



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. It must be purchased from (1) an Authorized Hailun Merchant (2) within the fifty states of The United States of America, the District of Columbia, and Canada (the “Warranted Area”) and (3) used exclusively in the Warranted Area. 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. The purchaser must submit the bill of sale along with the original purchaser's invoice of the first owner to the following link: www.hailun-pianos.com/register-warranty.

Lifetime Limited Parts Warranty (original purchaser only)

All (non-wearable) 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 and upon registration of the warranty. 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; (d) defects caused by delayed service; (e) deterioration due to perspiration, corrosive atmosphere or external causes such as extremes in temperature or humidity; (f) damages attributable to power line surge or related electrical abnormalities, lightning or acts of God; (g) RFI/ EMI (Interference/ noise) caused by improper grounding or the improper use of either certified or uncertified equipment; (h) 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 the date of purchase. Your Hailun piano bench is fully warranted for one year from the date of the original retail purchase of your Hailun piano. Installations of any add-on player piano, digital enhancement system, humidity control system or similar products, do 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 states of The 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. is under no circumstances liable for any loss or damages direct, incidental, or consequential, arising from the use of, or inability to use the piano, damages based on inconvenience, loss of use, damage to any other equipment or other items at the site of use, or interruption of performances, or any other consequences unless provided otherwise by state law. Hailun's liability for any defective product is limited to repair or replacement of the product, at Hailun's option.

No other warranties are valid whether 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.

The HLPS Magic Lid system factory installed on Hailun Grand Pianos is warranted for two years (2) after purchase. The cylinders inside the HLPS Magic Lid System will wear over time and will need to be replaced every 2-3 years for best results. Hailun USA will ship you a replacement set of cylinders at the current market cost. These Cylinders must be installed by a Registered Piano Technician. The HLPS Magic Lid system must only be used by adults and can lead to injury if not handled appropriately. The customer is responsible for regular service and replacement of cylinders to maintain the functionality of the system.

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 by filling out the online form at the link below and uploading a copy of your purchase invoice.

www.hailun-pianos.com/register-warranty

Alternatively you can also mail a copy of this warranty document which should include all your complete information below. Please mail to:

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

2. Notify your authorized Hailun Dealer of any warranty-related concerns immediately upon their discovery and provide the contact information of your technician.

3. Permit Hailun or its authorized agent to inspect and provide warranty service, which will be completed within a reasonable time frame.

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.

Owners Information

Name _____ Purchase Date _____

Address _____ City, State, Zip _____

E-Mail _____ Phone _____ Dealer Name _____

Model Number _____ Serial Number _____

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

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