

**WARRANTY SERVICE INFORMATION  
POLICIES & PROCEDURES  
MANUAL**

**FOR**



**YAMAHA**

**AUTHORISED SERVICE CENTRES**

EFFECTIVE FROM 25/05/06

# **YAMAHA**

## **Music Australia Pty Ltd**

The information contained within these pages is provided to assist Yamaha Authorised Service Centres in understanding product warranty conditions, policies and procedures.

This information was correct at the time of printing, however, is subject to change. Any changes will be forwarded as an amendment.

If uncertain of any matter or warranty issue relating to service, please contact our Service Department.

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**NOTE:** This booklet covers warranty information for the servicing of Yamaha's complete product range. Therefore, not all information may be applicable to your business.

**Please take time to read the information contained in these pages as it will assist both of us in achieving our common goal of providing the best service to both our customers, Yamaha customers.**

**Best regards**



**Scott Vinnicombe**  
**Customer Service Supervisor**

## WARRANTY POLICIES AND PROCEDURES

When servicing a Yamaha product we expect that you will adhere to the following points:

1. As an Authorised Service Centre we expect that you will attempt all repairs with equal enthusiasm.
2. You must notify Yamaha Music Australia of any change in ownership of your business as this will require the re-application for appointment as an Authorised Service Centre.  
**(A change of ownership does not automatically transfer the right to act as an Authorised Service Centre.)**
3. We expect you to maintain a standard of service and customer liaison that upholds the name of Yamaha and to abide by the policies and procedures outlined in this manual.  
A breach of this may nullify your appointment as a Yamaha Authorised Service Centre.
4. To confirm the warranty period and any clauses for the product to be serviced.
5. To sight the customers receipt or other “written” proof of purchase (eg: statutory declaration) to verify the date and place of purchase. It is the customer’s responsibility to prove their purchase details if they request warranty service.

**Note: A warranty card alone is not proof of purchase.**

6. We do not require the faulty parts replaced during warranty repairs to be returned unless specifically requested. Requests do occur from time to time however for quality control reasons.
7. **Under no circumstances** should speakers be replaced under warranty without first observing the voice coil.  
When checking loud speakers for coverage under warranty, we ask you make the usual checks to ensure that they have not been overdriven or abused before accepting it as a warranty repair.  
If in doubt, or you have a customer who will not accept your judgement, please contact our Technical Support personnel.
8. Warranty claims must be submitted within 60 days following the completion of a repair
9. Yamaha will not be responsible for goods damaged or stolen whilst in for service at your workshop. The insurance on these goods is your responsibility.

## **WARRANTY SUMMARY - GENERAL**

1. Accessory items (optional remote controls, headphone etc.. sold separately) carry a one year warranty.

**NOTE:** REMOTE CONTROLS THAT ARE SUPPLIED WITH A PRODUCT ARE COVERED UNDER THE SAME WARRANTY PERIOD AS THE MAIN UNIT.

2. The Hi Fi warranty period as stated on the warranty card covers equipment used in a normal **domestic situation**.  
Equipment used in any other than a domestic situation has a one year warranty.
3. Our warranty covers repairs/replacement as necessary to rectify genuine faults in materials or workmanship. The warranty does not cover misuse, abuse, routine cleaning and / or maintenance.
4. Our warranty does not cover damage caused by lightening strike, excessive fluctuations in the mains voltage or workmanship carried out by an unauthorised person.
5. Latest version upgrades of ROMS, UCOMS etc.. will only be covered under warranty if they are released by Yamaha as a mandatory change to correct major operational problems. Upgrades released for other reasons to this are non-warranty.  
(eg: improved compatibility with other brands, enhanced performance etc...)
6. **Our warranty does not cover freight or handling charges.**  
A travelling charge will only be accepted for 1 trip in the metropolitan area of any town or city for the repair of Electone's and Clavinova's only.
7. **Yamaha does not offer an international warranty on any products.**  
  
**International Warranty.**  
Each country that distributes and sells Yamaha products sets its own warranty conditions according to the demands and requirements of the local market.
8. The warranty details and conditions outlined apply only to products and equipment sold within Australia and distributed by Yamaha Music Australia P/L.
9. The complete warranty coverage details are printed on the warranty card supplied with every product from the retailer at the point of sale.

### **SEE WARRANTY CARDS FOR FULL DETAILS**

Queries relating to warranty should be addressed to either Scott Vinnicombe or our Service Department on (03) 9693 5111.

## WARRANTY SUMMARY - MUSIC PRODUCTS

Product	Warranty	Comments
<b>KEYBOARD</b>		
Electone	3 years	Covers labour & parts but not travel costs
Clavinova	3 years	Covers labour & parts but not travel costs
Synthesisers	1 year	Covers all parts & labour
Portable Keyboards	1 year	No warranty on batteries. Optional power packs supplied by other companies are not covered by the Yamaha Warranty.
Disklavier	1 year 10 years	On all the electronic parts & labour On the acoustic piano section
Piano	10 years	Full details on warranty card

### **SOUND REINFORCEMENT EQUIPMENT/BRASS/WOODWIND**

Multitrack Recorders	1 year	Covers all parts & labour
Yamaha Guitar Amplifiers	1 year*+	Covers all parts & labour
Yamaha pro audio mixers, Speaker boxes, & other sound equipment	1 years*+	Cover all parts & labour
Digital Music Instruments	1 years*+	Covers all parts & labour
Yamaha Guitar effects unit	1 year	No warranty on batteries
Vox guitar effects unit	1 year	No warranty on batteries
Audio Technica Equip.	1 years*+	Professional audio equipment only
Vox amplification	1 year	Only those imported by Yamaha Music Aust.
Yamaha guitars	1 years*+	Covers all parts & labour
Drums	1 year	Covers all parts & labour
Yamaha Band & Orchestral instruments	3 year+	Warranty does not cover problems caused by poor cleaning & maintenance

+These products have a 5 year limited warranty if registered at the YMA website.  
Please see the website or contact us for further details

\* The following items are **not covered** :

- **Failure of switches, key contacts, potentiometers, external connectors or sensors.**
- **Failure occurring through short circuit of any output or external influences**

## WARRANTY SUMMARY - HI FI PRODUCTS

### AUDIO HIFI EQUIPMENT

Amplifiers, Receivers, **excepting RX-Z9**      **2 Years**  
Tuners,  
Speakers, Tape Decks,  
CD / DVD players/Recorders,  
Mini / Component Systems,  
Cinema stations, CDR-HD Products

RX-Z9      **5 Years**

Projectors      **2 Year**

Lamp Cartridge for Projectors      **6 Months**

Plasma Screens      **2 Years**

Lamp Cartridge for Projectors      **6 Months**

Products used in situations      **1 Years**  
other than domestic

### IT EQUIPMENT

CDR/RW Recorders,      **1 Year**      Covers all parts & labour from original purchase date.  
Multimedia Speakers

## **WARRANTY CLAIMS**

Since October 1991 our Warranty Claim system has been maintained on our main frame computer. To maximise the benefits of being able to retrieve this historical data, it is essential that all requested information be completed on your warranty service report form or the claim cannot be accepted. This enables previous claims to be reviewed so that we have a complete history of all repairs entered into our claim system database.

All warranty claims must be submitted on either

1. A Tax Invoice
2. RCTI (Recipient Created Tax Invoice)

In reference to the RCTI system; we create a tax invoice on your behalf. You are only required to send in a warranty repair claim form. This allows us to make any alterations if necessary. If submitting an official tax invoice ( A CESA approved claim form is also acceptable) we are unable to alter any information. ie if serial no. or model are incorrect If you would like to issue claims under the RCTI system please contact us for the relevant documentation.

Please write clearly, legibly and ensure that all the requested information is completed on each claim form.

**If details are incomplete or illegible the claim will be rejected and returned to you.**

This will mean a delay in you receiving payment.

**Note:** If a claim is rejected because of missing details, you may then have great difficulty obtaining these details or reimbursement from your customer at a later time.

**Warranty claims must be lodged within 60 days of the completion of the repair** and addressed as shown below;

Att : Warranty Claims  
Yamaha Music Australia  
PO Box 268  
South Melbourne Victoria 3205

All warranty claims must include the complete serial number. Most serial numbers are alpha numeric and identifies the place and time of manufacture as well as providing a unique number for the equipment. This information is often used for quality control measures and is therefore important that the complete number is supplied on the claim.

The warranty period on some products is conditional meaning certain parts of the product may be covered for a different length of time to other parts. For example, CD players sold on or before 1/7/94 have a 5 year warranty on everything except the laser head & motors, which have a one year warranty. In this case, if these parts become faulty after one year then neither the parts or labour to install and adjust them are covered by our warranty. This cost should be incurred by the customer.

If unsure of conditions please contact us first to prevent a claim being rejected.

Claims for resoldering only must specify the location of the connection which was defective.  
**Such as: resoldered R217 or pin 40 IC401.**

When adjustment or alignment only is claimed, identify which adjustment was primarily at fault.  
**Such as: adjusted VR6, tracking gain.**

Warranty payments are not allowed for voltage changes or pre-delivery testing services.

Warranty claims for the labour content of a repeat repair will be rejected if service was performed within the **previous 90 days**. This should be covered by your own warranty on work carried out.

#### **Warranty Rates**

**Please note that we do not have set warranty rates. This is due to the fact that each individual claim is assessed on work performed; the claim is then vetted by our technical staff. Claims will be returned if any part of the claim is unsatisfactory. For any charge/payment queries please contact the Technical Support Administrator.**



# SPARE PARTS

Account Terms: 30 days

**NOTE: Your spare parts account operates on 30 day terms.**

**Warranty claims are normally paid by cheque unless otherwise requested.**

**Claims will be credited against your spare parts account if it exceeds our trading terms.**

**High Country Service Data** handle the distribution of all Yamaha Service and Owners manuals. A H.C.S.D order form is preferred for any orders; these can be obtained from H.C.S.D or Yamaha. H.C.S.D will supply one free copy of a service manual as required on request for warranty repairs up to a period of the unit being 5 years old.

As we supply service manuals free of cost for warranty repairs, please take a few moments and use the manual to find the correct part number so you can be sure that you will receive the right part with undue delay.

When ordering parts please try to use the Yamaha Part Number, not the manufacturing number. Difficulties can arise in cross referencing the two numbers; therefore, ordering with the Yamaha Part Number will ensure the correct part is in turn supplied. Our spare parts staff will always try to assist where necessary, but please remember, they are not Technicians.

The use of facsimile or e-mail is preferred over phone to place your parts orders. This is more efficient and will help to minimise mistakes in understanding your requirements. Orders placed by fax or E-mail also means that we both have a written copy to retain on file of what was ordered.

**Please ensure you supply your account number when placing orders.**

If you order parts by using the telephone, please be prepared by having your account number, warranty details (if necessary) the part numbers or a clear description of your requirements on hand.

Yamaha Music Australia will freight parts for **warranty repairs** free of charge.

Most parts will be dispatched by post within 24 hours.

Express post is available on request at an additional cost.

If you require parts for use in a warranty repair then please supply the products purchase details (model/serial number & date of purchase) when ordering. This will allow us to dispatch the parts to you at free of cost.

When you submit a warranty claim, please list parts used, their part number and the docket number on which the parts were supplied. If the parts used were originally **purchased** from us, please indicate on the claim that you have paid for the part.

In this case you must supply us the shipment number/invoice number otherwise it is not possible to raise a credit.

If you need to request a credit for parts after your warranty claim has been submitted then a photocopy of the original claim form must accompany your request for credit.

We always prefer that original Yamaha Parts be used where possible, especially in warranty repairs. However, in a situation where there is a long delay on supply of parts from us and you can obtain it locally, we will allow you to do so. In this situation the part must be a direct equivalent and you must be able to supply a copy of the receipt/invoice if claiming under warranty.

## **RETURNS:**

Parts not normally carried in our inventory that are specifically ordered from our supplier are "**NON-REFUNDABLE**". This would include the majority of cabinet and chassis parts. *Specially ordered parts, semiconductors, used parts and service manuals will **not** be credited.*

If you need to return parts at anytime you will require a **Goods Return Authorisation** number from the spare parts staff. Without this, parts will no be accepted.

Please pack all spare parts carefully and attach you return authority and the invoice number on which the parts were supplied.

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We stock a very large number of parts to service products that we distribute and make every effort to have stock on hand to fill you orders promptly.

**If you experience a long delay on the supply of a part, please contact us to check on its status.**

One must accept that occasionally any system is prone to punching errors, lost orders or supply problems. We are unaware of such problems unless they are brought to our attention.

## TECHNICAL SUPPORT

Yamaha Technical Support is located in SouthBank as part of our head office building at the address below:

Yamaha Music Australia Pty Ltd  
Level 1/ 99 Queensbridge St  
Southbank Vic 3006

P. O Box 268  
South Melbourne  
Vic 3205

As Yamaha regularly distributes service bulletins/Service Manuals on the YISSIS Internet Site, please refer to these first, prior to contacting our Technical Staff.

If you do have a difficult repair, please contact the relevant Technical Support Co-ordinator to discuss the problem. We will offer advice and try to help locate the problem, or if necessary, will make arrangements to assist in some other way.

***Please do not automatically send repairs directly to us as they will not be accepted and will be returned to you at your cost.***

If we do agree to accept a repair upon our discretion, you will be given a **return authority number**. This number must be written in an obvious place on the address label when the equipment is returned.

**Do not return equipment without obtaining this number.**

Equipment that is returned must be carefully packed. (Please avoid loose packaging as it tends to settle & offers little protection) **A note must be enclosed explaining the reason for return, the fault and purchase details if warranty is being claimed.**

Freight costs are not covered by our warranty; however we may agree to cover freight in special circumstances. In this situation our carrier must be used. Please contact us for our carrier details.

Accounts from other carriers can not be accepted.

When accepting a warranty repair, we expect that you will check the customers purchase receipt to ensure that the repair is within the warranty period for that product.

Please remember: the warranty is to protect the customer against faulty material & or workmanship and it **does not cover routine cleaning and maintenance**.

If you have a major problem or delay in completing a repair, please keep the customer informed about progress or delays. If the customer starts to become dissatisfied or aggravated about the delay then discuss the problem with our Technical Support Staff.

It is in everyone's best interest that problems are resolved quickly before they waste time and create lasting bad feelings.

# **YAMAHA**

## **SERVICE & SPAREPARTS PERSONNEL**

**CUSTOMER SERVICE SUPERVISOR**

**SCOTT VINNICOMBE**

PHONE VIA SWITCH (LOCAL):..... (03) 9693 5111

DIRECT PHONE:.....(03) 9693 5118

FAX:.....(03) 9696 4878

E-MAIL: [scott\\_vinnicombe@gmx.yamaha.com](mailto:scott_vinnicombe@gmx.yamaha.com)

# **YAMAHA**

## **SERVICE & SPAREPARTS PERSONNEL**

### **TECHNICAL SUPPORT**

**JOSEPH PANTALLERESCO**

#### **PROFESSIONAL AUDIO & MUSICAL PRODUCTS**

PHONE VIA SWITCH (LOCAL):.....(03) 9693 5111

PHONE . (OUTSIDE MELB):.....1800 806 266

DIRECT PHONE:..... (03) 9693 5107

FAX: ..... (03) 9696 4878

E-MAIL: joseph\_pantalleresco@ gmx.yamaha.com

**PETER VASSILOPOULOS**

#### **CONSUMER AUDIO HIFI PRODUCTS**

PHONE VIA SWITCH (LOCAL):..... (03) 9693 5111

PHONE (OUTSIDE MELB): .....1800 806 266

DIRECT PHONE:.....(03) 9693 5100

FAX : .....(03) 9696 4878

E-MAIL: peter\_vassilopoulos@ gmx.yamaha.com

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## **CUSTOMER SERVICE, PRODUCT SUPPORT & ADMINISTRATION**

### **WARRANTY CLAIMS ADMINISTRATOR**

PHONE VIA SWITCH (LOCAL):.....(03) 9693 5111

PHONE VIA SWITCH (OUTSIDE MELB):..1300 739 390

DIRECT PHONE:.....(03) 9693 5263

FAX:.....(03) 9696 4878

E-MAIL: KURT\_TIETZE@GMX.YAMAHA.COM

### **CUSTOMER SERVICE ADMINISTRATOR (Product Operational Support)**

#### **JOHN SACCARO**

PHONE VIA SWITCH (LOCAL):.....(03) 9693 5111

PHONE VIA SWITCH (OUTSIDE MELB):..1300 739 390

DIRECT PHONE:.....(03) 9693 5148

FAX:.....(03) 9696 4878

E-MAIL: john\_saccaro@ gmx.yamaha.com

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## SERVICE & SPAREPARTS PERSONNEL

### SPAREPARTS ADMINISTRATION

#### BRIAN PARKER

PHONE VIA SWITCH (LOCAL):.....(03) 9693 5111

PHONE (OUTSIDE MELB):.....1800 806 266

DIRECT PHONE:.....(03) 9693 5129

FAX:.....(03) 9696 4878

FAX (OUTSIDE OF MELB):.....1 800 333 128

E-MAIL: [brian\\_parker@ gmx.yamaha.com](mailto:brian_parker@gmx.yamaha.com)

#### TIM CONDON

PHONE VIA SWITCH (LOCAL):.....(03) 9693 5111

PHONE (OUTSIDE MELB):.....1800 806 266

DIRECT PHONE:.....(03) 9693 5171

FAX:.....(03) 9696 4878

FAX (OUTSIDE OF MELB):.....1 800 333 128

E-MAIL: [tim\\_condon@ gmx.yamaha.com](mailto:tim_condon@gmx.yamaha.com)

# YAMAHA

## SERVICE & SPAREPARTS QUICK GUIDE

### SERVICE DEPARTMENT

Telephone	(03) 9693 5111	Switchboard (local)
	1 300 739 390	Customer Operational Support (outside Melbourne)
	1 800 806 266	Service Center only, Technical Support (outside Melbourne)
Direct	(03) 9693 5118	Customer Service Supervisor
	(03) 9693 5263	Warranty Claim Administrator
	(03) 9693 5148	Customer Service Administrator (Product Support)
	(03) 9693 5107	Technical Support - Keyboards, PA, Pro Sound, Multimedia
	(03) 9693 5100	Technical Support - Audio HiFi equipment
Facsimile	(03) 9696 4878	Customer Service/Warranty/Tech Support

### SPARE PARTS

Telephone	(03) 9693 5111	Via Switchboard (Outside Melbourne)
	1800 806 266	
Direct	(03) 9693 5171	Spare Parts Department
	(03) 9693 5129	Spare Parts Department
Facsimile	(03) 9696 4878	Local Outside Melbourne
	1 800 333 128	



# Websites

Service Web Site Audio:	<a href="http://plaza.yamaha.co.jp/ysiss/avindex.nsf">http://plaza.yamaha.co.jp/ysiss/avindex.nsf</a>
Service Web Site All Other Products	<a href="http://plaza.yamaha.co.jp/ysiss/exindex.nsf">http://plaza.yamaha.co.jp/ysiss/exindex.nsf</a>
Australian Service Website	<a href="http://www.yamahamusic.com.au/main.asp?sec=support">http://www.yamahamusic.com.au/main.asp?sec=support</a>

At these websites you will find Service News, Service Manuals, Firmware Updates, and Links to Owners Manuals and training material. The Australian Website will be for Australian content only and not a mirror image of the Japanese websites.

Please contact your appropriate technical support person to obtain User Name/Passwords.