



## YAMAHA NON-FIELD-SERVICEABLE PRODUCT EXCHANGE

By their nature, certain types of products such as remote controls, headphones, some speakers, Sound Bars, and Desktop Audio products, etc. are considered non-serviceable products. Yamaha offers an exchange program for these non-serviceable products that are within the Yamaha limited warranty period.

For product exchange please include a completed Exchange Request form, a copy of the sales receipt, and additional items as noted below:

### Remote Control Transmitters

1. The defective remote control

### Unpowered Speakers

1. Speaker grille or speaker cone. Either one is acceptable.
2. Serial # sticker from the back of the speaker.

### Powered Subwoofers and Soundbars

1. Cut power cord. **Unplug the unit first**, and then carefully cut the power cord less than 1" from the rear of the unit.
2. Serial # sticker from the back of the unit.

### Other NFS products

1. For headphones, desktop units, WX-030, and other items not listed above please send in the entire product.

The NFS Exchange program is available only to consumers within the USA who purchased their Yamaha products from authorized Yamaha Home Audio dealers within the USA.

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.

**All returns must include a copy of the sales receipt unless otherwise authorized by AV Customer Support. If authorized by Customer Support a case # must be included.**

**Please refer to the attached list of NFS Models to determine eligibility.**



# YAMAHA

## NFS PRODUCT 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 \_\_\_\_\_

CASE # (IF APPLICABLE) \_\_\_\_\_

CIRCLE STATUS OF THIS UNIT:

IN WARRANTY

OUT OF WARRANTY

**IMPORTANT NOTE:**

1. To qualify for warranty consideration, a copy 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  
714-522-9105

**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 that shows the item(s) were received by Yamaha.

**LIST OF NONFIELD SERVICEABLE SPEAKERS & ACCESSORIES**

<b>Blu-Ray Player</b>	<b>Speaker</b>	<b>Powered Subwoofer</b>	<b>Soundbar</b>
BD-A1020	NS-AP2600C	YST-SW012	ATS-1010
BD-A1040	NS-AP2600S	YST-SW216	ATS-1030
BD-S473	NS-B20	YST-FSW050	ATS-1050
BD-S477	NS-B210	YST-SW215	ATS-1520
BD-S673	NS-B310	NS-SW210	YAS-101
BD-S677	NS-B40	<b>All Weather Speaker</b>	YAS-201
<b>Desktop Audio</b>	NS-C20	NS-AW150	YAS-103
NX-50	NS-C210	NS-AW190	YAS-105
NX-B55	NS-C310	NS-AW194	YAS-152
NX-P100	NS-C40	NS-AW294	YAS-203
PDX-B11	NS-C444	NS-AW350	YAS-93
TSX-70	NS-F210	NS-AW390	<b>Other</b>
TSX-B72	NS-IC400	NS-AW570	YBA-11BL
WX-030	NS-IC600	NS-AW392	YWA-10BL
<b>Headphones</b>	NS-IC600	NS-AW592	YIT-W12
EPH-100	NS-IC800		YIT-W10
EPH-20	NS-ICS600		YID-W10
EPH-30	NS-IW280		
EPH-50	NS-IW360		
EPH-C200	NS-IW470		
EPH-C300	NS-IW480		
EPH-C500	NS-IW560		
EPH-M100	NS-IW660		
EPH-M200	NS-IW760		
HPH-200	NS-IW960		
HPH-M82	NS-P150		
HPH-PRO300	NS-PZ40		
HPH-PRO400	NS-SW40		
HPH-PRO500	NS-WSW160		

**Revised 11/23/2015**

**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