TERMS AND CONDITIONS

J-TECH INVERTER 5 YEARS WARRANTY

Definition:

For the purpose of these Terms and Conditions, "SEM" refers to Sharp Electronics (Malaysia) Sdn. Bhd. (Company No: 199501027792 / 356997-H).

1. CAMPAIGN PERIOD

The J-TECH Inverter 5 Years Warranty Campaign which commenced on **17 January 2026** has been extended, and remain in effect until **31 March 2027** ("Campaign Period").

SEM reserves the right to further extend or revise the Campaign Period at its discretion. Any extension or revision will be reflected in the latest Terms and Conditions published on SHARP Malaysia's official website.

2. ELIGIBILITY AND SUBMISSION REQUIREMENTS FOR J-TECH INVERTER 5 Year Warranty CAMPAIGN

a. The campaign offers a 5-year General Warranty for products listed in Table 1 (Eligible Air Conditioner Models) and Table 2 (Eligible Refrigerator Models), purchased brand new from SHARP authorized dealers within Malaysia during the Campaign Period, subject to these Terms and Conditions.

b. The 5-year General Warranty offered under this Campaign consists of a one (1) year standard general warranty, as provided under SHARP's existing warranty policy, plus an additional four (4) years extended general warranty granted exclusively under this Campaign, subject to full compliance with these Terms and Conditions. The additional four (4) years extended general warranty shall be subject to the same terms, conditions, exclusions, and limitations as SHARP's standard general warranty, unless otherwise stated.

c. Purchases made outside the applicable Campaign Period or before the respective model's effective eligibility date shall not qualify for the additional warranty coverage under this Campaign. Such purchases shall remain subject to SHARP's applicable standard warranty policy and any other warranty benefits validly granted at the time of purchase.

d. No request for benefit extension will be accepted for purchases made outside of Campaign Period.

e. To be eligible for this Campaign, customers are required to complete the online e-Warranty registration via SHARP's official Warranty Registration Portal at https://my.sharp/sharp-warranty-registration **within thirty (30) days from the original date of purchase**, together with valid proof of purchase, product serial number and any other information reasonably required by SEM for verification.

   Failure to complete the registration within the stipulated period may result in ineligibility for the additional warranty benefits, subject to the applicable Terms and Conditions and laws.

   Campaign eligibility shall be determined based on the original purchase date, eligible product model and applicable Campaign Terms and Conditions.

f. Upon successful submission of the online e-Warranty registration, all information and supporting documents provided by the customer will be subject to verification by SEM. Only after the registration has been verified and approved by SEM shall the customer be able to view the e-

Warranty details and e-Warranty expiry date, reflecting a total coverage period of five (5) years from the date of purchase, via the SHARP's official Warranty Registration Portal.

g. In the event that your e-Warranty information is found to be incorrect or incomplete, you will be notified via email or SMS by SEM staff to amend or update the information accordingly. The corrected details must be completed and submitted within seven (7) working days from the date the notification is sent. Failure to update the required information within this timeframe may result in the registration being rejected.

h. Once all the required details you have provided have been verified and deemed accurate, you will be notified of your e-Warranty confirmation and approval.

i. Upon successful warranty registration, you will receive a notification, The 5-year General Warranty shall commence from the original date of purchase as stated on the official sales invoice.

j. SEM may modify or add eligible product models to the Campaign from time to time. Any newly added model shall only be eligible for the 5-year General Warranty if purchased on or after its respective effective date, as specified in the Eligible Models list. Purchases made before the applicable model's effective date shall not qualify for the additional warranty coverage under this Campaign, unless otherwise expressly stated by SEM.

3. Eligible Models:

Table 1: Air Conditioner

AHXP10YHD	AHXP13YHD
AHXP18YHD	AHXP24YHD
AHXP10YMD	AHXP13YMD
AHXP18YMD	AHXP24YMD
AHXP10DSD	AHXP13DSD
AHXP18DSD	AHXP24DSD
AHX10BED*1	AHX13BED*1
AHX18BED*1	AHX24BED*1
AHXP10DHD*2	AHXP13DHD*2
AHXP18DHD*2	AHXP24DHD*2
AHXP10DMD*2	AHXP13DMD*2
AHXP18DMD*2	AHXP24DMD*2

*1 *Newly added model effectively starts from 20th July 2026.*

*2 *Newly added model effectively starts from 1st November 2026.*

Table 2: Refrigerator

SJ2822MDS*3	SJ2822MSS*3
SJ3222MSS*3	SJ3822MSS
SJ4122MBL	SJ4122MDS
SJ4122MPK	SJ4122MSS
SJ4122MWH	SJ4422MSS
SJ5022MDS	SJ5522MDS
SJF821VMSS	SJF921VGK
SJF921VGW	SJF921VMSS

SJF1022VMDS	SJP601MFMK
SJP701MFMK	SJP735MBK
SJP801MFMK	SJP882MFGK
SJP882MFGM	SJPT666MFGMW
SJPT666MFMK	SJPT776MFGMB
SJPT776MFMK	SJPT886MFGAS
SJPT886MFGK	SJPT886MFGMW
SJPT886MFMK	

*[3]*Newly added model effectively starts from 1st October 2026.*

4. Campaign Mechanics

a. Subject to verification and approval of registration, customers are entitled to receive a 5-year General Warranty starting from the date of purchase, as stated in the Proof of Purchase.

b. The 5-year General Warranty covers only the selected J-TECH Inverter products listed under Table 1 (Eligible Air Conditioner Models) and Table 2 (Eligible Refrigerator Models).

c. SEM reserves the right to inspect the defect product that claims under the 5-year General Warranty. If the Product is found to be defective during this period of the 5-year General Warranty period, service labour and spare parts cost will be free of charge.

d. Here is the breakdown coverage for selected **Air Conditioner models** under this Campaign:

   i. Selected air conditioner model comes with a 5-year General Warranty, starting from the date of purchase.

   ii. If product found to be defective during this period; parts, labour, compressor parts, refilling gas, service, and transportation will be free of charge.

   iii. Air conditioner compressor is now included under the 5-year General Warranty.

e. Here is the breakdown coverage for selected **Refrigerator models** under this Campaign:

   i. Selected refrigerator model comes with a 5-year General Warranty, starting from the date of purchase.

   ii. J-Tech Inverter Compressors come with a 12-year warranty.

   iii. If product found to be defective during this period; parts, labour, compressor parts, refilling gas, service, and transportation will be free of charge, for the first 5 years from the date of purchase. (For Selected Refrigerator models only)

   iv. After the 5-year general warranty period ends, the remaining 7 years of the compressor warranty will continue to apply, with only one replacement for Compressor (upon confirmation of fault) will be covered but refilling gas, service, and transportation charges will no longer be covered.

f. The Campaign covers mechanical and electrical component defect(s) only. Any external and/or internal casings are not included in the warranty coverage.

g. The warranty does not apply to any product whose exterior has been damaged or defaced nor to any product subjected to misuse, alteration of serial number, accidental damage, negligence, and abnormal handline, use non-original consumable, failure to comply with applicable operating or maintenance instructions and any act of God or service made by anyone other than SEM Authorised Service/Dealers. In addition, this warranty does not cover any modification in design, construction,

interfacing, unstable voltage or abnormal voltage.

h. The warranty for the air conditioner, including the compressor and all related parts, shall be rendered null and void if the unit has not been regularly and properly maintained and cleaned, including but not limited to periodic cleaning of the air filters, evaporator, condenser, and other essential components. SEM shall not be liable for any defect, malfunction, damage, or deterioration in performance arising directly or indirectly from such failure.

i. This Campaign entitlement is strictly **non-transferable**. Only the original purchaser whose name appears on the proof of purchase and warranty registration is eligible for the benefits of the Campaign.

j. SEM shall not in any event be liable to person or property for any incidental, contingent, special or consequential damages.

k. SEM reserves the right to change the terms and conditions including the Participation Instructions contained herein at any time without prior notice.

l. These Terms and Conditions shall be read together with the full General Warranty policy, which available at: https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty%20-%202022.pdf ("General Warranty Policy").

   In the event of any inconsistency concerning the specific benefits of this Campaign, these Terms and Conditions shall prevail in respect of the Campaign benefits.

m. By participating in this Campaign, you are hereby deemed to have read, understood, and agreed to all the terms and conditions and the General Warranty policy herein.

5. GENERAL CONDITIONS

a. All warranties are only applicable to the original purchaser whose name appears on the proof of purchase and warranty registration.

b. All required documents for warranty— including the SHARP Product Warranty Card and valid Proof of Purchase (e.g., invoice or receipt).

c. SEM reserves the right to determine the validity and sufficiency of the documents provided, and may request additional supporting documents if necessary.

d. SEM reserves the right to amend, extend or withdraw this Campaign, including revising the list of eligible models, subject to applicable laws. Any changes will be published on SHARP Malaysia's official website. Such changes shall apply prospectively from their respective effective dates and shall not affect warranty benefits already granted to eligible customers under the applicable Terms and Conditions.

e. All creative phrases used in this campaign, including "**No.1 Choice**" and "**Beyond 5-Star Quality**", are intended as marketing expressions and do not represent factual rankings, official ratings, or verified performance claims.

f. SEM reserves the right to reject a registration or warranty claim where it reasonably determines, based on supporting evidence, that the registration or claim involves fraud, material misrepresentation, falsified documents, tampering with the product serial number or other material abuse of the Campaign, subject to applicable law.

6. PERSONAL DATA PROTECTION

a. SEM shall ensure that all personal data collected in relation to this Campaign is handled in accordance with applicable data protection laws, including the Personal Data Protection Act 2010 (Act 709).

b. By participating in the Campaign, the Eligible Customers agree and consent to give SEM the rights to use and process their personal particulars and/or information for purposes including, but not limited to, warranty registration, eligibility verification, customer communication, warranty administration, advertising and any other forms of publicity or other compliance with applicable legal obligations from time to time, without any additional fees, costs, or compensation.

c. Authorized Sharp Service Contractors are appointed to handle warranty or repair-related matters. By participating in this Campaign, eligible customers agree that any personal data collected in relation to this Campaign may be disclosed to the authorized service contractors solely for the purposes stated above in accordance with SEM's applicable privacy notice.

7. CUSTOMERS' CONDUCT

Customers are kindly reminded to maintain courtesy and respectful communication when engaging with SEM staff. Your cooperation, patience, and professionalism are greatly appreciated in ensuring a smooth experience for all.

8. CONTACT INFORMATION

For inquiries regarding the campaign, customers may contact Sharp Electronics Malaysia's Customer Service at 03-8026 6228 or email to sharpcs_support@my.sharp-world.com