

NON-FIELD-SERVICEABLE PRODUCT SERVICE / EXCHANGE REQUEST INSTRUCTIONS

By their nature, certain types of products are considered non-field-serviceable (NFS). For certain NFS products, YAMAHA offers an NFS Service/Exchange program to provide in-warranty service and an accommodation program for those same products which are outside of the Yamaha Limited Warranty.

THE NFS SERVICE/EXCHANGE PROGRAM is available only to consumers within the USA who purchased their YAMAHA products from authorized YAMAHA Home Audio dealers within the USA.

To determine which product is eligible for the YAMAHA NFS Service/Exchange program, what needs to be sent to YAMAHA, etc., please refer to the notes below:

CAUTION: DO NOT SEND BACK PRODUCT THAT IS NOT AN ITEM LISTED BELOW. TO DO SO WILL CAUSE UNNECESSARY DELAYS IN RETURNING YOUR UNREPAIRED PRODUCT BACK TO YOU.

IMPORTANT NOTES:

- 1. REMOTE CONTROL TRANSMITTERS** – ALWAYS INSTALL NEW BATTERIES AND PRESS THE RESET BUTTON BEFORE ASSUMING A REMOTE CONTROL TRANSMITTER IS DEFECTIVE. (The reset function is not available on some models.) You are subject to a service charge if you return a Remote Control Transmitter to YAMAHA that is dead or locked up from nothing more than weak batteries or operator error. Failures caused by accident or abuse are not eligible for Limited Warranty service or exchange; however, we do offer a non-warranty accommodation replacement program. If your NFS product is eligible for warranty consideration, a copy of the purchase receipt must be enclosed.
If you have a defective remote control, please send the following items to us:
 - A. Your defective remote control**
 - B. A copy of your sales receipt from an authorized Yamaha dealer.**
 - C. A completed SERVICE/EXCHANGE REQUEST FORM.**
- 2. NON-FIELD-SERVICEABLE LOUDSPEAKERS** – VERIFY THAT THE SPEAKER IS DEFECTIVE BY CHECKING THE SPEAKER WIRING, AND USING A DIFFERENT SPEAKER. SOMETIMES IT IS THE WIRING OR AMPLIFIER CAUSING THE PROBLEM. Failures caused by accident or abuse are not eligible for Limited Warranty service or exchange; however, we do offer a non-warranty accommodation replacement program. If your NFS product is eligible for warranty consideration, a copy of the purchase receipt must be enclosed.
If you have a defective NFS speaker, please follow these instructions:
 - A. Carefully remove the speaker grill cloth from the front of the speaker.**
 - B. Carefully remove the serial number sticker from the back of the speaker.**
 - C. Complete the SERVICE/EXCHANGE REQUEST FORM.**
 - D. Mail items A, B, & C along with a copy of your sales receipt from an authorized dealer to the address on the SERVICE/EXCHANGE REQUEST FORM**
- 3. NON-FIELD SERVICEABLE POWERED SUBWOOFERS** – Failures caused by accident or abuse are not eligible for Limited Warranty service or exchange; however, we do offer a non-warranty accommodation replacement program. If your NFS product is eligible for warranty consideration, a copy of the purchase receipt must be enclosed.
If you have a defective powered subwoofer model that is on the list as being NFS, please follow these instructions:
 - A. Unplug the unit, and then carefully cut the power cord less than 1” from the rear of the subwoofer.**
 - B. Carefully remove the serial number label from the rear of the subwoofer.**
 - C. Complete the SERVICE/EXCHANGE REQUEST FORM.**
 - D. Mail items A, B, & C along with a copy of your sales receipt from an authorized dealer to the address on the SERVICE/EXCHANGE REQUEST FORM**
- 4. Other NFS products:**
If you have other NFS products that is defective, please send the following items to us:
 - A. Your defective unit.**
 - B. All included accessories.**
 - C. A copy of your sales receipt from an authorized Yamaha dealer.**
 - D. A completed SERVICE/EXCHANGE REQUEST FORM**

A LIST OF NON FIELD SERVICEABLE SPEAKERS IS INCLUDED.

MAKE SURE YOUR MODEL NUMBER IS ON THIS LIST!!



YAMAHA

NON-FIELD-SERVICEABLE PRODUCT SERVICE/EXCHANGE REQUEST

Use one form per item & print clearly

DATE _____

YOUR NAME _____

RETURN-SHIPPING ADDRESS _____

CITY, STATE and ZIP _____

DAYTIME PHONE NUMBER _____

EMAIL ADDRESS _____

PRODUCT MODEL NUMBER _____

PRODUCT SERIAL NUMBER _____

CIRCLE STATUS OF THIS UNIT:

IN WARRANTY

OUT OF WARRANTY

IMPORTANT NOTE:

1. To qualify for warranty consideration, a photocopy of the original purchase receipt must be enclosed.
2. Please provide your email address to receive status update notifications by email.

COMPLAINT / SYMPTOM _____

Return a copy of this form along with the items requested in the instructions to:

YAMAHA Corporation of America
Attn: NFS Returns Department
6600 Orangethorpe Avenue
Buena Park, CA 90620
714-522-9514

NOTE: Yamaha recommends that all Non-Field serviceable products be returned by a carrier or shipper that can provide you with a tracking number or delivery confirmation.

Yamaha will not be responsible for the replacement of any item that is shipped without a tracking number or delivery notification information that shows the item(s) were received by Yamaha.

LIST OF NONFIELD SERVICEABLE SPEAKERS & ACCESSORIES

ATS-1010	NS-AP6506	NS-IC600	PDX-B11
ATS-1020	NS-AP7400	NS-IC800	PDX-30
ATS-1520	NS-AP7600	NS-ICS600	PDX-31
ATS-2010 (bar only)	NS-AP7800	NS-IW280	PDX-60
EPH-20	NS-AP8500	NS-IW360	SPM-K20
EPH-30	NS-AP8600	NS-IW470	SPM-K30
EPH-50	NS-AP8800	NS-IW480	SWK-W10
EPH-100	NS-AP8805	NS-IW560	SW-P170
EPH-C200	NS-AP9500	NS-IW660	SW-P270
EPH-C300	NS-AP9600	NS-IW760	SW-P3600
EPH-C500	NS-AW150	NS-IW960	TSX-70
HPH-M82	NS-AW190	NS-M125P	TSX-112
HPH-200	NS-AW194	NS-SW20	TSX-140
HPH-PRO300	NS-AW294	NS-SW40	YAS-70CU (bar only)
HPH-PRO400	NS-AW350	NX-220	YAS-71CU (bar only)
HPH-PRO500	NS-AW390	NX-320	YAS-93
MCX-A300	NS-AW392	NX-430P	YAS-101
MCX-P200	NS-AW570	NX-A01	YAS-152
MCX-RC100	NS-AW592	NX-B02	YAS-201 (bar only)
MCX-SP10	NS-B20	NX-B55T	YAS-203
NS-AM370	NS-B40	NX-C120	YBA-10
NS-AM380	NS-B120	NX-C130	YBA-11
NS-AP1400	NS-B182	NX-C170	YDS-11
NS-AP1405	NS-B210	NX-C220	YDS-12
NS-AP1500	NS-B310	NX-C230	YID-W10
NS-AP1600	NS-BP80	NX-C270	YIT-W10
NS-AP2400	NS-BP100	NX-C320	YIT-W12
NS-AP2500	NS-BP400	NX-C430	YST-SW010
NS-AP2600	NS-C20	NX-E130	YST-SW011
NS-AP2800	NS-C40	NX-E170	YST-SW012
NS-AP3400	NS-C120	NX-E270	YST-SW015
NS-AP3500	NS-C125	NX-E300	YST-SW030
NS-AP3700	NS-C130	NX-E400	YST-SW216
NS-AP4400	NS-C150	NX-E800	YRB-100
NS-AP5400	NS-C210	NX-S120	YWA-10
NS-AP5700	NS-C310	NX-S200	
NS-AP5705	NS-F40	NX-S230P	
NS-AP5715	NS-F120	NX-TS10	
NS-AP6500	NS-F210	NX-U10	
NS-AP6505	NS-IC400	PDX-11	

Revised 9/11/2014

NOTE:

Your actual speaker may include suffix after the model number (S, C, CWH, E, SL, BL, WH etc.)

Please also refer to **BLU-RAY DISC AND DVD PLAYERS SERVICE / EXCHANGE** program