

NON-FIELD-SERVICEABLE PRODUCT 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: DON'T SEND BACK PRODUCT THAT IS NOT AN ITEM LISTED BELOW. TO DO SO WILL CAUSE NEEDLESS 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 AND YAS SOUNDBARS**
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 or soundbar model that is on the list as being NFS, please follow these instructions:
 - A. Carefully cut the power cord less than 1” from the rear of the subwoofer or soundbar.**
 - B. Carefully remove the serial number label from the rear of the subwoofer or soundbar.**
 - 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. YDS-11/12 IPOD DOCK, YBA-10 BT ADAPTOR, PDX-11/30/31/60, TSX-70/140, SWK/YID/YIT-W10, MUSICAST MODELS MCX-RC100, MCX-P200, MCX-A300, BRX-610 or EPH-XX Headphones:**
If you have one of the above items 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!!**



NON-FIELD-SERVICEABLE PRODUCT SERVICE/EXCHANGE REQUEST

Use one form per item & print clearly

DATE _____

YOUR NAME _____

RETURN-SHIPPING ADDRESS _____

CITY, STATE and ZIP _____

E-MAIL ADDRESS _____ PHONE _____

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.*

COMPLAINT / SYMPTOM _____

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

YAMAHA Electronics Corporation, USA
Attn: NFS Returns Department
6600 Orangethorpe Avenue
Buena Park, CA 90620

NOTE: Yamaha Electronics Corp 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 NON FIELD SERVICEABLE SPEAKERS & ACCESSORIES

NS-AM370S		NS-AP2800		NS-AW350	
NS-AM380				NS-AW390	
		NS-AP3400		NS-AW570WH	
NS-B20/C20/SWP20					
		NS-AP3500		NS-B210	
				NS-C210	
NX-C120		NS-AP3700		NS-F210	
NX-S120				NS-B310	
		NS-AP4400		NS-C310	
NX-C130					
NX-E130		NS-AP5400		NS-IC400/600/S600/800	
NX-C170		NS-AP5700			
NX-E170				NS-IW280CWH	
		NS-AP5705		NS-IW360C	
NX-S200				NS-IW470/480	
		NS-AP5715		NS-IW560C	
NX-220				NS-IW660/760/960	
NX-C220		NS-AP5717			
				NS-C125	
NX-C230		NS-AP6500		NS-C130	
NX-S230P		NS-AP6505		NS-M125P	
		NS-AP6506			
NX-C270				EPH-20/30/50	
NX-E270		NS-AP7400			
				NX-TS10	
NX-320		NS-AP7600			
NX-C320				NX-A01	
		NS-AP7800		NX-B02	
NX-C430				NX-U10	
NX-430P		NS-AP8500			
				PDX-11/30/31/60	
NS-AP1400/1405		NS-AP8600			
				SW-P170SL	
NS-AP1500		NS-AP8800		SW-P270SL	
				SW-P3600	
NS-AP1600		NS-AP8805		TSX-70/140	
				YST-SW010	
NS-AP2400		NS-AP9500		YST-SW011	
				YST-SW012	
NS-AP2500		NS-AP9600		YST-SW015	
				YST-SW030	
NS-AP2600		NS-AW150/350			
		NS-AW190		YBA-10	
MCX-RC100		NS-AW390		YDS-11/12	
MCX-P200		NS-AW392		SWK/YID/YIT-W10	
MCX-A300		NS-AW592			
MCX-SP10				YAS-70CU (bar only)	
				YAS-71CU (bar only)	
				YAS-101/ATS-1010	
NOTE: Your actual speaker may include additional letters after the model number (S, C, E, SL, BL etc)					