



# HAILUN

**NINGBO HAILUN MUSICAL INSTRUMENTS CO., LTD. (hereafter referred to as "Hailun")  
warrants your Hailun Piano as follows:**

## **Limited Fifteen Year Warranty (parts and labor)**

### **Transferable**

Your Hailun Piano is warranted to be free of defects in materials and workmanship for fifteen years from the date of original retail purchase from an Authorized Hailun Merchant. If you decide to sell your Hailun piano, this limited full fifteen-year warranty is transferable to the purchaser from the original owner. That purchaser is entitled to all of the benefits and assumes the responsibilities of this warranty for the remainder of the fifteen-year period.

### **Lifetime Limited Parts Warranty (original purchaser only)**

All action parts, the iron plate and metal case hardware parts are warranted to the original purchaser, for the lifetime of the original purchaser, beginning at the date of the original retail purchase from an Authorized Hailun Merchant.

If, during the respective warranty period from the date of original purchase, your new Hailun piano is found to have a defect in material or workmanship as outlined above, Hailun and/or its authorized agent will repair such defect, or replace affected parts, without charge and within a reasonable time after notice of a defect. If Hailun determines that the defect cannot be repaired, or if during the applicable warranty period Hailun is unable to repair a defect after reasonable effort, at Hailun's option, Hailun may replace the defective piano with an identical piano or with a new or refurbished one that is reasonably equivalent- freight charges collect. You will be responsible for any installation and removal charges and for any shipping charges to and from your location if the product must be shipped for warranty services. This warranty does not cover (a) damage, deterioration or malfunction resulting from accident, negligent humidity and environment control of where the piano is placed, misuse, abuse, improper installation or operation; any damage of shipment of the product (claims must be presented to the carrier); repair or attempted repair by anyone other than a Hailun authorized technician or an authorized Hailun Service Center; (b) any unit that has been altered or on which the serial number has been defaced, modified, or removed; (c) appropriate and normal wear and tear or defects caused by delayed service; (d) deterioration due to perspiration, corrosive atmosphere or external causes such as extremes in temperature or humidity; (e) damages attributable to power line surge or related electrical abnormalities, lightning or acts of God; (f) RFI/ EMI (Interference/ noise) caused by improper grounding or the improper use of either certified or uncertified equipment; (g) any evidence of alteration, erasing or forgery of proof-of-purchase documents will cause this warranty to be void.

The finish of your piano is warranted for one year from date of purchase. Your Hailun piano bench is fully warranted for one year from date of original retail purchase of your Hailun piano. Installations of any add-on player piano, digital enhancement system, humidity control system or similar products, does not void this warranty if installed by a manufacturer's authorized party. However, any parts which have been modified or any parts added to the original instrument are not covered under this warranty. Normal maintenance work such as tuning, voicing, regulation and the results of normal wear are not covered by this warranty. This warranty does not extend to Hailun pianos located outside the fifty United States of America, the District of Columbia and Canada, and applies only to Hailun brand pianos sold after October 1, 2006. Pianos sold before this date are covered by a separate warranty. Ningbo Hailun Musical Instruments Co., Ltd. excludes and will not be liable for consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation

or exclusion may not apply. No other warranties are expressed or implied except as provided above. Some states do not allow limitation of implied warranties (including how long implied warranties last) so this limitation may not apply.

**Owner's Responsibilities**

For Hailun to provide proper warranty service, it is necessary that the purchaser of a Hailun piano assume certain responsibilities.

1. Register your piano by promptly mailing a copy of your sales receipt, after your purchase, which should include your name, address, purchased model and serial number to

**Hailun USA**  
P.O. Box 1130,  
Richland, WA 99352

You will receive a warranty registration card in return.

2. Notify your authorized Hailun Dealer of any warranty-related concerns immediately upon their discovery.
3. Permit Hailun or its authorized agent to inspect and provide warranty service, which will be completed within a reasonable time.

**Maintenance and Use**

Your Hailun piano should be reasonably used and maintained. This warranty does not apply to failure caused by the following:

1. Failure to provide reasonably necessary proper care and maintenance and/or repair.
2. Abnormal strain, neglect, abuse, modification or accidental damage.
3. Exposure to extremes in temperature or humidity.
4. Extreme, unusual and/or abusive usage.

**Owner's Information**

Name \_\_\_\_\_ Purchase Date \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

E-Mail \_\_\_\_\_ Phone \_\_\_\_\_ Dealer Name \_\_\_\_\_

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

**Warranty Information**

Should you have questions regarding your Hailun Piano Warranty, please contact your authorized Hailun Dealer or Hailun USA.

**Vienna International, Inc. dba Hailun USA**  
P.O. Box 1130  
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Fax: (509) 943-7566

**Ningbo**  
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