

Conditions of Warranty

This Sharp product is warranted to the original purchaser to be free from defective materials and workmanship under normal use, and any such defects will be repaired through Sharp Authorised Service Stations/ Dealers. The period and conditions of our warranty services are as follow:

1. This warranty card and proof of purchase must be presented when servicing is requested.
2. This warranty is valid in Malaysia only.
3. This warranty card is irreplaceable in the event of loss.
4. When any Sharp product is forwarded for servicing to one of the Sharp Authorised Service Station, it should be FULLY INSURED, CAREFULLY PACKED AND TRANSPORTATION CHARGE PREPAID TOGETHER WITH THIS WARRANTY CARD, THE ORIGINAL SALES SLIP and a note describing the defect of failing operation.
5. Please understand that it may take a longer time to repair the product when the required part(s) is/are subject to import restriction and availability of part(s).
6. SHARP assumes no responsibility, directly or indirectly for financial losses or claims from third person resulting from the inability to use this product, or the use or loss of use of this product.
7. Warranty of products is as specified below with the exception of consumables, exterior cosmetics parts, appearance plastic parts, options, accessories, battery & adaptor.
8. The warranty is void in the following cases:
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 handling, 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.
9. SHARP strongly recommends that separate permanent written records be kept of all important data. Data may be lost or altered in virtually any electronic memory product under certain circumstances. Therefore, Sharp assumes no responsibility for data lost or otherwise rendered unusable whether as a result of static charge build-up, electronic noise from nearby appliances, improper use, repairs, defects, battery replacement, use after the specified battery life has expired, or any other cause.
10. For consumer products, warranty covers for home use only.
11. On-site service for selected models only and within 50km road radius from any Sharp Service Centre.
12. The warranty shall be limited to the expense of replacing the product with the same product or an equivalent product or repair of the product whichever is lower.
13. This warranty does not cover insects infestation or pests invade or animal urine.

Details of Product Warranty:-

Consumer Products

LCD TV/ LED TV*	2 years (parts, labour). No warranty for remote control and accessories. Note: * LED TV refers to LCD TV with LED backlight
BD/ DVD Player	1 year (parts, labour) .Carry in service only. No warranty for remote control and accessories. Only one replacement of Optical Pick-up Unit within warranty period upon confirmation of fault. Subsequent replacement will be charged accordingly.
Audio	1 year (parts, labour) .Carry in service only.
Air Conditioner	1 year (parts, labour) This 1 year warranty does not apply to the interior or exterior finishing of the cabinet. 5 years warranty for compressor only (exclusive of refilling gas, service and transportation charges) Only one replacement for compressor within warranty period upon confirmation of fault. No warranty for remote control and accessories.
Refrigerator	1 year (parts, labour) This 1 year warranty does not apply to the interior or exterior finishing of the cabinet. Compressor warranty period * (exclusive of refilling gas, service and transportation charges. Only one replacement for compressor within warranty period upon confirmation of fault). * Single Door & Chest Freezer Compressor - 5 years (parts) , Two Doors & Above Non-Inverter Compressor - 10 years (parts), Inverter Compressor -12 years (parts)
Washing Machine	Semi Auto – 1 year (Parts, labour), Control Panel – 1 year (Parts), non-inverter motor – 1 year (Parts). Fully Auto – 2 years (Parts, labour), Control Panel – 3 years (Parts)*, non-inverter motor – 5 years (Parts)*, inverter motor – 12 years (Parts)* This warranty does not apply to the interior & exterior finishing of the cabinet. Note: *Warranty from the date of purchase (exclusive of service and transportation charges). Only one replacement within warranty period upon confirmation of fault. Subsequent replacement will be charged accordingly.
Other Home Appliances	1 year (parts, labour). Carry in service only.
Air Purifier	1 year (parts, labour). Carry in service only.
Ion Generator	1 year (parts, labour). Carry in service only.
Security System	1 year (device).Carry in service only. Full T&C to refer to www.sharpsmarthome.com website.

Note:

House call repair is provided for the following products only:

- Refrigerator
- LCD TV/ LED TV 32" & Above
- Air Conditioner
- Washing Machine
- Hot Shower
- Microwave Oven (Convection, Healsio & Steamwave)
- Ceiling Fan

Office Products

Projector	Home Theater Projector - 1 year (parts & labour) Data Projector - 2 years (parts & labour) Lamp warranty: 1000 hours or 6 months which ever come first. Carry-in service only.
Calculator	1 year (parts, labour) .Carry in service only.
Electronic Cash Register / POS	1 year (parts, labour). Warranty for hardware only (software, programming and accessories are excluded). On-site service for selected models only.

SHARP AUTHORISED SERVICE CENTRES (Consumer Electronics Products):

Sharp Subang Jaya Service Centre:

No.1, Jalan TP 6,Sime UEP Industrial Park,47600 Subang Jaya, Selangor

Operation Hours (Excluding Public Holiday & Replacement Public Holiday) : 9.00 am to 6.00pm
(Monday to Friday)

Sharp Plaza Low Yat Service Centre:

4-019, 019A, 019B & 019D, 4th Floor Plaza Low Yat, Off Jalan Bukit Bintang, 55100 Kuala Lumpur

Operation Hours : 10.30 am to 8.00pm (Monday to Sunday)

Note: Operates everyday as per standard mall time

SHARP CUSTOMER SERVICE:

Hotline :03-8026 6228 | Email: sharpcs_support@my.sharp-world.com

OFFICE HOURS:

Monday-Friday: 9.00am to 6.00pm

Saturday & Sunday: Closed

(Excluding Public Holiday & Replacement Public Holiday)

E-warranty Registration :

Download Cocoro Life App from App Store/Google Play

Pulau Pinang

Tel: 04 – 644 3642

Ipoh

Tel: 05 – 546 0846

Melaka

Tel: 06 – 283 6540

Johor Bahru

Tel: 07 – 353 6066

Kuantan

Tel: 09 – 566 1431

Kuching

Tel: 082 – 450 281

Kota Kinabalu

Tel: 088 – 211 616

Kota Bahru

Tel: 09 – 743 2572