

Yamaha Music Australia Pty. Ltd.

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Yamaha Piano Warranty

Yamaha Pianos crafted with uncompromising skill and integrity for over 100 years





This Yamaha piano Warranty booklet should be retained together with your purchase receipt and produced in the event of a warranty claim.

*Congratulations
on your purchase of a fine new
Yamaha piano*

Your choice of Yamaha means that you will have the benefits of unrivalled piano performance for a lifetime and beyond.

With over 100 years of piano making experience, combining high technology computer assisted design and manufacturing, Yamaha has an enviable reputation around the world. In a Yamaha piano, you have chosen the ultimate in tone, touch, tuning stability, durability and appearance.

Yamaha Music Australia, together with your authorised Yamaha Piano Dealer and accredited Yamaha Piano Technician, will ensure you receive a continued commitment to service.

We assure you that your investment in this prestigious instrument will provide you with pleasure for many years to come.

The core philosophy of Yamaha worldwide is “to contribute to the enhancement of the quality of life” – we call this “Creating Kando Together”. Yamaha Music Australia is confident that the following booklet and the ten-year manufacturers warranty will help you to fully enjoy and understand your new Yamaha piano and assist in the enrichment of your life.

Yamaha's Service Program

Pre-Sale Service



Preparation of the piano before being sold

Regular Care



Regular tuning and servicing is an investment

A Continuing Commitment



All of this with great Yamaha support

A Yamaha piano is a precise instrument with thousands of moving parts and as such, deserves a high degree of care and attention. Yamaha and your authorised Yamaha Piano Dealer recognise this and want you to be delighted with the way your piano looks, plays and sounds from day one.

To ensure a consistently high and superior performance, an accredited Yamaha Piano Technician will have inspected and adjusted your piano prior to delivery.

Pre-delivery service procedures include an inspection and adjustment of various elements of the piano. This includes regulating, tuning and voicing. This process ensures that your Yamaha piano will provide quality performance from the very beginning.

Yamaha pianos are manufactured to very high quality standards and as a result require the skills and knowledge of a fully trained technician to carry out all maintenance and tuning procedures. In order to maintain these standards we require an accredited Yamaha Piano Technician to complete all necessary work.



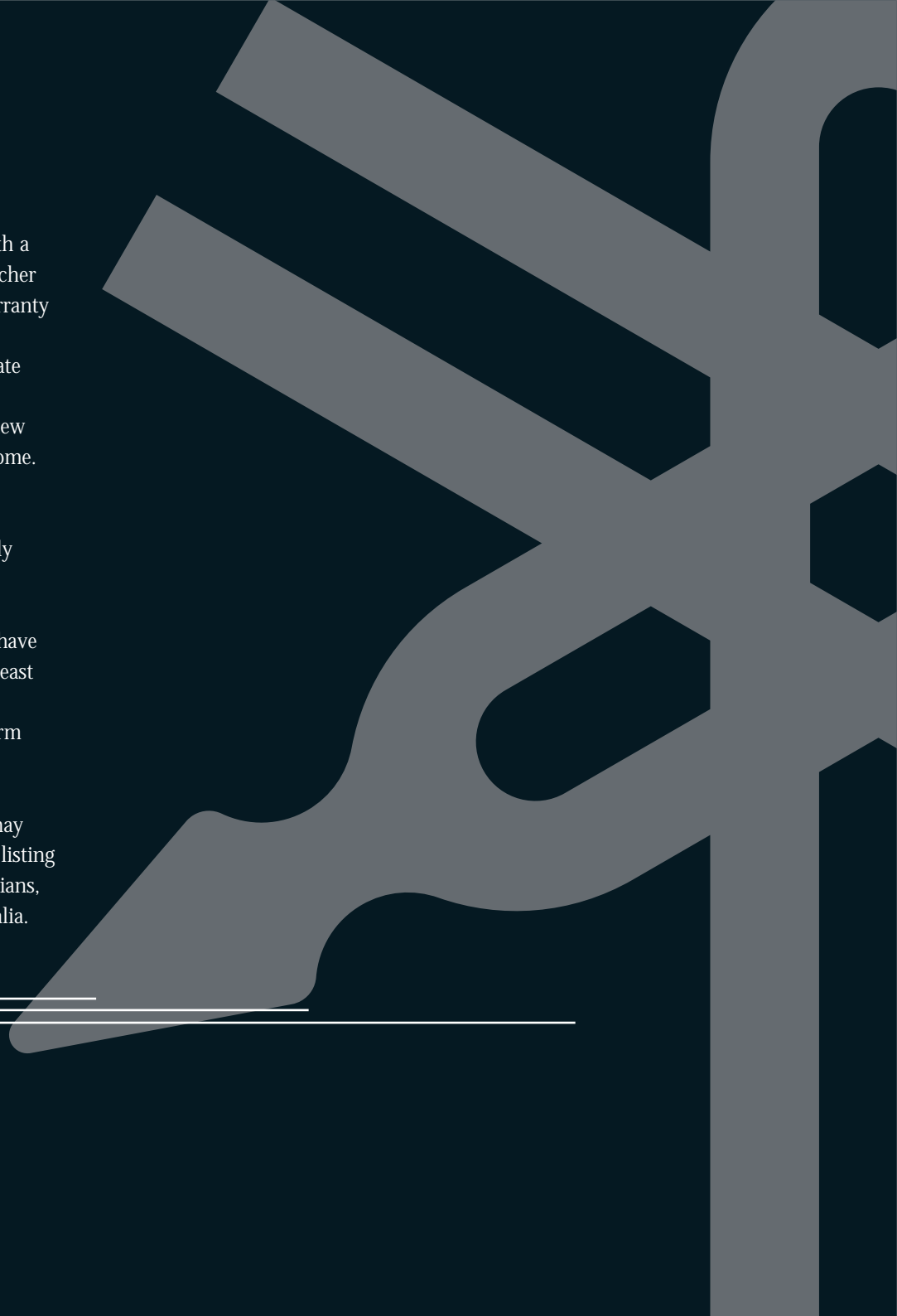
Yamaha's Gift to You

Yamaha is happy to provide you with a complimentary Yamaha Tuning Voucher can be found at the back of this warranty handbook. This Tuning Voucher is valid for only *six months* from the date of purchase and is designed to help encourage tuning stability in your new piano while it settles into its new home.

Yamaha recommends you book this complimentary tuning approximately three months after delivery.

Yamaha also recommends that you have your piano tuned and inspected at least twice a year. An accredited Yamaha Piano Technician will need to perform this service.

For answers to any questions you may have about Yamaha pianos, or for a listing of accredited Yamaha Piano Technicians, please contact Yamaha Music Australia.



Caring for your Yamaha piano

The piano is amongst the most versatile of musical instruments. Yamaha pianos are extraordinarily rugged – built with a combination of traditional craftsmanship and advanced acoustic technology. Even the finest instrument needs proper care to ensure longevity and dependable service.

Provide Enough Ventilation

Pianos need ventilation. However, the wrong kind of ventilation can be damaging.

The best location for your piano is in the centre of a room or against a wall, which divides two rooms.

If possible, avoid placing your piano next to an exterior wall which may be susceptible to outside weather conditions.

Avoid Windows and Heat

As the cabinet of your piano is made of wood, care must be taken to protect your piano against direct sunlight, excessive humidity and sudden changes in temperature.

Additionally, it is important to keep your piano away from sources of heat such as radiators or internal heaters. Exposure to direct heat or hot air may damage the finish and internal parts causing tone and balance to deteriorate.

Humidity, Moisture and Excess Dryness

The use of materials such as wood, felt and cloth in piano construction means that your piano is a very complex instrument.

The above materials and manufactured wooden parts – some of them machined to tolerances as fine as 1/100 mm – used in critical parts of the piano such as the action, are extremely sensitive to temperature and humidity.

In recognition of the complex properties of wood and all 'living' components that make up a piano, Yamaha 'seasons' its pianos to ensure that the final product will withstand the final climatic environment.

As leaders in wood technology, Yamaha seasons its pianos for three climatic conditions. This ensures tuning stability, finish and musical integrity within Australian environmental conditions.

Avoid Sudden Temperature Changes

To prevent possible moisture condensation on piano strings and other metal parts, it is recommended that a constant temperature be maintained in the room where the piano will be housed.

Constant temperatures will prevent moisture absorption, dulling action and unclear sound.



Keeping your Yamaha Piano Clean and Damage Free

It is recommended that the only object be placed on your piano is sheet music or a metronome.

Although the exterior finish of your piano consists of a very hardy polyester, objects such as vases, plastic products, vinyl products, alcohol based liquids, drinks etc., all have the potential to damage a piano.

To clean the exterior of your piano, the use of a soft cloth is all that is needed. Yamaha Piano Polish can be purchased from your authorised Yamaha Piano Dealer.

The keyboard of your piano should also be wiped periodically. The keys on your piano should be cleaned with a soft dry cloth. Cleansers containing solvents or abrasives should not be used. Once again, Yamaha Key Polish is available from your dealer.

Tuning and Adjustments

In the pursuit and maintenance of a beautiful sound, it is important that tuning, voicing, and regulation processes are performed regularly.

Before a piano is shipped the piano is tuned and adjusted, (regulated and voiced), a number of times.

As part of your piano pre-delivery service, your authorised Yamaha Piano Dealer ensures that the piano is uncrated, tuned, regulated and voiced prior to being installed into your home.

Adjustments

Action Regulation is the process of ensuring the best possible touch, while Voicing is the process of creating the perfect string vibration in pursuit of a balanced tone. The process of Voicing and Regulation are frequently carried out at the same time.

It is suggested that a service be carried out at regular intervals.

Tuning

The tuning of your Yamaha piano should also occur at regular intervals.

The more you play your piano, the more you should have your investment tuned.

The Complimentary Yamaha Tuning Voucher, included in this handbook, is conditional upon the pre-delivery service being completed.

To utilise this voucher, simply phone the store where you purchased your piano, or Yamaha Music Australia. An accredited Technician will then attend to your piano. The Technician will collect the voucher from you and return it to Yamaha.

To ensure the best possible care for your investment, please consult with an authorised Yamaha Piano Dealer, or Yamaha Music Australia for information on skilled accredited Piano Technicians.

Warranty Conditions

What you must do to activate your Warranty:

The Yamaha Music Australia Warranty becomes effective upon your new piano having a pre-delivery service as set out within the following warranty documentation.

This pre-delivery service will ensure your new piano meets our highest quality standards and must be completed by an accredited Yamaha Piano Technician prior to the delivery of your piano.

You will know that the pre-delivery service has been completed when your new piano is delivered free from its original shipping crate and the service boxes on the warranty documentation have been marked off by an accredited Yamaha Piano Technician.

On delivery of your new Yamaha piano please mail your Registration of Piano Warranty to Yamaha Music Australia within 30 days.

While the first pre-delivery service is mandatory to activate your warranty, we recommend that the service be conducted regularly.

Period of Warranty:

Provided that this warranty has been activated as required, your new Yamaha piano is covered by the Yamaha Music Australia Warranty for ten years from the date of purchase as recorded on the purchase receipt.

Electronic and electro-mechanical components within Yamaha Disklavier and Silent piano ranges are warranted for (1) year from the date of original purchase.

This warranty is transferable from one owner to another. Please notify Yamaha Music Australia if there is a change in ownership within 10 days of the change.

Piano Tuning and Disklavier Service:

Disklavier Service must be carried out by an authorised Yamaha Service Centre or Yamaha Music Australia Pty Ltd.

In the event that the Disklavier has been interfered with by an unauthorised person, this warranty will immediately be considered void.

For details or a listing of accredited Yamaha Piano Technicians and authorised Yamaha Service Centres, please contact your authorised Yamaha Piano Dealer or Yamaha Music Australia on (03) 9693 5111.

Warranty Service:

Should you have a problem with your piano, please contact the authorised Yamaha Piano Dealer from whom it was purchased. An accredited Yamaha Piano Technician will then inspect the instrument and advise a course of action.

What is and is not covered:

Acoustic Piano Components

This warranty covers any defects in material or workmanship for ten years from the date of purchase and is additional to the protection conferred by law. If a condition is a direct result of such a defect and cannot be repaired by an accredited Yamaha Piano Technician, we will replace the piano. Subject to the terms of the warranty, we will pay all labour (excluding Technicians travel time) and material costs for items covered under this warranty.

Disklavier Piano Electronic and Electro-Mechanical Components

Within one (1) year from the date of original purchase, Yamaha Music Australia guarantee to repair, or at their option, to exchange free of charge any defective part and / or to rectify faults which, in their opinion, are due to defective workmanship or materials.

This warranty covers all Disklavier parts and labour, but does not include Technicians travel costs or freight and handling costs.

IMPORTANT:

The conditions covered under this warranty are in addition to and not in derogation of all other rights imposed by the Trade Practices Act and other State and Territory laws.



Our Warranty does not cover the following:

- New pianos purchased from someone other than an authorised Yamaha Piano Dealer.
- Damage caused by accident, negligence, misuse, abuse, improper operation, fluctuations in electronic current, unauthorised interference or failure to follow instructions contained in your owner's manual. This includes damage caused by failure to use correct maintenance materials or procedures.
- Damage resulting from repair or attempt to repair caused by someone other than a Yamaha authorised Piano Technician.
- Any piano on which the serial number has been defaced, modified or removed.
- The replacement of parts necessitated by normal wear and tear, including string breakage, tarnishing and rusting.
- Pianos purchased outside of Australia.
- Pianos purchased in Australia but taken for repair outside this country.
- Tuning.
- Changes in the condition of the cabinet finish.
- Damage caused by exposure to excessive conditions of temperature, humidity, light or salt air.
- Freight, handling and removal / installation costs.

We reserve the right to make the decision about the type of repair or replacement required.

CAUTION: In areas of high humidity additional precautions may be necessary as a preventative measure against rust or corrosion.

IMPORTANT

Copyright may exist in material you wish to record or play. Copying or playing such material without permission of the relevant licensees or owners of the copyright can be prohibited by law. Yamaha is not in a position to authorise the recording or playing of copyright works and no Yamaha literature should be read or implied as giving that authority.

Attach original receipt here.

Pre-Delivery Service Certificate

Upright pianos – all models

Process

- Settle Strings on Bridge
- Seat Coils on Tuning Pins
- Screw Tightening
- Keyboard Adjustment
- Striking Distance
- Lost Motion
- Key Levelling
- Key Depth
- Let-Off
- Damper Regulation
- Pedal Adjustment
- Tune to A440
- Voicing

Grand pianos – all models

Process

- Settle Strings on Bridge
- Seat Coils on Tuning Pins
- Screw Tightening
- Action Centres
- Keyboard Adjustment
- Key Frame Adjustment
- Key Levelling
- White Key Depth
- Hammer Levelling
- Hammer Let-off
- Hammer Drop
- Black Key Depth
- After Touch Adjustment
- Repetition Lever Spring Adjustment
- Damper Regulation
- Damper Stop Rail Adjustment
- Sostenuto Adjustment
- Damper Pedal Stop Adjustment
- Damper Pedal Adjustment
- Tune A440
- Voicing

Authorised Yamaha Piano Dealer:

Warranty Number: _____

Date of Pre-Delivery Service: _____

Business Name: _____

Address: _____ Suburb: _____

State: _____ Post Code: _____ Phone: _____

Piano Model Number: _____ Finish: _____

Piano Serial Number: _____

Authorised Yamaha Piano Dealer's Signature: _____

Accredited Yamaha Piano Technician:

Yamaha Accredited Piano Technician's Name: _____

Yamaha Accredited Piano Technician's ID number: _____

Yamaha Accredited Piano Technician's Signature: _____

Pre-Delivery Service Completion Date: _____

Information and details supplied on the Pre-delivery Service Certificate and Registration of Piano Warranty to be completed by all nominated parties.

All details and signatures supplied by the authorised Yamaha Piano Dealer and accredited Yamaha Piano Technician indicate, that all pre-delivery service processes as stipulated by the Yamaha Music Australia Piano Warranty were executed prior to the new piano delivery.

Registration of Piano Warranty

Warranty Registration Card to be returned to Yamaha Music Australia by the purchaser within 30 days of the piano delivery.

Upright pianos – all models

Process

- Settle Strings on Bridge
- Seat Coils on Tuning Pins
- Screw Tightening
- Keyboard Adjustment
- Striking Distance
- Lost Motion
- Key Levelling
- Key Depth
- Let-Off
- Damper Regulation
- Pedal Adjustment
- Tune to A440
- Voicing

Grand pianos – all models

Process

- Settle Strings on Bridge
- Seat Coils on Tuning Pins
- Screw Tightening
- Action Centres
- Keyboard Adjustment
- Key Frame Adjustment
- Key Levelling
- White Key Depth
- Hammer Levelling
- Hammer Let-off
- Hammer Drop
- Black Key Depth
- After Touch Adjustment
- Repetition Lever Spring Adjustment
- Damper Regulation
- Damper Stop Rail Adjustment
- Sostenuto Adjustment
- Damper Pedal Stop Adjustment
- Damper Pedal Adjustment
- Tune A440
- Voicing

Warranty Number:

Owner's Name: _____

Address: _____

Suburb: _____ Post Code: _____

State: _____ Phone Number: _____

Yamaha Piano Model: _____ Finish: _____

Serial No: _____ Date of Piano Purchase: _____

Owner's Signature: _____

Authorised Yamaha Piano Dealer:

Business Name: _____

Address: _____ Post code: _____

Phone: _____ Email: _____

Authorised Yamaha Piano Dealer's Signature: _____

Accredited Yamaha Piano Technician:

Yamaha Accredited Piano Technician's Name: _____

Yamaha Accredited Piano Technician's ID number: _____

Yamaha Accredited Piano Technician's Signature: _____

Pre-Delivery Service Completion Date: _____

Information and details supplied on the Pre-delivery Service Certificate and Registration of Piano Warranty to be completed by all nominated parties.

All details and signatures supplied by the authorised Yamaha Piano Dealer and accredited Yamaha Piano Technician indicate, that all pre-delivery service processes as stipulated by the Yamaha Music Australia Piano Warranty were executed prior to the new piano delivery.

Purchaser details and signatures indicate that the new piano had been delivered to the final destination removed from its original shipping crate, and the pre-delivery service has been completed by an accredited Yamaha Piano Technician.

Please
Affix
Stamp
Here

Registration of Yamaha Music Australia Piano Warranty

Mail to:

Yamaha Music Australia Pty. Ltd.
P.O. Box 268
South Melbourne, Victoria 3205

Please visit our website at www.yamahamusic.com.au to view our complete privacy policy.
If you would like us to send a copy of the policy to you, please let us know and we will do so promptly.

Tuning and Services Record

Yamaha Piano Model: _____ Purchase Date: _____

Serial No: _____ Finish: _____

Authorised Yamaha Piano Dealer: _____

Address: _____

Phone Number: _____ Sales Consultant: _____

Date	Name	ID Number	Comments	Initials

* Details of work or parts required other than routine tuning can be recorded in the comment column.
* Contact your piano dealer for details of your local accredited Yamaha Piano Technician.

Yamaha Complimentary Tuning Voucher

(This voucher must be signed and returned **by the Accredited Yamaha Piano Technician**, to Yamaha Music Australia P.O. Box 268, South Melbourne, Vic, 3205 in order to claim payment for the tuning service.)

Warranty Number: _____

Date: _____

This Complimentary* Piano Tuning Voucher entitles the owner of the piano,

Yamaha Piano Model: _____ Finish: _____ Serial No: _____

to one free tuning by an accredited Yamaha Piano Technician.

This Voucher must be used within six months of the purchase date.

Owner's Name: _____

Owner's Address: _____

Suburb: _____ State: _____ Post Code: _____

Phone Number: _____

Owner's Signature: _____

Accredited Yamaha Piano Technician:

Yamaha Accredited Piano Technician's Name: _____

Yamaha Accredited Piano Technician's ID Number: _____

Yamaha Accredited Piano Technician's Signature: _____

Authorised Yamaha Piano Dealer:

Business Name: _____ Purchase Date: _____

Address: _____

Post Code: _____ Phone: _____

Authorised Yamaha Piano Dealer's Signature: _____

* This Voucher will **expire** six months after the purchase date listed above.

Privacy Collection Statement

By Yamaha Music Australia PTY LTD ABN 84 004 259 521

We take all responsible measures to protect your personal information because we understand how important your personal information is to you.

We will collect and use your personal information for the following purposes:

- Registering your purchase for verifying warranty claims;
- Keeping you informed of products and services offered by us or by an organisation that we are associated with;
- Any purpose related to that purpose.

We may disclose your personal information to:

- Organisations to whom we outsource functions such as technicians, mailing and printing houses.

If you do not provide the full and complete information we request we will not be able to contact you in relation to the products you have left with us for repair under the warranty, or send you promotional information. Each time we contact you with any direct offers or opportunities, we will give you the option to not receive further direct marketing communications.

In most cases you can gain access to the personal information about you that we hold by contacting our Privacy Officer at Level 1, 99 Queensbridge Street, Southbank or on (03) 9693 5111.

If you seek any further information from Yamaha about the above privacy statement or our complete privacy policy, please contact our Privacy Officer on (03) 9693 5111 or privacy_au@gmx.yamaha.com

Yamaha Music Australia Complimentary Stamping Voucher

Mail to:

Yamaha Music Australia Pty. Ltd.
P.O. Box 268
South Melbourne, Victoria 3205

Please
Affix
Stamp
Here

Please visit our website at www.yamahamusic.com.au to view our complete privacy policy.

If you would like us to send a copy of the policy to you please let us know and we will do so promptly.

