



Kawai 5 Year Digital Piano Warranty

Kawai products are designed and manufactured to provide the highest levels of performance and reliability. As an expression of our confidence in our instruments, Kawai are pleased to offer the following limited warranty. This warranty is provided free of charge by Kawai UK Ltd. Unit 8, Dunfermline Court, Kingston, Milton Keynes, MK10 0BY for all new Kawai digital piano models purchased after 1st September 2015

The warranty gives you specific legal rights. Your statutory rights are not affected by the contents of this warranty. Where permitted by law, Kawai, and its subsidiaries, exclude, and shall not be liable for, any incidental or consequential damages.

Conditions of Limited Warranty

In terms of this warranty, we are liable for ensuring that when the dealer hands this newly manufactured digital piano to the consumer, the product meets the characteristics stated in our product description for this digital piano. A defect only exists if the value or the functionality of the digital piano is significantly reduced.

If your Kawai digital piano is found by Kawai to have a defect in material or workmanship, Kawai UK Ltd. or its authorised dealer, registered technician or service centre will repair the defect with new or refurbished parts without charge within the periods outlined below.

Labour – For five (5) years from the date of the original purchase

All Parts – For five (5) years from the date of the original purchase

Kawai UK Ltd. will repair or replace any components as it deems necessary.

Kawai UK Ltd., at its own discretion, can decide to replace the digital piano with a similar model of similar age and condition or to provide compensation for the remaining warranty period on the basis of fair value.

A similar model of similar age will be provided with a warranty corresponding to the remaining term of the warranty of the affected product at the time a claim was made under the warranty. Warranties neither affect an extension nor a new beginning of the warranty period for this digital piano; exchanged parts become the property of Kawai UK Ltd. Further claims are excluded.

This warranty is only available to the original purchaser and is valid only when a new Kawai digital piano is purchased from an authorised Kawai digital piano dealer in the UK or Eire.

Owners Responsibilities

1 - When making warranty claims, you as the customer must contact the dealer from whom you purchased the product and present them the original invoice as well as an accurate description of the defect.

Your dealer will possibly receive approval from Kawai UK Ltd. to have the product checked by their own technical staff. Otherwise, the product will be inspected by an authorised service partner of Kawai UK Ltd. The customer is not permitted to have the product repaired by a third party who has not been authorised by Kawai UK Ltd. In this case, all warranty claims are null and void.

2 - Should the digital piano be used in another country than that for which it was originally developed and produced, possibly modifications may have to be made to the digital piano so as to adapt it to the technical and/or safety-related standards of the other country. Such modifications may not be attributed to material or processing faults of the digital piano and are not covered by this warranty. There is no compensation for the costs neither for such modifications nor for any resultant damage incurred to the digital piano.

3 - Notify your authorised Kawai dealer of any defects within two (2) months of the discovery of the problem

4 - Permit Kawai UK Ltd. or its authorised dealer or agent to provide applicable service during normal business hours. Warranty service shall be completed within a reasonable period of time.



This warranty shall not extend to

- 1 - Damage to the casing as a result of a change in temperature, humidity, exposure to solar radiation, fire, dampness or other mechanical influences which are caused by the use of the equipment outside the prescribed specifications.
- 2 - Damage which occurs as a result of lightning, water, fire, force majeure, war, incorrect mains voltage, accidents, misuse, improper use or other reasons for which Kawai UK Ltd. is not responsible.
- 3 - Where the damage is caused by destruction, corrosion or rust of the components as a result of humidity, temperature or dampness, in particularly liquid or salts or acids from perspiration.
- 4 - For defects or discolorations of parts of the digital piano including the keyboard, pedals, operating buttons and regulators which are the result of natural wear and tear, dampness or salts and acids from perspiration.
- 5 - For misappropriation of the equipment as well as incorrect installation and/or unsuitable or improper operation or operation with other equipment.
- 6 - For damage which occurs through third-party foreign interference (opening, modification or repair) which was not carried out by an authorised representative of Kawai UK Ltd. or an authorized Kawai service centre.
- 7 - For damage which is probably caused by the use of non-original consumables or wear materials.
- 8 - If the original label with the serial number is missing, changed or manipulated.
- 9 - For costs relating to transport, travel as well as the assembly and disassembly of the digital piano.
- 10 - Products sold or taken outside of the United Kingdom and Eire.