

Service & Warranty Information

If your Roland or BOSS product needs to be serviced, you have two options:

- Work with an Authorized Service Center near you.
- Send your product to the Roland & BOSS U.S. Service Center in Chino, CA.

Note: In rare cases, the Roland & BOSS U.S. Service Center is your only service option. Please contact your local Authorized Service Center first to discuss your service needs and confirm that they can service your product.

To find an Authorized Service Center in your region, use our [Service Center Locator](#).

If you wish to send your product to the Roland & BOSS U.S. Service Center, please submit a [service request](#) to obtain a return authorization (RA) number. When the Roland & BOSS U.S. Service Center receives your product, our technicians will inspect it and contact you with an estimate of repair costs.

Roland & BOSS U.S. Service Center Labor Rates (Non-Warranty):

- All Roland and BOSS products except BOSS Compact and Twin pedals: \$80.00 per hour, billed in 15-minute increments.
- BOSS Compact and Twin pedals: \$40.00 per hour, billed in 15-minute increments.

Please note that a \$25.00 bench fee plus return freight costs will be assessed if you do not proceed with repair service, or if a product is received and no problem is found by our technicians.

Local Authorized Service Centers may have different rates and policies. Please contact the Authorized Service Center directly for information.

For warranty coverages on various Roland and BOSS products, please refer to the following information:

Consumer Limited Warranty

- **Roland Digital Pianos:**
Any of the following piano series come with a 10-year warranty (in-home service):
 - HP603/603A, HP605, HP702 (as of 11/1/2021), HP704
 - LX series
 - GP series*

*Moving key mechanism: 5-year warranty.

- **BOSS Compact and Twin Pedals, Classic Keyboards, and Home Pianos not listed above:**
5-year warranty*
- **Roland Professional A/V products purchased after January 1, 2023, FP-series pianos, RP-series pianos, F-series pianos, stage pianos, and stage amps:**
3-year warranty*
- **All Roland and BOSS cables:**
Lifetime warranty*
- **All other Roland and BOSS products purchased after January 1, 2023:**
2-year warranty*

*Exceptions and exclusions may apply.

Terms and Conditions

THIS LIMITED WARRANTY APPLIES ONLY TO ROLAND AND BOSS PRODUCTS PURCHASED IN THE UNITED STATES OF AMERICA.

Roland Corporation U.S. warrants to the first consumer only of a covered product purchased from an authorized Roland dealer in the U.S. that this product will be free from defects in materials and/or workmanship from the date of purchase until the period of time indicated for this product on the chart accompanying this Limited Warranty. Please register this product online at www.RolandUS.com/backstage to establish the date of purchase (NOT A REQUIREMENT FOR WARRANTY SERVICE).

To exercise your rights under this Warranty as a purchaser, you must ship this product in appropriate packaging at your expense (insurance is recommended), together with proof of purchase, to Roland Corporation U.S., or to such other address as may be instructed by Roland Corporation U.S. (This shipping requirement shall not apply to those Roland products covered by in-home warranties). You should submit a [new service request](#) to obtain a Return Authorization number for the returned product. Any products shipped to Roland Corporation U.S. without a Return Authorization number shall be refused.

Roland Corporation U.S. will repair or replace this product at its sole option at no charge to you for parts or for labor within the warranty period; provided, however, that Roland Corporation U.S. reserves the right to determine whether the product is “defective” for purposes of this Limited Warranty. This Warranty does not apply to damage to this product that occurred as a result of abuse or misuse, abnormal service or handling, battery leakage

or failure, damage which may have been caused either directly or indirectly by another product, or if the product has been altered or modified in any way, or if the damage was caused by repairs or service provided or attempted by anyone other than Roland Corporation U.S. or a Roland Authorized Service Center.

IN NO EVENT SHALL ROLAND CORPORATION U.S. BE LIABLE FOR ANY INDIRECT, INCIDENTAL, COLLATERAL, EXEMPLARY, PUNITIVE, CONSEQUENTIAL OR SPECIAL DAMAGES OR LOSSES ARISING OUT OF YOUR PURCHASE OF PRODUCTS AND/OR OUT OF THIS WARRANTY, INCLUDING WITHOUT LIMITATION, LOSS OF USE, PROFITS, GOODWILL OR SAVINGS OR LOSS OF DATA, MUSIC, ELECTRONIC FILES, OR PROGRAMS THAT MAY HAVE BEEN STORED BY A USER OF THE PRODUCT EVEN IF ROLAND CORPORATION U.S. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR CLAIMS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Where applicable, if you qualify as a “consumer” under the Magnuson-Moss Warranty Act, then you shall be entitled to any implied warranties allowed by law for the period of the Limited Warranty as set forth above. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. EXCEPT AS STATED ABOVE, THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER CONDITIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION, AN IMPLIED CONDITION OR WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND OF ANY OTHER WARRANTY OBLIGATION ON THE PART OF ROLAND CORPORATION U.S. ROLAND CORPORATION U.S. DOES NOT ASSUME OR AUTHORIZE ASSUMPTION OF LIABILITY FOR IT OR ANY OTHER WARRANTY, EITHER EXPRESS OR IMPLIED. This Limited Warranty gives U.S. purchasers specific legal rights, and you may also have other rights which vary from State to State.

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