KAWAI

5 YEARS ORIGINAL KAWAI DIGITAL PIANO WARRANTY

KAWAI digital pianos are characterised by their exceptional quality and craftsmanship. To ensure that you can enjoy this quality for many years to come, we offer a 5-year warranty on the workmanship and materials used. As a customer, when you purchase this KAWAI digital piano from a dealer, you have a statutory warranty that is not limited by this guarantee.

This guarantee therefore grants you additional rights.

That said, as the manufacturer, we provide you with a guarantee for this digital piano under the following conditions:

General provisions

(1)
With this warranty, we guarantee that this newly manufactured digital piano has the characteristics listed in our product description for this digital piano at the time of delivery from the dealer to the consumer. A defect only exists if the value or usability of the digital piano is significantly reduced.

(2)
This warranty is provided free of charge by:

KAWAI Europa GmbH
Europark Fichtenhain A 15
47807 Krefeld, Germany.

(3)
This warranty applies to all KAWAI digital pianos in the NV, CA, CN, CX, KDP, DG, ES, MP and VPC series.
The warranty period is 5 years from the date of purchase.
The prerequisite for this is the new purchase of the KAWAI digital piano from an authorised KAWAI dealer.

(4)
This digital piano is only covered by this warranty if it was purchased from a dealer based in one of the countries of the covered area as listed below, is operated in these countries when the defect occurs, and warranty services can also be provided in these countries. Defects must be reported to us within two (2) months of discovery.
The warranty is non-transferable and is not valid for products purchased outside the countries mentioned.

Covered countires: Albania, Austria, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Iceland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, Moldova, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland

(5)
When registering warranty claims, you as the customer must present the original invoice, serial number and a clear description of the defect to the dealer from whom you purchased the product.

Your dealer may receive authorisation from KAWAI Europa GmbH or the Kawai country distributor to have the product inspected by their own technical staff. Otherwise, the product will be delivered to an authorised service partner, the Kawai country distributor or KAWAI Europa GmbH and then returned to the dealer.

The customer is not entitled to have the product repaired by a third party not authorised by KAWAI Europa GmbH. In this case, no further warranty claims will be accepted.

(6)
KAWAI Europe GmbH will repair or replace any components at its own discretion.

KAWAI Europe GmbH may, at its own discretion, decide to replace the digital piano with a similar model of similar age and condition or to provide compensation for the remaining warranty period at the current market value.

A similar model of a similar age will be provided with a warranty corresponding to the remaining warranty period of the affected product at the time the warranty claim is made.

Warranty services do not extend or restart the warranty period for this digital piano; replaced parts become the property of KAWAI Europa GmbH.

Further claims are excluded.

(7)
If the digital piano is to be operated in a country other than the one for which it was originally designed and manufactured, modifications may have to be made to the digital piano in order to adapt it to the technical and/or safety standards of that other country. Such modifications are not attributable to material or manufacturing defects in the digital piano and are not covered by this warranty. The costs of such modifications and any damage caused to the digital piano as a result will not be reimbursed.

KAWAI

The five-year warranty does not apply in the following cases:

(1)
Damage to the cabinet caused by changes in temperature, humidity, sunlight, fire, moisture or other mechanical influences resulting from use of the instrument outside the specified specifications.

(2)
Damage caused by lightning, water, fire, force majeure, war, incorrect mains voltage, accident, misuse, improper use or other reasons for which KAWAI is not responsible.

(3)
Damage resulting from damage, corrosion or rusting of components caused by humidity, temperature or moisture, in particular liquids or salts and acids from bodily exudations.

(4)
Defects or discolouration of parts of the digital piano, including the keyboard, pedals, control buttons and controls, caused by natural wear and tear, moisture or salts and acids from bodily exhalations.

(5)
Improper use of the device, incorrect installation or incorrect or improper operation, or operation with other devices.

(6)
Damage caused by external intervention (opening, modification or repair) not carried out by an authorised KAWAI representative or an authorised KAWAI service centre.

(7)
Damage demonstrably caused by non-original consumables or wear materials.

(8)
If the original label with the serial number is missing, has been altered or tampered with.

(9)
For transport and travel costs as well as costs incurred for setting up and dismantling the digital piano.

Krefeld, 1 January 2026