

Repair Policy for Yamaha Disklavier Pianos

Yamaha designs and builds the Disklavier Pianos with great care to give many years of pleasure to their owners. But with any electromechanical device, repairs may be needed from time to time in order to keep the product working at its peak performance.

I hold a bachelors degree in electrical engineering and I have attended Yamaha's Disklavier Service training at their US Headquarters in Buena Park, CA. Yamaha provides thorough service documentation for the Disklaviers and the technical support staff in Buena Park is excellent. In spite of all this, repairing these units can sometimes be a challenge (especially the older models). It is not unusual for the repair process to take several visits to a customer's home to isolate and correct a problem.

Basic Policy:

1. The initial problem investigation is subject to a minimum service call fee. This may be waived if other services are provided (such as piano tuning) and the investigation does not prove to be extensive.
2. When possible, it is best to schedule Disklavier service during "business hours" (weekdays, 9am to 4pm).
3. A quotation will be issued prior to any repairs being done (written if desired). The final charge is not to exceed 10% above this quotation. Added repair quotations will be issued if new problems are found.
4. Disklavier repair can get expensive and at times customers sometimes find this exceeds their budget. In the event a customer decides to stop pursuing the problem, the customer is still liable for my actual expenses. This includes material costs (usually parts from Yamaha), shipping, taxes and transportation expenses. Parts will be billed "at cost" with no markup.
5. Payment is due in full at completion of the work to customer's satisfaction.
6. 30 day warranty for parts and labor on Disklavier repairs.

Customer Signature

Date