discover what there was, what I did not want and what I could get for my pound.

Why did I buy a Makin? The important point for me as a first-time buyer is what Makin offers. Makin's family-orientated business is well up field for all sorts of reasons; first rate and well-trained staff, they make and sell more than one brand, and both their showrooms are well-stocked with a great variety of both new and second-hand organs that are 'ready-to-play'. The after sales operation has included prompt service, top advice and a genuine interest in their customer, not to mention open invitations to free concerts a few times each year to demonstrate their stock. And lastly their developing technology and organs continue to be endorsed by the professional organist.

Where am I after a few years of frequent practice? Well, I can play an organ again and a handful of new pieces to boot. Does that justify the cost? Well I am certainly enjoying the Sapphire and taking the cost of this instrument and the hours I practice, to play this organ at home works out at around £12 an hour at the end of the third year and that goes down every year. My mid-life crisis wasn't that sports car after all – it was a Makin organ – it's much cheaper and much noisier!!

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### **St Albans, Mr Hainsworth**

I would like to thank you personally for your help with my organ. I came to the organ late in life, and found an excellent organ teacher, taking the view that if I was going to play the organ I wanted to learn to play properly or not at all. I started practising on one of your competitors organs which had a number of weaknesses.

My teacher in fact mentioned Makin Organs as a possible name for a practice organ. I purchased the Makin Westmorland Jubilee having seen it on your web site and dealt with Nicky on the telephone and by e-mail. She offered me a very efficient service.

Having had the opportunity of practising on one of your competitors organs, playing on my teacher's beautiful pipe organ, and having attended the RCO St Giles Summer School last year, I have already been exposed to a fair variety of organs. It therefore occurred to me that if I were to write to you it would be to say what I actually like about the Makin Westmorland Jubilee.

As a learning organist the all wood pedalboard lifts Makin well above the synthetic organ competition:

The "all" wood Makin pedal keys (including semitone black notes) are far superior to competitor

pedalboards which often have plastic semitone keys where ones toes are very liable to slip – Makin all wood pedal keys are helpful and aid pedalling security.

The shape of the pedalboard keys are much flatter on the upper surface (less rounded than those of your competitors). As I learn this has the benefit of better contact with the keys to feel my way around the pedalboard. A big plus!

The Makin pedalboard in my view offers an element of grip on the organ shoes and allows one to glide over the pedal keys whilst retaining contact, and has the feel of a pipe organ pedalboard.

The Pedalboard action is very similar to that of a pipe organ.

I am still very much learning about registration and creating a palate of sound options but I would say Makin Jubilee has offered the following:

Sampling realism – I have been able to replicate the sound of pipe organ with the various pieces and exercises I have been learning.

The harmonic interplay between manuals and various stops has been a very pleasing surprise – a feature that I would have associated with a pipe organ.

The ability to generate a registration with some sensitivity and texture.

The Makin console is in my view pleasing to look at in a home setting, and seems to me to offer a certain feeling of quality.

I would like to thank you personally for your help with the voicing of my organ, and thank Nicky for her very active and efficient help when I purchased the instrument. The recommendation of my teacher in the first place and the efficient help of Nicky were pivotal in my purchase of a Makin organ!

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### **Paisley Cathedral, Monsignor John Canon Tormey**

I am very happy with the new Makin Westmorland organ which you installed last year in time for Easter 2011. We have benefitted from a larger range of voices, and have had no problems with pipes going out of tune etc due to our heating. In 2010 our pipe organ was so badly affected and so out of tune with the extremely cold weather that the price for repair was prohibitive.

The keyboard (three manuals) is very good. The quality of sound is if anything, superior, in that there are no out of tune sounds and no siphoning, and the increased number of voices has made a huge difference to the overall sound of the organ. We used to have just loud and very quiet; now we have a whole variety of voices for different moods and volumes, thanks to the choir and swell volume control pedals.

I feel I have obtained excellent value for money. Had I won the lottery I might have built a real pipe organ for half a million....but then again I might still have been quite happy to keep my Makin organ as it is.

You are so good! God bless you.

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### **Radlett, Mr Cross**

I hankered after a home organ for years. After carefully trying all other makes and models over a long period, I found it was the Makin Village organ that I returned to for sheer quality of sound. The specification and voicing are so ingenious that I needed to add just two stops - Great Dulciana 8' & Swell sub-octave coupler - to have a home organ that fulfils and exceeds expectations and really satisfies with its quality of sound.

Installation and voicing were faultless, and the ambient effect in my study (about 11 x 11 feet) with external

speakers is simply wonderful. 38 years after my last organ lesson I have restarted lessons and am taking Grade V soon, which would have been an impossible aim without a home organ.

With 21 speaking stops the instrument is wonderfully versatile (much more so than the 21-stop pipe organ I learned on at school). There is a wonderful variety of combinations which sound genuinely different quite apart from the three different voicings; English, French and Baroque.

The experience of choosing and buying was excellent; Makin staff were very generous of time in letting me make my conclusions, with helpful guidance but no pressure.

But ultimately the most important thing is the sound quality. It is always fresh and never stale or tiring. A real pleasure to play at any time of day.

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### **Cardiff, Mr Watt**

From my very first dealings with Makin, I was really impressed with the interest and attention afforded to my “project”; to have a custom-built 3 manual digital organ for the newly-built music room in my home.

Customer satisfaction is “high on the agenda” for Makin, and to that end, nothing was too much trouble. This was certainly borne out by the many hours that Richard Goodall spent with me, planning the new instrument in meticulous detail.

The subsequent careful installation and skilful final voicing has resulted in an organ which is not only comfortable to play, but looks and sounds absolutely magnificent in its environment. I could not be more satisfied with the finished result.

Thank you all at Makin for such a wonderful service. You are a credit to the organ building profession.

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### **Hayle, St Elwyn's, Mr Woodger**

The Organ that you installed in Hayle, S.Elwyn's is our pride and joy. We only have a small congregation, but at Weddings, Funerals, and Concerts, there is always the most wonderful comment about the Organ. There are even glowing mentions in the visitors book about the glorious sounds made. As the person most “at the wheel” I still get the greatest pleasure, and now we have two young organists who play every week for their own pleasure. An Ordinand who spent two weekends with us said he thought that he had come into a Cathedral when it was being played.

A wonderful instrument, giving great pleasure to everybody(!) The soloists and the accompanist for Stainer's Crucifixion, together with the acoustics we have, truly were thrilled with the combined sounds.

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### **Leominster, Mr Gilliat**

Having enjoyed an MT 34 that we installed in Shobdon Church about 12 years ago, I thought I would go completely mad and get something for my house - spending the kids inheritance!

After a great deal of deliberation and two visits to Mixbury, I decided that the Westmorland “Sapphire” was the treat I felt I deserved! The demonstrator that was offered was on loan to Whitehaven Parish Church, where it was coupled to a very complete set of external speakers. It sounded very good. However, it needed re-voicing before going back onto internal speakers alone and after that “trek” in the Shaw workshop it is surprisingly good in the small room where it now sits. I had always been rather sceptical about internal speakers but not anymore. We should not judge an organ set up for externals until it has been re-voiced.

A minor post delivery glitch was quickly dealt with by Copeman Hart engineer, John, who slightly to my surprise, seemed very au fait with the workings of a Makin.

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## **Dorset, Mr Fullerton**

I was most impressed with the installation of my Westmorland Custom 38 Drawstop, and the removal of the previous instrument - a thoroughly smooth operation without a hitch, and in very good time.

As for the instrument itself, well it is very pleasing indeed; the flutes, in particular are extremely representative and good-sounding; likewise the diapason chorus would be difficult to distinguish from those on a pipe instrument; the reeds are also very pleasant and well-voiced. The acoustics are marvellous, particularly in a sitting-room setting, and the pistons are conveniently placed. Altogether, I would thoroughly recommend Makin to any organist looking for a church replacement, and I wish your company a very prosperous year ahead.

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## **Cambridge Freemason's Hall, Mr Adams**

Music is one of the Liberal Arts important to all Freemasons, who appreciate that good music is fundamental to establishing and enhancing a fitting atmosphere for its Ceremonies. The main temple at the Cambridge Masonic Centre is in constant use for large and small meetings of most Orders in Freemasonry.

With a previous instrument reaching the end of its useful life and becoming unreliable, a good quality, state-of-the-art replacement was sought, whose capacity was aimed at precisely the job required of it - without the encumbrance of "gimmickry" so often associated with the more general concert-type instrument. We wanted to invest in an instrument worthy of our beautiful building (a former theological college) and the need to substantially enhance the musical qualities of our Ceremonies whilst providing a resourceful instrument for the more capable organist.

The Makin *Westmorland Village* model has more than fulfilled our basic needs and expectations in the short time it has been operational. From preliminary enquiry to final installation, a professional service was provided such that a most positive and appreciative start with a fine instrument has ensued.

Members now regularly comment on the excellent quality of sound, even the less-talented players appreciate the ease of access within the instrument and those who would probably be deemed "real" organists are approving the potential for offering appropriate music from the breadth of the organ repertoire. A 'classical' recital has already been the source of charity fund-raising and the Masonic Widows' Friendship Club more than impressed with a concert of 'old-time' favourites.

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## **Cornwall, Mr Densley**

It was a grey day as my wife and I set out from Cornwall for an appointment at Makin's showroom at Shaw, Lancashire. The next day we arose to a day of rain, but it was as if the sun had appeared as we were greeted cordially at the showroom by the Managing Director and his staff, and for the remainder of the day we were looked after extremely well.

For the past 12 years I had been the proud owner of a 57 draw-stop, 3 manual Johannes organ. I was now keen to purchase a custom-built Makin instrument having heard the authentic quality of sound which is produced by these instruments as a result of hearing and playing a Makin organ at one of Makin's Roadshows in Cornwall.

My intention was to have custom-built, a 3-manual Makin organ to my own choice of stop-specification, however, upon entering the showroom I soon gravitated towards the impressive 4-manual, 62 draw-stop Makin organ, their main demonstration instrument. I played it for the remainder of the day to my great satisfaction, exploring the multitudinous tones available. By the end of the day I had paid a deposit on this instrument and five weeks later Makin's staff installed it in the house in Cornwall. The installation was carried out in a most

efficient and caring way by five members of the Makin team who, in the process, had to negotiate a staircase or two and some awkward corners. This was followed immediately by a voicing check on all the manuals by none other than Makin's Managing Director, using his software package connected to a lap-top computer. Any slight volume or tonal adjustments could be made at this time, before their departure back to the North.

As I write this piece, some months later, I can say that I am delighted with the instrument which I play on some occasions more than once a day and, almost on a daily basis, am continuing to discover new stop combinations to add to the organ memory-bank.

One particular observation I would make is that the motorised draw-stop action is wonderfully smooth which, when required, enables further "manual stop-change" to be made with complete ease.

I have no hesitation in thoroughly recommending the quality of the Makin instruments in the physical as well as the tonal sense and have confidence in the continued friendly courteous manner with which both new and existing customers are received by all members of the Makin staff.

In short I am "one happy customer".

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**Allerton Bywater, St Mary the Less, Chris Clarke**

Personally, I love our new church organ. My only problem is that I don't do it justice. I am not really an organist, I have just fallen into the job because there seems to be a shortage in the area where I play. I am a pianist really who has a little bit of knowledge and uses it accordingly.

If I had a little more time, I would love to be able to have some lessons from you to enable me to do justice to such a wonderful piece of equipment. I love being able to vary the sound and the volume, but there my skills end. The people in our church are always very appreciative and complimentary, but that is more down to the wonderful organ, rather than my talents!

I have heard quite a few modern organs lately, having visited the church where my uncle is pastor, and unfortunately attending several funerals, but I feel that ours is by far the best, both in sound quality and tone. Thank you for your ongoing interest in us.

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**All Saints, Jordanhill, Glasgow David Brown (Treasurer)**

It is fair to say that we are well pleased with the organ which Makin installed last summer in All Saints Episcopal Church Jordanhill Glasgow. As you will recall it had been on extended loan to us for some months before installation could take place, giving the congregation plenty of time to realise its potential. It has exceeded all expectations!

Our organist has been able to arrange several musical events on an ongoing basis, none of which would have been possible with the old pipe organ. Many people have commented on how just like a pipe organ it is! - and they are correct. It has enhanced our worship at all services where its use is required, and may well have encouraged new members to join us.

The organ is regarded as an important and integral part of our mission in the local area. It has enabled our organist to expand both All Saints and his own musical repertoires, which, of course, benefits the Church also. I think that all who have heard the organ have come away impressed, some very surprised that it is not a pipe organ!

Best regards to you and your team, especially Nicky who dealt with the pre-sale concerns so helpfully and

patiently.

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**Cirencester, Mr Foulkes**

We are absolutely delighted with our Makin Westmorland Sapphire organ. The sounds it produces are very authentic and one can often forget that it is not a pipe organ! We use it as a practice organ in the house. Three members of the family play it and our playing has improved considerably since we bought it. I wish we had been able to buy an instrument like this years ago. It still amazes me that modern technology can produce such a true likeness to a pipe organ.

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**Northwich Castle Methodist/URC Church, Alan Cross**

In the autumn of 2009 we secured funding to buy a new organ for our joint Methodist/United Reformed Church in Northwich. Having owned a Makin organ at home for over 10 years and being well pleased with it we booked a morning appointment at the Makin showrooms.

We found everyone very helpful and in the end decided to accept Makin's offer of a trial period with the new Westmorland Village model, designed in conjunction with Professor Ian Tracey. Keith Harrington came down, installed and demonstrated the organ to us and members of the two congregations who had come to listen and left it with us over the Christmas period.

We were pleased with the results and placed an order and the new organ arrived a few weeks later. I asked for some re-voicing in the spring of 2010 which was duly done.

On Shrove Tuesday 2010 we invited organists from other churches in the town to come and tell us how they first came to play the organ and to play some of their favourite music; it was a very successful evening and I remember one organist in particular who was so impressed with the viola and voix celeste stops that he chose only to use those stops.

Ian Tracey has given one recital on it and is returning again in the autumn..

We have only needed to ask Makins to come once to check on a minor problem.

Perhaps our greatest success has been to successfully persuade pianists and reluctant organists to use it. Stops like the manuals to pedal are particularly useful for them.

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**Poole, Mr Fullerton**

I cannot say how very satisfied I was with the whole installation by your excellent trio! Punctual and coping admirably with a difficult access and egress up and down a narrow staircase, most polite, helpful. Highly efficient and with no problems arising. I think they give Makin a very good name!

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**Abingdon, Mr Pearce**

Reluctant though I am to drag myself away from my new Westmorland Custom 3-45 for a moment longer than is absolutely necessary, I willingly do so in order to record my great satisfaction with what is rapidly proving to be the acquisition of a lifetime. Having, as a student in the 1970s, deputised regularly on the Compton-Makin installation at Christchurch Priory I am fully aware what immense strides pipeless organ technology has taken in the intervening four decades, and of the privilege that is now mine to be able to enjoy the benefits of such progress in my own home.

It took about eighteen months from my first exploratory visit to the Mixbury showroom to the post-installation voicing visit earlier this month. During that time I made three visits to become acquainted with, and assess, the instruments on offer. In due course, I appreciated that the opportunity to acquire Makin's custom voicing and an external speaker system was, without doubt, an additional investment worth making. For me, what really enhances the pleasure of playing a Custom instrument are the occasional very slight imperfections and differences



between individual pipes within a rank that tell me that these are, indeed, the “real thing”.

Along the way, Richard Goodall allowed me to explore at my own pace, and seemed to know exactly the right moments at which to offer counsel to enable me to rationalise my thoughts. I am grateful to Richard for being so patient and generous with his time, not least in the lengthy session during which we finally selected the voices to fit my specification. This was no mean feat, since my need was for an instrument that could cover a wide historical and stylistic range (my current performing repertoire ranges from Orlando Gibbons to the work of Thierry Eschaich). With judicious steering, Richard expertly navigated through the extensive library of available samples in order to find just the right voices, and what we have selected fulfils my requirements handsomely.

The home visit, in which Richard arrived to discuss the location of the speaker system, was a vital part of the process. After discussion, the solution arrived at was for the main speaker cabinets to be mounted high at opposite ends of one wall and to be angled in order to focus the sound upon the console positioned against an adjacent wall. These have already been much admired for their elegant fascias. The bass cabinet, sitting on the flooring has also blended in well with other living room furniture. Throughout the commissioning process, Makin’s staff have been exemplary in their helpfulness and attention to detail, and I know that such first-rate service will extend to any matters that may arise in the future.

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### **Waterhouses, Mr Richards**

Installation proceeded smoothly and as planned in February, despite the continuous rain. Needless to say I am absolutely delighted with the whole process, starting with the initial telephone call, visit to Shaw, agreed specially to suit us by Keith on a Saturday, and, not least, with the splendid instrument itself.

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### **Cambridge Freemasons Hall**

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### **Holy Trinity Church, Wray, John Parkinson**

We have enjoyed the use of our Makin Westmorland Organ for just a year.

Previously the church had what was a very nicely toned instrument by Gray and Davidson in 1879! Unfortunately this organ has been unplayable for some years and cost estimates for a rebuild were just too expensive to

consider. In these circumstances we were using either an electric piano or a hard disc 'robotic' device we called George! Neither made much contribution to worship.

Following a visit by Makin and one other organ supplier, and a trip to the showrooms in Shaw, the PCC agreed that we should proceed to seek Diocesan approval to install a new electronic organ. The necessary faculty was granted and in January 2010 our new organ was installed. The original pipe organ remains in place and if anybody knows of a good home for it we would be delighted to hear from them!

The new organ has proved a great success. The reaction of the congregation has been very favourable and it is a delight to play. Even with the relatively limited number of stops this two manual and pedal organ fulfils our requirements in terms of sound, volume and ease of operation.

We have had a couple of small teething problems with the electronics which have been speedily dealt with by the service department.

All in all a very pleasing and satisfactory outcome which has improved the quality of worship. Hopefully, given time, it will improve the singing too!

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### **Holy Trinity Church, Southport, Mr Wells**

On behalf of everyone at Holy Trinity, I would like to put on record our thanks to Makin Organs and to say that the WMC 4-74D organ is everything we could have hoped for. The customer service we have received and are still receiving has been first rate. Nothing has been too much trouble and the MD Keith Harrington has led from the front!

From the initial site visit, to the plethora of emails flying to and fro as the specification of the new organ took shape, to console diagrams showing exact positioning of stops and pistons, no detail was left to chance. We were kept informed of developments every step of the way and all was done in a friendly yet professional way. The installation itself was very efficient and the workmanship is high. You would not know that there is cabling running the length of the nave linking the West Section, with the rest of the organ.

The sound of the organ is superb, thanks to Keith Harrington's voicing expertise and patience. The congregational singing has improved thanks to the West Section and the choir look forward to Choral Evensong each Wednesday as the organ has given the accompaniment of psalms, canticles and anthems a new aural dimension. Do come and listen to the organ. You will not be disappointed!

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### **St Mark's Church, Tandragee, Mr Elliott**

We are delighted with the new 3-manual organ. The installation was so smooth and efficient that we hardly knew the team had been with us: I called into the church on the way home from an engagement and there it was, the new organ, ready to play as promised. A minor teething problem with the midi sequencer was rectified extremely quickly by the experienced team who were happy to make an extra trip to Northern Ireland to sort it out, and this was very much appreciated. The console is comfortable and the tracker-feel key action is excellent - far superior to other digital organs I have experienced which have the feather-light touch of cheap electronic keyboards. The pedals are also weighted to simulate a mechanical organ, and, as an organist brought up playing exclusively tracker-action instruments, I can truly say that playing our new Makin organ is an equally satisfying and musically rewarding experience. The sound quality is superb and positive comments have been received from many members of the congregation. We are also winning over the "it's too loud" brigade! The old pipe organ, with its bland 8' and 4' ranks, was incapable of tonal variety or contrasting dynamic levels - everything was mezzo-forte - whereas the new organ can range from ppp to fff, and the thrilling sound of full organ playing a final hymn verse or a toccata voluntary is a new experience for many. Makin were more than happy to take on board our specific tonal requests and I am particularly pleased with some of the special touches that we added - "cherries on the cake", so to speak: a Sharp Mixture on the

Great, a Tuba on the Choir, and a wonderful 32' Contra Trombone on the Pedal. The instrument is incredibly versatile and performs well both in an accompanying capacity for hymns, psalms and anthems, and also when heard on its own before and after services. One parishioner, after listening to the beautiful gentle stops during the administration of holy communion, went so far as to say: "I thought I'd died and gone to heaven". Many thanks for this wonderful instrument, which we are confident will enhance our worship for years to come.

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### **Keyworth Methodist Church, Mr Summers**

When we started to plan the refurbishment of our church, I asked David Fetterman for his advice on a suitable new organ and he recommended the Westmorland Jubilee Organ. A group of us went round to listen to various church organs and I came to the conclusion that the organ David recommended was by far the best, both in quality of sound and richness of tone. Since it has been installed, I have not been disappointed in any way and feel it is a privilege to be able to play it. Several members of the congregation have commented on how lovely it is to listen to, and how close it is to the sound of a real pipe organ.

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### **Grantown on Spey, Mr Loweth**

Impressed with the installation service and the ability to actually get to us under very difficult circumstances with snow, and on a weekend. Many thanks.

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### **Bawdeswell, Mr Lilwall**

What a joy it's been to both organist and congregation at All Saints since the installation of our new Makin organ within the case of the old pipe organ on the west end gallery.

We have found all the way along that Makin have understood our requirements from the start and shown real professionalism before and after the installation.

Our thanks must go to Richard Goodall, our consultant from Makin, who has advised, helped and voiced the organ, along with Dr Gifford and myself to get the instrument to a truly musical conclusion - nothing has been too much trouble.

The new instrument has re-energised our musical life at All Saints and all who have heard and played it can't fail to be impressed.

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### **Oslo, Professor Duke**

Looking at the various testimonials that you have published on your website it struck me that most or all of them relate to relatively recent installations. Since, however, when purchasing an organ one is always likely to have some questions about its reliability in the long term, it may be of interest to you to have a view expressed by someone like myself who has used a Makin organ intensively over a period of more than ten years. My instrument - a three manual drawstop Sovereign with a specification adapted to my needs - was installed at my home here in Oslo in the autumn of 1999. From the start it was much admired both musically and as a very beautifully made console, and the appreciation on both counts has remained undimmed over a decade.

Going even further back into Makin's 40-year history I succeeded some years ago in acquiring two very fine Rotafoon speaker cabinets that Compton-Makin must have installed in the church at Much Wenlock not long after the company's foundation; at that time such slowly rotating speakers did a great deal to render the somewhat basic output of the original Compton electrostatic system more convincing. Using the same cabinets, installed on an acoustically lively glass terrace, functioning alongside the modern speakers and coupled to the much more advanced sound generation system of Makin 1999 has proved a complete revelation. Here too, the quality of the product over the years has been impressive - the two massive installations still rotate silently, impressively and to great effect after more than a generation. I realise that today the same effect is obtained electronically, but the long life and dependability of the original is astounding.

I have only on two occasions had to call on your agents, notably for cleaning and maintenance of the organ (and once to remedy a very minor defect, which was eliminated in half an hour), so in that respect too I am happy that I turned to Makin in 1999.

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### **Huddersfield, Mr Arthur**

It was three weeks yesterday that I first heard a Makin organ at Leeds Parish Church. The following Tuesday (six days later) I visited Shaw and the following day agreed to buy an organ in the showroom. Nothing further could be done, other than a site visit, for ten days as the organ was booked to be used at Liverpool Anglican Cathedral for the 'Organists Entertain' event. It was installed today three weeks and one day later.

The questions on the survey only touch on the quality of the Makin Organs administration which can only be described as exceptionally good. Nicky has provided a service of which excellent is a significant understatement.

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### **Chippenham, Mr Oldnall**

I am writing to thank you for the 'Sounds of the Summer' concert last Saturday and to say how very much we enjoyed the occasion. As one would expect. The skilful organ playing of professor Ian Tracey was, as ever, superb. His choice of music, to suit all tastes, was much appreciated and introduced some of us to items previously unknown to us – I have already acquired a copy of Williams Felton's 'A little tune' and have tried (without success so far) to get hold of a copy of Paul Manz's 'Aria' – both of them useful for weddings.

Of course, the occasion was not just to show off the playing of a superb organist but to showcase Makin Organs. This was achieved with many plusses! I am certain that those of us who are Makin owners were most impressed with the combinations and tone colours demonstrated. Those who are not owners must be seriously considering it.

Finally, but by no means least, what a grand lunch you laid on. It was beyond our expectations and delicious.

One again, thank you for inviting us, and our thanks to all your staff for the splendid effort they made. We hope that we might have the privilege of attending a similar function in the future.

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### **York, Dr Fletcher, OBE**

It is now four months since the three manual custom organ was installed at home. It has naturally taken some time not only to adjust the voicing to hear the true nature of the organ, but also for me to adapt to playing a three manual drawstop instrument after several years with an excellent Makin two manual Westmorland 34 model and more years than I care to remember playing a variety of small two manual pipe organs in churches.

The compact style of console is ideal for my home, as it is only about 7cm longer and 7cm higher than the two manual tab organ, yet it contains so much within it. Two features of this console are providing to be especially valuable; the touch provided by the wood-based keys replicates the feel of a good tracker action and certainly aids playing and practice, while the thoughtful slight inclination of the top manual assists the comfort of the player.

It was a fascinating experience to be able to spend some time in Shaw selecting the stop samples of the new instrument. It is difficult to select specific favourites, but the two pedal reeds are particularly outstanding. In an instrument of 41 speaking stops, it has been possible to design a very versatile specification, which will meet most demands of the repertoire that I can, or aspire, to play.

I am most grateful to you and your colleagues for the ever prompt help and advice given during the design and installation of the organ. I initially chose a Makin organ several years ago because of the personal attention given to the client and the quality of the instruments. It was therefore a natural choice to return to Makins when the opportunity arose to consider purchasing a larger instrument.

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**Sloothby, Mr Moreton**

I am writing to thank you for the way in which you handled my recent transaction concerning the purchase of a Westmorland Sapphire organ.

Your help at the time of purchase was greatly appreciated and the efficiency of your colleagues who delivered and installed the organ in my home was carried out in a most professional way.

What about the instrument! I fell in love with it when I first played it at one of your open days in Shaw about 3 years ago. Whilst one is tempted to exaggerate ones feelings as time goes by, the Sapphire not only came up to my expectations but exceeded them.

The instrument is a superb work of art. With appropriate registration the organ makes a sound comparable to that found in large parish churches and cathedrals. Similarly subtle mixing of stops can produce a beautiful sound found on some of the historic organs on the continent. In addition it has an abundance of useful accessories including combination pistons that can be customised with great ease.

I feel Makins have every reason to be proud of this organ. I also feel extremely proud and fortunate to be the owner of such a beautiful instrument.

Again many thanks for assisting me with this order.

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**Rev McMahon, St John the Baptist, Port Glasgow**

The addition to the official feedback form, I wanted to add a personal word of thanks.

The gentlemen who came to install the organ were really superb – most courteous, knowledgeable, competent and helpful. They were sensitive to the surroundings, to my lack of experience, and to the building – in short consummate professionals! It's a rare pleasure to get such a combination – I appreciate it very much.

From my first contact with Makin everyone has been a model of efficiency and ability and I am delighted with the purchase made for the Parish. Thanks also to Nicky for her diligence. Additional the parishioners who have experienced the tone and quality of the sounds produced over the Easter Triduum are delighted.

Thanks again for all the hard work behind the scenes that constitutes such good customer service, I won't hesitate to recommend you to anyone who asks.

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**Aubrey Venables, Darfield All Saints**

I play quite a few instruments within the Deanery and beyond, and there is no doubt in my mind that I have been able to specify, and see realised, a superb instrument, which in my opinion "outplays" all the other instruments, either digital or pipe, which I encounter on a regular basis. It is now "seamlessly" installed within the Walker frame, with the thirteen speakers ranged about twelve to fourteen feet above the ground, on their own "floor", and hidden from view by the original pipes forming the frontage of the Walker. The bass has its own privileged position on the floor.

Now, I shall take great delight in writing, albeit tardily, a letter of thanks. Our Architect, Mr. Andrew Wiles, considers the installation to be superb. We all agree.

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**Kathy Underhill, Director of Music, Most Holy Redeemer, Billericay**

Firstly I wanted, rather belatedly, to ask you to pass on my thanks to Richard for all his work in preparing our wonderful Westmorland for the BBC Recording we made for Sunday Half Hour. The organ sounded magnificent, thanks to his efforts!



The programmes were/will be broadcast on Feb 14th and Sunday 28th March. Simon Vivian, the Producer, clearly liked what he was hearing.

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**Billericay, Mr Phillips**

Just a few lines to thank you all for such a superb day in March, Cambs, last Saturday. The amount of work needed to put on such an enjoyable day, was much appreciated by the four of us who attended. The organs, personal service, food, and evening recital, made for a wonderful experience. The two friends who accompanied my wife and myself can now see why I possess a Makin organ, and would never ever consider any other. You are streets ahead of the “competition”, and offer a service, and product, second to none. Well done, and many thanks once again. All best wishes, and kind regards to you all.

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**John Lane, Ballinrobe, County Mayo**

I would like to thank you for giving me such a beautiful addition to my home, The Makin Sapphire. The sound quality is outstanding and a joy to listen to for a standard instrument. I am confident that it will be here with me for many years to come and I hope it won't be the last Makin I'll purchase, maybe 4 manuals and draw stops next time, (when I win the lottery!) I will highly recommend Makin to any other Church and Organist seeking the digital option. Thank you so much!

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**Paul Trepte, Ely Cathedral**

I write to thank you most warmly for the generosity of your firm to Ely Cathedral. Our organ battle weekend came to a close yesterday and it attracted many visitors. There have been many complimentary remarks about the quality of the instrument you installed for us and Jonathan Lilley and I both enjoyed playing it. In terms of the battle scenario it certainly did the business! It was particularly good to be able to tune and balance the instrument so easily. Jonathan and I both found it very comfortable to play.

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**Cirencester, Mr Foulkes**

Richard Goodall was very helpful to us on both our visits to Mixbury. He did not put any pressure on us to buy, and answered our questions in a very professional way. My son, Will, is delighted with the organ and plays it continually.

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**Telford, Dr Robert Fowler**

I looked around for an organ for my own personal use and having played the Makin Organ in my local church, decided to give Makin Organs a chance. This is probably the best decision music wise I have ever made.

The staff at Makin, I cannot praise highly enough, all were professional even to the extent of carrying out first aid (I cut my finger). Dr Harrington is a professional person of the highest calibre. I can't praise them enough.

If anyone in the near locality wishes to come and play this superb instrument then they are more than welcome.

I cannot praise Makin enough, and will gladly supply reference for them at anytime. Many thanks Dr Harrington.

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**Charles & Norma Stowman, St Matthews Parish Church, Edgeley**

Congratulations on the installation of the magnificent Makin in St Matthew's church.

Your usual attention to detail is very evident in the way that it has been fitted into the space of the old organ console which is extremely pleasing to the eye.

Of course it goes without saying that the sound of the organ is also of a like standard, and I am sure that many “goose pimples” have been raised on people, judging by the many complimentary comments that have been expressed.



It will be, I'm sure, a special treat to hear it played by Professor Tracey when he comes in October. We will of course make his recital widely known.

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## **New Makin Organ for Northwich Castle Methodist Church**

Article from 'LookOut', Mersey Synod of The United Reformed Church, June 2009 by Alan Cross

In 2004 Northwich United Reformed Church decided to move out of the large 1882 building, which we found increasingly difficult to maintain and to move into the nearby Methodist Church, a smaller modern building. We had a Nicholson organ, dating back to 1856 which had been moved from the previous church. We could not find any church interested in having it but Nicholson's came to our rescue and took it back because of its historic interest.

We had a problem deciding what could replace it. The Methodist Church was too small for a similar organ and in any event the cost would have far exceeded what we could raise. I already had a Makin organ at home so we went to the Makin showroom to discuss our requirements. They showed us their new Westmorland Village organ, specifically designed for the smaller church.

Professor Ian Tracey of Liverpool Cathedral had selected an excellent specification for an organ which has only 20 stops divided equally between two manuals and pedals. At the touch of a button the organ could sound either like an English organ, a French organ or a Baroque organ. There was a most useful button which enabled you to add the pedal notes from the bottom manual without touching the pedals, a useful stop if you only have pianists available to play.

We accepted Makin's offer of the loan of a demonstration organ which we used over the Christmas period and after consulting our members and friends in the Methodist Church an order was placed for a new one which arrived just in time for a social evening on Shrove Tuesday.

I can only say that we are delighted with the organ and would strongly recommend it to any church finding themselves having to spend a large amount of money on renovating an old organ.

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## **Robert Lightband, Recital by Ian Tracey on the Organ at Kinoull, Perth**

I have never done a recital on a digital organ before, so I am rather looking forward to doing so.

May I begin with the organ? It is a medium size Makin divided over three Manuals. Like many modern organs, it leans once more to the romantic tradition, the third manual being a Solo Organ. This is a trend which I welcome; the romantic touch being far more useful for accompaniment than the ability to authentically play Buxtehude and Pachelbel, which bores congregations stiff and who would much rather listen to a rousing Toccata at the end of a service.

Makin's philosophy is fewer stops but vastly more speakers and amplifiers. There is nothing worse than being faced with vast numbers of stops of which the more you add the less they seem to do. The Kinoull organ has many beautiful soft sounds and solo stops. But the tutti's, for reasons I have explained, are really grand. There is an enormous advantage of having a Great Posaune, plus a really exciting Grand Trumpet on the Solo. This stop has the power of a Tuba, but a much more exciting sound. Full Pedal, with a 32' stop and a wonderful Trombone is really thrilling by any standards.

Professor Tracey tends not to play a great deal outside his native Liverpool, where he is the third organist in the Anglican Cathedral's entire history. A friend of mine described him as the best kept secret in the organ world, because those of us in the know have regarded him for years as one of the finest players in Britain. I won't go through his entire programme, but the rarely played pieces by Pierné stood out as far too neglected. Whitlock's Plymouth Suite, which Ian introduced with great wit, as he did all the music he played, stood out. The Toccata, quite difficult to play on a three manual organ, was really exciting. Elgar's Largetto had haunting

Diapason sounds. Mendelsson's Scherzo, arranged by Ian, was played with such dexterity it sounded the easiest piece in the world and was stunning. I missed the Ophicleide, originally scored by Mendelssohn, however. The final piece was the utterly convincing *Tu es Petra* "and the gates of hell shall not prevail against thee" was quite staggering in its impact.

This was one the most splendid recitals I have heard for some time, though Francis Jackson in the Caird Hall not long before had to be heard to be believed. It is wonderful that such players of different generations exist, and that the modern digital organ is not to be feared.

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**Alan Baum, Christ Church URC Leicester**

The installation process was complicated by technical demands but from the first consultation we were delighted with the attention and advice we received. The whole team at Makins was courteous, professional and attentive to our needs and concerns at all times.

As to the organ itself it has been universally welcomed and appreciated not only by those who were keen from the outset but also the few who were not entirely convinced. They are now!

As organist I have also been delighted with the sound and capabilities of the organ. It has enabled me to expand my repertoire and resurrect pieces that were beyond the old pipe organ. As a result I like to think that the whole musical output at services has been vastly improved.

I am sure we can look forward to a long and happy association with your company.

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**Mrs June Allen, St Elwyn's Parish Church, Hayle, Cornwall**

On behalf of all of us at St Elwyn's, especially our organist David Woodger and myself, we wish to express our thanks to you and to Richard Goodall for the considerable help and advice you both gave us in helping us to choose the organ most suitable for St Elwyn's. The Makin Westmorland 3 manual 41 stop is magnificent and is more than a fine replacement for the damaged pipe organ which it has replaced. The organ is much admired and attracting quite a bit of interest from other organists.

Thank you both and all the Makin team for installing the organ without any disruption to our church.

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**Alan Cross, Northwich Castle Methodist & URC Church**

I have had a Makin organ at home for over 10 years and am well pleased with it.

When we sold our previous United Reformed Church building and moved to share premises with the local Methodist Church I had to say a farewell to a vintage Nicholson organ, fortunately taken back by Nicholson's. When funding became available for a new organ I had no hesitation in recommending Makin again.

When we came over to Shaw and you listened to our needs and our budget and pointed us in the direction of the Westmorland Village organ, designed in consultation with Professor Ian Tracey. We liked what we heard and readily persuaded the governing bodies of the two churches to accept the offer of the loan of a demonstration model over the Christmas period. Although the speakers were only laid flat in a temporary position the sound was so good that there was no difficulty in persuading the churches to forward to a full purchase.

At a social evening last week we concluded by holding a short dedication service for the organ and then the Hallelujah Chorus rang out (in Baroque mode). I then demonstrated the range of stops and the English, French and Baroque sounds and everyone seemed to enjoy the evening.

This excellent small organ possesses some good solo stops, clarinet, oboe and trumpet as well as boasting a 16' trombone on the pedals and mixtures on both manuals whose composition changes with the change of mode. We are well pleased with the result.

My only problem has been trying to persuade reluctant organists, who have no experience of a full compass two manual organ to use it for the service. I was delighted to learn last week that one lady, who the church had thought would not want to use it had played and found some acceptable music for the service. The congregation were well pleased with the music she provided that morning and I now hope she can move on and start using the manual to bass button.

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**Ian Curror, All Saints Chapel, The Royal Hospital Chelsea**

The brief for the organ in the newly-built All Saints Chapel was specific on a number of points. The instrument was required to accompany robust hymn singing, accompany a sextet of professional singers in a wide range of church music, and be suitable for teaching organ students.

The console was to be as near 'normal' as possible, with all the controls for peripheral facilities (transposer, midi functions, volume etc) located to one side, away from the player's forward view, and the loudspeakers located within the console cabinet.

Tonally, the organ was based on a romantic English model, many of the samples being taken from distinguished pipe organs. Makin met these stringent demands with a high degree of professionalism and attention to detail and I am grateful for the firm's good-humoured patience with me. The firm even met my (I think unique) request for a sequencer repeater, located on top of the choir manual cheek, for the convenience of a page turner/registrant.

Our new chapel has a truly custom-built instrument it can be proud of and which will enhance its liturgical music making for many years to come.

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**Janice Hartley, Greenmount URC**

Thank you for giving me the best Christmas present of my life. It has been amazing and people have come to hear it from the village and have been most impressed.

A joyous Christmas and happy New Year to all at Makin's.

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**Oundle, Mr Round**

I am writing to say how pleased I am with the Westmorland Classic organ which I have recently purchased from Makin. When looking for a replacement for my old instrument, my main concerns were to find an organ which sounded as much like a pipe organ as possible and which felt like a pipe organ to play. Before I settled on the Westmorland Classic, I played a large number of other organs from other manufacturers and there was no doubt in my mind that Makin was best on both counts. My main problem was trying to decide which Makin instrument to buy! During my dealings with Makin I was very impressed with the professional nature of the company. Richard Goodall patiently and courteously answered my many questions, the installation team came exactly when they were supposed to and quickly got the organ set up and working in its new home, and I have found the after-sales service to be very efficient and helpful.

I have no hesitation in recommending Makin to anyone.

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**Patrick Black, Sacred Heart Church, Barrow in Furness**

I must say it has been a pleasure to deal with your firm over the years, and the organ you installed in Sacred Heart Church has done, and is still doing sterling service. We have received many compliments on it over the years.

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**Middlesborough, Dr Harrison**

It has been a delight to deal with such a highly professional company as Makin.

The entire process from my initial enquiry to the delivery of my organ has been a real pleasure. Such efficiency and care is a rare attribute in today's society. Thank you all so much.

From Canon Mitcheson, St Wilfrid's Church, Longridge, Preston

Thank you for your reliable attention and for the efficiency of your transaction. It is music to my ears!

---

**Mike Lomas, St Hugh of Lincoln, Stretford**

In the first place may I apologise for not writing earlier, I've been far too busy playing the marvellous instrument that has been installed at church!!

The whole experience from choosing the specification to installation was truly mind blowing. On the day of installation, Steve and Dave were professional yet ultra aware of our requirements. They were superb and a credit to your company.

The response from the congregation has been fantastic and I am regularly asked where I have hidden the pipes!! The singing has increased exponentially with the quality of sound from the organ.

Once again, many thanks for the truly exceptional quality and service, and please feel free to point future customers my way for endorsement.

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**Revd David Souter, Kinnoull Parish Church, Perth**

On behalf of Kinnoull Parish Church I want to place on record our most sincere thanks for the way in which our new Makin organ has been provided. The process has been a pleasure at every stage. Even the interim instrument which was supplied to cover the months when the work of removing the old pipe organ was going ahead soon became known affectionately as the "Baby Makin" and it was of more than adequate quality to lead worship.

However the final installation has been met with the highest of praise not only from the congregation but has also been acclaimed across the wider organ fraternity within Scotland. Your patience and your personal interest in helping us to achieve such an excellent result has been much appreciated. The voicing and final tweaking to ensure that we were entirely satisfied was what made all the difference.

We at no point felt that we were simply making a purchase but rather that together with your staff we were part of a creative process to ensure that we should have an organ appropriate to the needs of our particular church. The result is an extremely fine instrument of which we all can feel justifiably proud.

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**Ian Jones, Edge Hill University**

I write to thank you and your team for providing a Makin Organ at the University's inaugural graduation ceremonies. The event was a great success and your services were excellent; in particular the two gentlemen who delivered and set up the equipment were most accommodating, supportive and professional as we experimented with the best positioning of the Organ and speakers.

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**Mr George, Brierley Hill Methodist Church**

We are entirely satisfied with the way you have dealt with us in this matter. Richard Goodall has been most helpful both at our original visit to Mixbury and thereafter.

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**Mr Francis, Ludlow**

*Some initial comments:-*

I thought you would like to know that today (July 21st) I took delivery of my new Makin Custom organ.

Steve Lanyon and his companion arrived about 1.00pm and had the whole thing installed by 4.00pm. They were superbly efficient and the instrument looks and sounds fantastic!

The cabinet housing the speakers looks simply splendid with the front pipes and I am so glad I paid the extra to have them. I believe all the effort that went into the planning stage, including many consultations with yourself, has now paid off as I believe this instrument to be the right one and unique to my studio. I am sure it will give me (and others) years of pleasure.

*More comments later:*

I believe that the Makin organ for my Studio at Shepherds Cottage was carefully thought out in the planning stage and that I now possess an instrument which perfectly matches the location for which it was conceived. It has a unique character all of its own backed up by the Makin/Johannus expertise in all technical and musical aspects.

The consultant at Mixbury - Richard Goodall could not have been more helpful in the crucial planning/design stage of this instrument. All this information went forward to Johannus who have built the instrument. Good consultation with Pressure & Son Ltd of Ludlow who converted the studio meant that the completed instrument could be installed by Steve Lanyon and his companion with minimal of fuss.

The whole instrument looks/feels/sounds absolutely splendid and will be taken into a new world once James Harker weaves his magic spell upon it. Congratulations to Makin's for providing a fine instrument which will give me pleasure for years to come.

Thank you once again for all your involvement in this project.

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### **Mr Hind, St James Methodist Church, Rainhill, Prescot**

On behalf of everyone at St James Church I would like to say a big thank you for the new Makin Organ you installed for us recently.

Throughout the process of purchasing the organ we received valuable advice, initially from James over the phone and on his visit to our premises. Then later at our visit to your showroom at Shaw, where we received the utmost courtesy and help from everybody we met.

Once we had placed the order we were kept well informed regarding delivery and installation. We were also helped by you supplying us with the cable to allow us to run it under the floor prior to having new flooring fitted.

Your installation team, led by Steve did a professional job fitting the organ and speakers to our requirements, with little fuss or disturbance. All coming to fruition the following day when James did the voicing and then gave our organist valuable advice, after which his confidence grew.

Immediately prior to our reopening Service our architect Mr Ralph Dransfield gave a recital, showing us what a vast range of music and sounds can be achieved on our new Makin organ.

A wonderful testimony to you and all your staff for all you have done for us during this project.

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### **Mr Green, Mirfield (The Venue at Leeds College of Music)**

I will remember the opening recital yesterday for the rest of my life. It surpassed my expectations – what a talent there is in Arnfinn Tobiassen! Many thanks for your input and concern over the odd “glitch”. I certainly appreciated the attendance of your senior team. I cannot praise your company enough for the care and attention to detail that you have shown throughout this prolonged project.

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**Mrs Bagshawe, Rotherfield**

I would like to thank Richard for his very objective advice. I was helped to choose an organ not “sold” an organ and I valued this approach.

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**Mr Geoff Walker, Sand Hutton Parish Church**

I should like to thank you and all your team for the very professional and efficient way that all negotiations on the purchase and the installation of the organ were handled. I am happy for you to call on us for a recommendation in your dealings with prospective customers in the future or indeed for them to visit to try the organ.

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**From Mr Alan Rawson, Northallerton**

Thank you for the delivery and efficient installation of my Westmorland Jubilee organ.

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**Mrs Jennifer Peabody, Sulhamstead Abbots, St Mary**

I am pleased to report that the organ installation has exceeded our expectations.

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**Mr Trevor Ragg, Mid Warwickshire Crematorium**

As you know a new Westmorland Jubilee Organ was recently installed in the South Chapel of the Mid Warwickshire Crematorium. I would like you to know how much the organ is appreciated by all who have heard it, even those with an unmusical ear. The sound of the Organ is absolutely magnificent. I would like to convey my thanks and the thanks of the Crematorium manager to all at Makin organs for the seamless way in which the whole process was carried out.

Firstly I would like to thank Steve Lanyon and his installation team who removed the old organ from the very high loft and installed the new organ in three hours. Many thanks to them.

Last but by no means least my thanks must go to Richard Goodall who went beyond the call of duty in providing us with a truly wonderful instrument, whilst keeping within strict budget limits.

I shall definitely recommend Makin Organs to anyone who wishes to purchase a new digital organ.

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**Mr K G Hargreaves, Southport St John**

What a pleasure it was to meet Chris Price – a real gentleman, a skilled technician and a gifted musician. What an asset to Makin Organs. I will commend and recommend him most wholeheartedly if I ever get the chance, as I am so pleased with the voicing work he has just done with the Makin Majestic which was installed in August 2005. I shall remember our meeting for many years to come.

It is wonderful, thanks to Mr Price, to hear the organ with every note finely tuned and regulated and the various ranks blending together.

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**Mr Vincent Conyngham, St Martin's Ampleforth**

I am writing to thank all those at Makin concerned with the recent installation of our two manual Westmorland Jubilee instrument. What we especially appreciated over other companies was:-

A full report on the proposed instrument which would suit our rather oddly shaped chapel

The loan of a demonstration instrument to help us decide whether we wanted to proceed with a purchase

The professional way in which the Makin staff dealt with our queries and that deadlines were strictly adhered



to

An excellent showroom

No pressure to purchase

All those small things associated with good business practice, e.g. Christmas cards, diaries etc.

The whole process was a smooth one and Makin's professional approach left the competition 'high and dry'. I would certainly recommend you to others who are considering 'taking the plunge'!

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**Mr Jim Barr, St Mary's Parish Church, South Milford**

I feel that I must convey to you in writing my delight at recently having the Makin organ at St Mary's revoiced. The standard of expertise executed by Chris Price was truly amazing. He has lifted the tonal quality of the instrument to something beyond our expectation. He is both a gifted musician and technician and must be a very valuable asset to your company.

This is the second organ which St Mary's has purchased from Makin since 1984 and we have been tremendously satisfied with the service you have given us over the years. We hope to have a long association with you in the future and will not hesitate to recommend you to churches who are seeking an alternative to their ailing pipe organs.

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**Mr Philip Booth, All Hallows Twickenham**

I am writing to thank you for the magnificent new organ that was installed in All Hallows Church shortly before Christmas. Needless to say we are all delighted with the instrument and my main problem is now finding sufficient time to play it! (when I do find time, the chances are that one of our other three organists will be using it; such is its addictive quality!).

Our Advent and Christmas services gave us an excellent opportunity to put the instrument through its paces, and it proved to be extremely effective in both congregational and choral accompaniment, and in the performance of a wide variety of pieces such as voluntaries; in particular, at our service of Nine Lessons and Carols, it led a full congregation very effectively.

The whole installation process went extremely smoothly (as, indeed, have all dealings with Makin's) and the process was completed exactly according to the schedule we had been advised of. I am extremely grateful to all who were involved in any way with this project, but would particularly like to mention the following:

Richard Goodall has been a great source of help and advice throughout all our dealings with Makin organs, and his courtesy and professionalism throughout the whole process has been much appreciated.

Steve Lanyon and Robert Slater carried out the installation speedily and expertly; All Hallows Church is not an easy place to hide the necessary cabling, but they managed to make a very discreet job of the installation – very important to a listed building.

Chris Price spent several hours voicing the organ and did a superb job; I was fascinated to see how he built up and balanced the various choruses on each manual (and astounded at his repertoire of demonstration pieces – all from memory!).

Jo Swain has been helpful and a very reliable point of contact and was excellent at keeping me apprised of the installation schedule.

Lastly, I have much appreciated the very helpful input and suggestions during the planning process of Keith Harrington.

One of the main reasons we chose Makin Organs to build this instrument was that we were able to choose the exact specification that we wanted, rather than being limited by a standard design, and it has been a great pleasure to be involved in designing the specification for the new organ to make it as versatile as possible. I feel that the finished organ will be a great asset to our church and will amply fulfil everything required of it; not only in playing virtually any organ repertoire, but more importantly, in the accompanying of the liturgy, where its wealth of soft and discreet tone colours (particularly the superb choir organ) will provide ample scope for appropriate registration for any occasion; not only that, but the instrument also looks marvellous in the church, and the console looks and feels exactly as you would expect from a high quality instrument.

All in all, you can count us as very satisfied customers, and would be happy to recommend Makin Organs to anyone who is looking to purchase a digital organ.

If you wish to bring any potential customers to hear and try the organ, do please let me know and I will be happy to make it available.

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**Mr Stephen Duckett, Blenheim Palace**

I would like to thank you all very sincerely for your efficiency, advice and kindness in relation to the recent installation of my WM Classic in Blenheim Palace's Clock Tower. I have been advised by many people at the Palace that to have the use of three beautiful and diverse organs in such a small geographical space is such a luxury, and I shall try continually to keep this in mind as I get more and more used to the set up!

You have all been so attentive, from Richard in the showroom to the installation team on delivery. I am delighted with the instrument, especially since it has been voiced, and to be able to practice here well into the night in my own rooms is really quite a luxury - I now have no excuse to learn more repertoire! I am more than adequately impressed with the traditional console design, from the feel of the stops and the action, to the distribution of sound, and I am particularly pleased to have to hand a second temperament with which to perform some music other than that of Howells...my staple diet!

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**Mr David Copeland, Biddulph Methodist Church**

I am writing on behalf of the members of Biddulph Methodist Church to express our gratitude and delight following the completion of the installation of the Westmorland 27 organ in our church. The sound is truly magnificent and greatly adds to the quality of worship.

In Biddulph Methodist Church, not only do Makin have a very satisfied customer but a true advocate of the Makin Organ. Our church has excellent acoustics and we anticipate a number of opportunities to demonstrate the brilliance of the organ in the coming months and years.

We are delighted that Chris Price has agreed to come and give us a recital on the organ at a date to be agreed as part of the rededication of the new church centre. We will be doing all we can to spread the word for Makin whenever possible.

Finally may we thank everyone at Makin for the help, professional attitude and workmanship, adding that since Dr Keith Harrington has taken over as MD the company has blossomed in a manner the founder would fully approve of. We wish you every success for the future.

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**Mr Keith Downie, Gateshead**

As you know, I took delivery of my new Makin Westmorland Custom Organ last week. May I begin by saying how thrilled I am with the quality and sound of the instrument. I have played many organs over the years and rarely found one so easy and comfortable to play.

The instrument has yet to be finally voiced, and there are one or two things which I will discuss with Chris

when he makes his visit, but I have played more in the last few days than I have done before and am discovering more each time.

I owned another brand of organ for 16 years, and was impressed with the technology which, at the time of purchase was the latest thing, but like everything else in the computer world, things move on. I am sure that the latest Westmorland Custom technology must be amongst the leaders in the organ world.

I look forward to many happy hours of playing and exploring, and thank you and the firm for a most welcome pre Christmas present.

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**Mr John Rudge, Evington, St Deny's Church**

We are absolutely delighted with the organ and everybody who has heard it has said what a superb sound it makes – and nobody, as yet, has said they can tell the difference between the digital and the old pipe organ. The two speaker cabinets have been particularly admired in the way they blend with the case of the old organ. In fact some people thought they were part of the old organ!

As the organist I have had a great deal of pleasure playing it since it was installed. Although I had visited and played many organs in your showroom I had not realised just how wonderful it would sound in church. It is so good to know that all the stops work on all notes and you do not have to cover up for missing ones! Please pass on my thanks to Richard Goodall for all he has done and to all your staff involved in the installation – Steve, Robert, for the superb cabinets, and Chris.

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**Mr Thomas McManners, Barlings Church, Lincoln**

We are delighted with our Opus 10 organ.

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**Mr Trevor Solway, Syston Methodist Church**

I would like to thank your company and Richard Goodall in particular, for the professional way in which our requirements have been analysed and the organ demonstrated on site.

Ever since I heard and played the Makin organ at St Andrews Methodist Church on Fosse Road in the Leicester West Circuit I thought that this was the instrument for us. However, at the suggestion of the area Methodist Organ Advisor we investigated eight potential digital electronic organ suppliers to make certain that we were selecting the most appropriate instrument for the church, taking into account not only the tonal quality of the instrument but also the stability and technical competence of the manufacturing and sales organisation. I am happy to stay with my original choice.

*After installation:*

I am delighted with the instrument, as I was sure I would be. Also I have received comments from the congregation expressing pleasure at the sound the organ produces, and 'that it sounds just like a pipe organ'. The installation progressed very smoothly and was completed in three and a half hours. An excellent team. I look forward to the final voicing adjustments being carried out.

---

**Mr Peter Mason, Mere St Michael**

This is a short note of thanks to express our delight at the installation in our church. The tonal quality and volume range from pp to fff is absolutely amazing. In comparison with the old pipe organ, the Makin is a breed apart.

The organ was dedicated last Sunday morning, and there was nothing but praise from the congregation, who discovered at last that they could sing out lustily, with enough volume to cover them! The real praise came from an anti-digital church member who said to me 'but it sounds like a real organ'!

We have had two weddings since, and the Widor Toccata is splendid on full organ! Everything is to hand perfectly and the quality of the console woodwork is reminiscent of times gone by - solid wood and quality joinery.

It's hard to stop playing it, and I have had to drag our curate away (he's a Cambridge Organ Scholar, and a Viscount man, now fully converted to Makin).

Please pass on my thanks to the whole team, in which I obviously include Richard, whose help in the early days and his understanding of our requirements was instrumental in getting the PCC on side.

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**Mr David Mills, Sunderland**

I have now had my organ for two years and i think it appropriate to let you know how pleased I am with it.

The room in which it is situated is a 'standard semi sitting room' but level one of the volume is fine for me, or headphones at appropriate times. Fortunately my neighbour likes organ music, but on still has to be considerate.

Brian Varley offered to come and voice the organ for me a long (!) time ago but I was unable to accept the offer until recently. What a wonderful difference this has made. Brian really took his time, checking the balance of each register against the others, checking the volume level of each note throughout the compass and of course the voicing of each stop. I was presnet with him and was really impressed with his skill and patience.

Thanks for giving me an instrument to be proud of.

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**Mr John Ibbeson, Sheffield**

Thank you for the Westmorland organ that I purchased from you earlier this year. From the delicate Dulciana to the majestic Tuba it is an organ of such quality of tone that I am the grateful owener of an instrument of greaty beauty and versatility.

Thank you for your considerate and efficient service.

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**Mr Ronald Shillingford, Holy Family Church**

Just a note to really to express my thanks to your firm on the recent installation at St Michael's and All Angels Church, South Yardley. I had a pleasure in playing on it today for two hours and was blown away by the sheer tonal beauty of the instrument. There is nothing that cannot be played successfully and the Organ serves the French school of organ composers well. I am also impressed by the high quality of the console which is very comfortable to play with everything where you would expect to find it.

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**Fr Gary Waddington, St Michael & All Angels, Paulsgrove**

Can I please thank your staff who have provided a wonderful instrument with excellent service. Your Southern consultant in particular has been enormously helpful from the start of our thinking and without his great experience and help we would not have reached the completion we now have. Makin has offered us excellent results and your team of installers provided superb service! I wish you well in your continuing business. If it maintains the standards we have received, then Makin can only go from strength to strength.

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**Mr W H Collins, Bilston Methodist Church**

The service visit in January, was carried out meticulously. From my initial visit to your showroom in 1990 and the subsequent demonstration at church, I have never for a moment regretted recommending the instrument to our church council. It has never let us down on any occasion. Also adjustments at my request have been dealt with courteously and efficiently. As a result I always enjoy playing it. In the light of this experience and favourable comments regarding its tonal qualities, I do not hesitate to commend Makin Organs whenever the

matter arises. Thanks for many hours of pleasure which I feel have also enhanced our Sunday services.

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**Mr James Pinder, Burntwood**

I would like to add that if I was to purchase another electronic musical instrument, Makin would be the first I would look at.

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**Fr Clifton Graham, St Michael & All Angels South Yardley**

This letter is not easy to write because it could never say sufficiently what needs to be said. Our new custom made Cavaille-Coll Makin instrument was installed in August and November is upon us. You may be forgiven for wondering why some acknowledgement for the whole project has not been forthcoming much earlier. It is not an exaggeration to say that I personally have been completely distracted from all other work commitments and find it very hard not to be playing the organ possibly more than I have ever done in my life.

It is fair to say that even at its inception the possibilities of this instrument could not have been predicted in terms of quality and authenticity. We are all overwhelmed and only just beginning to discover the scope and subtlety of this extraordinary instrument.

Installation day was a delight. Steve Lanyon, Robert & Graham Slater were all superb and great to have around. They are truly professional and were so helpful. We cannot thank them enough.

Jeremy Meager is musician, technician, professional and friend. We continue to seek his expertise as he willingly works on the voicing and adjustments to this instrument which continues to respond to all that we expect from it.

This letter is an expression of our gratitude to you all. From secretarial staff through to installers and to the Dutch team, who were so obliging when we visited the factory in Ede.

Maybe the biggest compliment was from a person whose open hostility to music is something of a parish joke. She simply touched the console and said "It is so beautiful", the organ was switched off at the time, just sitting there in all its glory!

Thank you and god bless from a grateful Christian community, who are tightly proud to have such a fabulous and important musical instrument.

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**Mr Gordon Stock, St Mary the Virgin Church, Stanton Drew**

This of course is our second Makin Organ, replacing the MT328 damaged beyond repair by a lightning strike.

I would like to thank everyone involved in supplying this instrument. The prompt and helpful service provided was much appreciated.

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**Mr Derek Guy, Emmanuel Methodist Church, Reading**

This is the second Makin organ that we have purchased and as before the service from you has been excellent despite the time it has taken to get the building finished. I deliberately started the organ discussions early on so that the organ would not be overlooked. So often nowadays the organ is considered as an after thought.

Since installation I have had many favourable comments not only about the tonal quality of the instrument but also about the way the console and speakers blend into the building.

I have never had any hesitation in recommending Makin Organs to any church who are seeking a new or replacement organ. With my thanks for a job well done.

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**Dr Brian Lightowler, Macclesfield**

The instrument is magnificent and I am very pleased to have it at home. I am particularly delighted with the appearance and construction of the speaker cabinets which are a credit to your workshop. They are very well made and particularly tasteful for our home, based in design on the specimen left at the showroom. Please convey my compliments to the joiners involved and feel free to include pictures of the installation in your next brochure.

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**Mr Paul Lister, St Mary, Blymhill**

As it is now three months since we received delivery of the Makin 41 manual Drawstop Organ, I felt that it would be nice to write and let you know how pleased we are that we chose Makin to supply a replacement for our old and failing pipe organ.

As you know, this has been installed in our rural Church where the congregation accept change rather grudgingly. Personally, I expected invidious comparisons about some aspect or other. However, I am pleased to say none have been forthcoming. Indeed it would be difficult for any critic, even a knowledgeable one, to find fault with this excellent acquisition.

I would like to thank you and indeed your attentive staff, for the help we received in selecting the organ. You may recall that as soon as it was established that we were a serious potential customer, a demonstration model was supplied for appraisal. After a couple of weeks we were impressed enough to visit your extensive showroom at Shaw to make a final selection.

Our own rather proficient Organist was really impressed with the range of instruments displayed, not only did he try to get them out, but there was a demonstrator in attendance to show how to get the best out of various models. No wonder we settled for the 41 Drawstop. It sounded wonderful and is so comprehensive. Even our less accomplished players do well.

Although we were disappointed that this organ was not available for immediate delivery your efforts to ensure customer satisfaction produced a solution. As our Church refurbishment was now complete we had no organ, Makin provided a further demonstration model for the interim period. The efficiency of Nicky Howarth, operations manager, could not be faulted.

I would finally like to compliment your installation staff. They arrived at the prearranged time with everything required in the way of equipment to get the whole apparatus in place and up and running. I could hardly believe it when I was informed that no less than the Managing Director himself would be coming to 'voice' the organ. I am left thinking that Makin must be a pretty unique organisation that takes the concept of customer satisfaction very close to the ultimate.

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**Dr John Marsh, St Michaels Church, Emley**

We have been impressed with the politeness and patience we have all received during all our contacts with the Makin staff. I remain always willing to recommend Makin to others.

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**From Mr John Dunford, Ashville College, Harrogate**

I am delighted with the whole process, installation and service. The firm has been efficient, courteous, well informed, prompt and thoroughly helpful. I could not have asked for more. Many congratulations and thanks to the entire team.

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**Lord Glenathur, Kincardineshire**

I resolved about three years ago to fulfil a lifetime ambition to be a "competent" organist, having not played



regularly since a 12-year-old schoolboy, barely able to reach the pedals. I commenced regular lessons with Simon Williams at St George's, Hanover Square, London, in the summer of 2002. Dividing my time as I do between London and Scotland, I need practice opportunities at both ends. In London, I am lucky enough to be able to practise on the Chapel organ in the Royal Hospital Chelsea, and in Scotland at St Ternan's Episcopal Church, Banchory. The winter in Aberdeenshire can be bitterly cold and consequently St Ternan's on a winter's evening is less than appealing – that is, assuming that one can get there through the snowdrifts!

I decided to do some research into a suitable digital organ to be installed at home. I tried several makes and a couple of visits to Makin Organs finally emboldened me to take the step and order a three manual, Westmorland 41 drawstop organ. Delivery was arranged for the 2<sup>nd</sup> December 2003 and between 2pm and 7.30pm, the organ was installed and ready to play.

A certain amount of preparatory work had been done prior to its arrival, chiefly in preparing conduits for cables. The organ console and speakers sit within a room which also houses a billiard table, the large bass speaker (sub-woofer) being strategically placed under the table and the main speaker cabinet high up at the end of the room most distant from the console.

I cannot speak too highly of the installation process. Steve Lanyon and Graham Slater were fast, tidy and cheerful workers. In January 2004, Jeremy Meager followed to complete the initial voicing which was adjusted finally by Keith Harrington in February 2005.

The opportunities afforded by having an organ at home, and one of sufficient scale and variety, has added enormously to the pleasure I get from learning the instrument and playing very regularly. The quality of build and appearance of the console itself is impressive and the tone obtained across the entire spectrum of the organ is first class. All those experienced organists who have listened to or played it have been highly impressed and with any luck my own skills will improve with the opportunity for much more regular playing which the instrument affords.

Naturally I retain a very strong enthusiasm for pipe organs and continue to play as many as possible. But I have no doubt whatever that high quality workmanship and superb tonality afforded by the current range of Makin organs have a growing place in Church music, and in the home for practice. And it is encouraging to know that, as technology advances, improvements can be built into existing instruments. I am delighted with my acquisition and even my wife enjoys the vibrations transmitted by the 32' sub-bass through the kitchen floor by the lowest notes on the pedals!

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### **Canon Raymond Best, Holy Cross, Haltwhistle**

Earlier this year we were suddenly faced with replacing the church organ, yet few of us had experience or expertise in this matter and so we called upon the Diocesan Advisory Committee for guidance. Makin were recommended by Fred Peacock, who is resident organist at St George's Church, Jesmond Newcastle.

The enthusiasm and willingness of your agent Stuart Ogilvie to meet each and every need was infectious and he quickly gained our confidence. There was a sense of urgency to install the instrument as soon as possible and I am grateful that this work was completed before the Christmas Festival.

The installation was done swiftly and very neatly and again we were not only grateful but also impressed by the high standards set by the company. Voicing was done in the presence of the resident organist and Brian Varley's superb knowledge and again willingness to satisfy was much appreciated. The Tuba stop is magnificent!

A Christmas concert was held at Holy Cross and the congregation were much impressed by the organ which sounded like that of a cathedral.

Be assured that you have a very satisfied customer who is more than willing to share our experience with those

in a similar position.

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**Mr Peter Fletcher OBE, York**

Just over six months have now passed since you installed the Westmorland 24 in my home. I wanted to let you and your team know that it continues to give great and complete satisfaction. Not only is the specification still yielding new tone colours even after this length of daily playing, but the superb key action has contributed in no small measure to a marked improvement in the accuracy of my playing, which I confess was long overdue! The extra five stops that I requested have an already very versatile instrument quite outstanding.

Please accept my thanks for the very kind and prompt attention and service from Makin Organs.

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**Mr Jeffrey Davies, Organist, St Cewydd's Church, Aberedw, Powys**

For quite a considerable time I have been aware of the lovely sound that Makin Organs produce and longed for the day when we had such an instrument in our church. We were exceedingly fortunate to have benefited from a very generous trust which has put us in a position whereby we were able to afford such a lovely instrument which quite clearly enhances our services and well as other events.

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**Mr Bob Brown, Organist & Choirmaster, Craigie Parish Church of Scotland**

Within a few weeks of agreeing to 'investigate the market' the Organ Committee had visited various churches and heard and played the organs from every available manufacturer. But making the final decision was proving to be a little harder; not everyone's tastes are the same, either musically or aesthetically, and there was much varied discussion on what we should purchase. However we were in no great hurry, so continues to look around, attend recitals, and I paid a visit to the Makin showroom.

By now I knew exactly what I wanted. Craigie Church's needs were very simple and would be easily filled by a standard model, and I wanted the Makin Sovereign 3:42 – three manuals, versatile voicing, comfortable console layout and endless possibilities to make tonal changes through software. All I had to do was convince the others. And it turned out I didn't even have to do that. Not one of the committee was opposed to the Makin Organ.

And then it happened! All these investigations had been with a long-term view. We had little money available and had planned a series of fund-raising ventures to swell the coffers. And then our organ broke down and we were advised that repairs would be costly. I telephoned our Scottish contact at Makin and they immediately offered to lend us an instrument until we were ready to purchase our new organ. It was installed efficiently and exactly when they said it would be, but previously been used on internal speakers. Makin had their voicing expert here within the week and the difference was amazing. We enjoyed several weeks of rich, varied sound, during which time we embarked on a major fund-raising drive.

Two weeks before Christmas we got access to the church building again and Makin arrived to replace our loan instrument with my beloved Sovereign 3:42. Makin's installation team are fantastic – prompt, fast, efficient, and nothing is too much trouble to them.

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**Ms Lesley Wright, Organist, Church of the Sacred Heart**

It was an absolute pleasure playing for our Easter Triduum services this year. Our new Makin 3-39 organ provided so many possibilities for adding variety, colour and depth to the accompaniments, and encouraged the congregation to sing better than they ever have before. I have never had so many people come to me, after each service, to say how much they had enjoyed the music - and since the music was almost virtually unchanged from last year, it can only have been the organ which made the difference.

I would like to add a word of praise for those who brought and installed the organ (absolutely on time as

promised, with the minimum of fuss and no mess) and those who ensured that it balances well in our acoustic. It has indeed been money very well spent and I would happily recommend it to other parishes.

The new organ is so rewarding, and so light and easy to play, I was actually sad when I got to the end of the last service. I find I go to practise for an hour and three have gone before I notice.

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**Mr Stuart A Bull, PCC Secretary, Chester St Mary**

Thank you and all your colleagues for the excellent service you have given to St Mary's in the supply of the Custom Organ. The fact that you went to the trouble to manufacture your new demonstration organ to our specification showed your flexibility and commitment, and the quality of the demonstration underlined the professionalism of the Makin team.

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**Mrs Dorothy M Green**

Many thanks for the courteous manner in which this project has been conducted from start to finish. Your helpfulness has been very much appreciated. It was a joy to listen to the new sound at yesterday's service.