

Warranty Information

It is our policy to honor warranties and perform warranty service only on products purchased from an Authorized Dealer. If you purchase from an unauthorized source, our product warranty program will not be valid. To learn more about the Yamaha warranty program, choose from the links below:

1. [A/V Products](#)
2. [AVENTAGE \(RX-A Series\) A/V Receivers](#)
3. [RX-Z Series A/V Receivers](#)
4. [Soavo Speakers](#)
5. [MusicCAST OR MusicCAST2](#)
6. [Refurbished Stock Products](#)

Service Information

For the location of an authorized Yamaha Electronics preferred customer service center in your area, please refer to our [service center](#) locator.

By their nature, certain types of products such as remote controls, headphones, Blu-ray disc and DVD players, 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. There is also an accommodation program for Blu-ray disc and DVD players that are no longer within the warranty period.

BLU-RAY DISC AND DVD PLAYERS SERVICE / EXCHANGE

Instructions for Yamaha Blu-ray Disc and DVD Players Requiring Service: Should you encounter a problem that requires service for your Yamaha Blu-ray Disc Player or DVD Player, please select one of the following options:

In Warranty Service.

If your unit is within the Yamaha Manufacturer's warranty period (less than one year from the date of purchase), [PLEASE CLICK HERE](#).

Out of Warranty Service.

If your unit is out of the Yamaha Manufacturer's warranty period (more than one year from the date of purchase), [PLEASE CLICK HERE](#).

Dealers.

If your unit is out of the Yamaha Manufacturer's warranty period (more than one year from the date of purchase) and YOU ARE A YAMAHA DEALER, [PLEASE CLICK HERE](#).

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.

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.

[Click here to determine which products are eligible for the NFS Service/Exchange program.](#)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.