

Maintaining Your Piano

Your Kawai piano is one of the world's finest instruments. Maintaining its quality requires only a few common sense precautions – play it frequently, keep it clean and free from extreme climatic conditions, and have it serviced regularly.

Technicians throughout the world praise Kawai pianos for their durability, reliability and ease of maintenance. However, any piano will perform longer and better when maintained well and kept in a stable environment. Avoid direct sun, very dry or damp conditions, and wide swings in temperature. A comfortable room environment without extremes in temperature or humidity is ideal for your piano.

Care of the Piano Finish

Treat the finish of your piano with the same care as any fine furniture. Remove dust with a feather-type duster. Clean fingerprints or other marks with a slightly dampened soft cloth. Then, finish by wiping with a soft, dry cloth. For satin finishes, always move your cloth in the same direction as the original surface indicates (for natural wood finishes, move with the grain). For removing stubborn soil and fingerprints, your Kawai dealer can supply you with special cleaners for either satin or high-gloss finishes. Waxes or standard furniture polishes are not recommended.

Key Surfaces

For all Kawai pianos, the keys may be cleaned with a damp cloth. After cleaning, wipe keys immediately with a soft, dry cloth. At all times, be careful to keep moisture from entering the spaces between the key surfaces. If used sparingly, a mild soap (such as dishwashing liquid) can aid in removing heavy soil from the keys. Never use alcohol, solvents or abrasives for cleaning the key surfaces.

Cleaning the Interior

Your piano will last longer and perform better if the interior is cleaned at periodic intervals. The frequency will depend on your specific climate and location. To avoid damage to the precision action parts and strings, this cleaning should be done by a qualified piano technician only.

Tuning and Service

Every piano must be tuned regularly. While the length of time between tunings depends on many factors, the key issues are the amount of use the piano receives and the stability of temperature and humidity in the piano's environment. In general, Kawai recommends two to four tunings per year. Regular service by a qualified piano technician will insure the continuing enjoyment that comes only from a properly tuned and regulated instrument.

Your Kawai Piano Model: _____

Serial Number: _____

Finish: _____

Purchased From: _____

Date: _____



KAWAI ATX SERIES WARRANTY

Full Ten (10) Year Warranty on Acoustic Piano Components

Kawai warrants the acoustic components of your new ATX instrument to be free from defects of workmanship and materials for a period of ten (10) years from the original date of purchase from an authorized Kawai dealer in the United States and Canada. This Acoustic Piano Warranty is fully transferrable.

Limited Five (5) Year Warranty on Electronic Components

Kawai warrants the electronic components of your new ATX instrument to be free from defects of workmanship and materials for a period of five (5) years from the original date of purchase from an authorized Kawai dealer in the United States and Canada. This Electronics Components Warranty applies only to the original owner and is not transferable.

These warranties do not apply to: Routine maintenance, tuning, regulation, or voicing; malfunction or action noise caused by normal wear and tear; shipping damage (for which all claims must be presented to the carrier); deterioration due to perspiration, corrosive atmosphere or other external causes such as extremes in temperature or humidity; damage, deterioration or malfunction resulting from accident, modification, negligence, misuse, abuse, improper installation or operation, or failure to follow instructions contained in the instrument's Owner's Manual; damage attributable to power line surge or related electrical abnormalities, lightning damage, acts of God, or RFI/EMI (interference/noise) caused by improper grounding or the improper use of either certified or uncertified equipment. Furthermore, the warranties do not apply if the following have occurred: The factory serial number has been removed, altered or defaced; any proof-of-purchase documents have been altered or forged; the piano has been improperly repaired or serviced by anyone other than a Kawai-authorized service provider.

Upon discovery of a defect, contact your Kawai dealer. If said defect is a direct result of defective workmanship or materials, Kawai, through its authorized representative, will repair the defect within a reasonable period of time without charge. Repairs may be performed using new or refurbished parts that meet or exceed Kawai specifications for new parts. If Kawai elects to replace the instrument, the replacement may be a reconditioned instrument or another model reasonably equivalent to the original model. Prior authorization by Kawai is required for any repair or replacement under warranty.

IN THE EVENT THAT YOUR PIANO SHALL PROVE DEFECTIVE IN WORKMANSHIP OR MATERIALS, YOUR REMEDY SHALL BE THE REPAIR AS STATED IN THIS WARRANTY. ANY IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED IN DURATION TO THE APPLICABLE PERIOD OF TIME AS REQUIRED BY STATE LAW. UNDER NO CIRCUMSTANCES SHALL KAWAI BE LIABLE FOR ANY LOSS OR DAMAGE, DIRECT, INCIDENTAL OR CONSEQUENTIAL, ARISING FROM THE USE OF, OR INABILITY TO USE THIS PIANO UNLESS PROVIDED OTHERWISE BY STATE LAW.

This warranties are in lieu of all other warranties (whether express or implied), statements or representations. Such other warranties, statements or representations, if any, are void and have no force of effect. These warranties apply only to ATX pianos located in North America and purchased from an authorized Kawai dealer in North America.

Please complete, detach, and mail the Owner Registration Card.

Owner's Registration Card To help us serve you better, please take a moment to answer the following questions:

Model: _____ Finish: _____

Serial Number: _____

Date of Purchase: _____

Purchase Price: _____

Dealer: _____

Buyer's Name: _____

Name: _____

Address: _____

Phone Number: _____

City: _____ State: _____ Zip: _____

Where did you hear about this instrument?

Circle all that apply:

- a) Dealer
- b) Friend
- c) Teacher
- d) School
- e) Tuner/Technician
- f) Concert
- g) Internet
- h) Yellow Pages
- i) Newspaper Ad
- j) Magazine Ad
- k) Television Ad
- l) Radio Ad

How important were the following factors in your selection of this instrument?

	not important	somewhat important	extremely important		
Tone	1	2	3	4	5
Touch	1	2	3	4	5
Appearance	1	2	3	4	5
Features	1	2	3	4	5
Brand Name	1	2	3	4	5
Warranty	1	2	3	4	5
Price	1	2	3	4	5

How many other brands did you consider? _____

Is this your first Kawai instrument? yes / no

Purchaser Information:

Sex: M - F Age: _____

Musical Skill Level:
1)Beginner 2)Intermediate 3)Advanced 4)Professional

Do you have children? yes / no

If yes, how many? _____

Average age of children?

a)Under 5 b)5-10 yrs. c)10-15 d)15-20 e)Over 20

Are you the primary player? yes / no

If not, please tell us about the primary player:

Sex: M - F Age: _____

Musical Skill Level:
1)Beginner 2)Intermediate 3)Advanced 4)Professional

How many persons in your family will play this instrument? _____

For product announcements and info, provide e-mail address: _____

E-mail addresses will not be shared



All responses will be kept strictly confidential

Thank You For Choosing Kawai.