

Please Note

Yamaha changeover/exchange program applies to this product. Special conditions may apply please check the information on the “Changeover List” a copy of which can be found in the links tab of this portal.

To be eligible for changeover;

1. The fault would not be rectified by a simple low cost repair and is genuinely faulty.
2. The fault must be due to failure of the part listed on the “Changeover List”.
3. The product meets our normal warranty conditions and the fault is not as a result of damage, corrosion or misuse.
4. The product is within Yamaha warranty period (Proof of purchase is required).
5. Yamaha service department has authorised the product changeover.

Please follow these steps;

1. Take a digital photograph of the product prior to destruction, include the serial number.
2. Then remove the part specified in the changeover list and retain it for three months.
3. Destruction method, deface or destroy the product serial number and cause damage the product making sure it is beyond repair and cannot be returned to use. (Note irreparable damage means smashed front fascia and mainboards, include photographs)
4. Take a digital photograph of the destroyed product include a clear shot of the serial number damage.
5. Email the images to Matthew.madden@music.yamaha.com putting “Changeover request” and the portal ID in the subject line.
6. When the replacement is received, notify the customer to collect and complete the job by inputting the labour charge for changeover (currently \$40 plus GST) and submit the job.

Notes

1. Product changeover is an alternative to repair and does not extend the customers warranty from original date of purchase.
2. There is no need to have the product returned to Yamaha.
3. Yamaha may request return of the part within three months.
4. Warranty claim allowed for this service is \$40.00 plus GST.
5. The service centre is responsible for safe destruction and disposal of the faulty product and emailing the digital image to Yamaha service.

If you have any questions related to this program please contact Yamaha Service on 1800 806 266.