

TERMS AND CONDITIONS

JTECH INVERTER 5 YEARS WARRANTY

Definition:

For the purpose of these Terms and Conditions, "SEM" refers to Sharp Electronics (Malaysia) Sdn. Bhd. (Company No: 199001020252 / 356997-H).

1. Campaign Period:

This campaign runs from **10 November 2025 to 11 January 2026**, held in conjunction with SHARP Year-End Sales Campaign.

2. Eligible Models:

Table 1: Air Conditioner

AHXP10YHD	AHXP13YHD
AHXP18YHD	AHXP24YHD
AHXP10YMD	AHXP13YMD
AHXP18YMD	AHXP24YMD

Table 2: Refrigerator

SJF921VGK	SJF921VGW
SJF922VGM	SJF1022VMDS

3. ELIGIBILITY AND SUBMISSION REQUIREMENTS FOR JTECH INVERTER CAMPAIGN

- The campaign offers a **5-year General Warranty** for product listed in **Table 1 (Eligible Air Conditioner Models)** and **Table 2 (Eligible Refrigerator Models)**, purchased during the Campaign Period.
- Purchases made outside this period will only be entitled to the standard 1-year general warranty coverage, as stated in the Warranty Card.
- No request for benefit extension will be accepted for purchases made outside of Campaign Period.
- To be eligible for this campaign, customers must complete the online **e-Warranty registration** via the authorized websites of **SHARP** or **Cocoro Life Malaysia** within **30 days from the purchase date**, together with the submission of **proof of purchase** in the form of an invoice or receipt. Any registrations submitted beyond this period will **not be accepted** and shall be **considered invalid**.
- In the event that your e-Warranty information is found to be incorrect or incomplete, you will be notified via **email or SMS** by **SHARP** or **Cocoro Life Malaysia** 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.

- f. 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**.
- g. Upon successful warranty registration, you will receive a **5-year General Warranty** for the Product, begins effectively from the date of purchase.

4. Campaign Mechanics

- a. 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 JTECH Inverter products listed under **Table 1 (Eligible Air Conditioner Models)** and **Table 2 (Eligible Refrigerator Models)**.
- c. SHARP 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 are the breakdown coverage for **selected Air Conditioner models** under this program:
 - 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 are the breakdown coverage for **selected Refrigerator models** under this program:
 - 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 Program 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, and abnormal handline, use non-original consumable, any act of God or service made by anyone other than Sharp Authorised Service/Dealers. In addition, this warranty does not cover any modification in design, construction, interfacing, unstable voltage or abnormal voltage.
- h. This Program is **non-transferable**. Only the original purchaser whose name appears on the proof of purchase and warranty registration is eligible for the benefits of the Program.



- i. SHARP shall not in any event be liable to person or property for any incidental, contingent, special or consequential damages
- j. SHARP reserves the right to change the terms and conditions including the Participation Instructions contained herein at any time without prior notice.
- k. Refer to the full General Warranty policy here:
<https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty%20-%202020%2022.pdf>
- l. By participating in this Program, 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.
- b. SEM reserves the right to amend these Terms & Conditions or withdraw the campaign at any time without prior notice. Updates will be published on SEM's official website or communicated through Participating Dealers.

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 their personal particulars and/or information for purposes including, but not limited to, advertising and any other forms of publicity 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 purpose of warranty, service, or repair facilitation.

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