

SHARP ELECTRONICS (MALAYSIA) SDN BHD

Customer Repair / Service Fees

EFFECTIVE DATE :	01.11.2025
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SEM SERVICE DEPARTMENT

(RINGGIT MALAYSIA)

Product	Details		Description	Propose Service Fee	
				(RM)	Site
LCDTV / AV MONITOR	All Models	Below 50"	Checking	70.00	In-Home / Carry-In
		50" - 59"	Checking	70.00	
		Above 60"	Checking	100.00	
	19" to 31"		Repair	90.00	
	32" to 39"		Repair	120.00	
	40" to 59"		Repair	180.00	
	60" to 79"		Repair	280.00	
	80" and above		Repair	430.00	
AV/DATA PROJECTOR	All Models		Checking	50.00	Carry-In
	(Dismantling / Installation NOT included)		Repair	170.00	
AUDIO / DVD SYSTEM	All Models		Checking	40.00	Carry-In
	Portable Radio Cassette Recorder (Handle) / HP Stereo		Repair	50.00	
	Portable Player (CD/VCD/DVD) & Hi-Fi System / Home Theatre System		Repair	60.00	
	DVD Recorder / Hard disk Player / Blu-Ray Player		Repair	80.00	
			Update Software	40.00	
MICROWAVE OVEN	All Models		Checking / Adjustment / Collect / Deliver	35.00	In-Home / Carry-In
	Basic Model		Repair	60.00	
	Combination with Convection / Grill / Sensor Model Only		Repair	80.00	
	Water Oven (Super Heated Steam Oven)		Repair	110.00	
AIR PURIFIER	All Models		Checking	30.00	Carry-In
			Repair	40.00	
HOT SHOWER / BURNER HOB	All Models		Checking	40.00	In-Home / Carry-In
			Repair	60.00	
WATER PURIFIER	All Models		Checking / Filter Exchange	40.00	Carry-In
VACUUM CLEANER	All Models		Checking	30.00	Carry-In
			Repair	45.00	
SMALL HOME APPLIANCES / OTHERS	Small Home Appliances		Checking	30.00	
			Repair	40.00	
CEILING FAN	All Models		Checking	40.00	In-Home / Carry-In
	Normal Ceiling Fan Series		Repair	50.00	
	WAFU Ceiling Fan Series		Repair	55.00	
WASHING MACHINE	Semi-Auto Model		Checking	50.00	In-Home / Carry-In
			Repair	85.00	
	Top Loading Fully Auto		Checking / Adjustment / Collect / Deliver	80.00	
			Repair Complete	100.00	
	Front Loading Fully Auto		Checking / Adjustment / Collect / Deliver	80.00	
			Repair Complete	120.00	
REFRIGERATOR	All Models		Checking / Adjustment	80.00	In-Home / Carry-In
			Repair Electrical / Electronic Defect	100.00	
	(150L to 350L)		Cycle Repair Complete	430.00	
	(351L to 550L)		Cycle Repair Complete	430.00	
	(551L to 750L)		Cycle Repair Complete	450.00	
	(751L and Above)		Cycle Repair Complete	450.00	
CHEST FREEZER	All Models		Checking / Adjustment	80.00	
			Electronic Defect Repair / Door Adjustment	100.00	
	Below 200L		Cycle Repair Complete	330.00	
	Above 200L		Cycle Repair Complete	360.00	

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Product	Details			Description	Propose Service Fee									
					(RM)	Site								
AIR CONDITIONER	All Models			Checking / Adjustment / Repair	120.00	In-Home								
				Replace parts (Plastic or Electronics parts)	120.00									
				Test / Repair leak with charge in gas	250.00									
		1.0HP - 1.5HP	Replace evaporator / brazing work	230.00										
			Replace Compressor / Condenser / Brazing with vacuum & Charge in gas	300.00										
		2.0HP - 2.5HP	Replace evaporator / brazing work	230.00										
			Replace Compressor / Condenser / Brazing with vacuum & Charge in gas	350.00										
	Cassette Type Duct Type	2.0HP - 2.5HP	Replace evaporator / brazing work	310.00										
			Replace Compressor / Condenser / Brazing with vacuum & Charge in gas	370.00										
		3.0HP - 3.5HP	Replace evaporator / brazing work	330.00										
			Replace Compressor / Condenser / Brazing with vacuum & Charge in gas	410.00										
		4.0HP - 4.5HP	Replace evaporator / brazing work	360.00										
			Replace Compressor / Condenser / Brazing with vacuum & Charge in gas	460.00										
TERMS & CONDITIONS	<table><tr><td>Mileage (KM)</td><td>0 - 50</td><td>51 - 100</td><td>above 101</td></tr><tr><td>Charges</td><td>25.00</td><td>35.00</td><td>0.6 sen/KM</td></tr></table>						Mileage (KM)	0 - 50	51 - 100	above 101	Charges	25.00	35.00	0.6 sen/KM
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	Charges	25.00	35.00	0.6 sen/KM										
	1) In-Home Service will be charged with additional Transportation fee based on above rate table													
	2) Service Fees are subjected to change without prior notice.													
	3) Service Warranty for 1 months only from the date of collection after repair. Service Warranty is for service labour and part changed only. If failure occurs again which is caused by other parts, the part will be changed accordingly)													
	4) We do not accept for Service / Repair for Parts supplied by Customers themselves.													
	5) Please take note that apart from any estimation charges given earlier, should there be any replacement for new parts, we will charge accordingly, without prior notice.													
	6) Estimation for Repair / Cancellation for Repair will be subjected to the Checking Fee rate.													
	7) Checking Fee includes dismantling the outer cabinet and internal components / wire harness may be taken out together for investigation and reassemble back into the machine.													
	8) Not Collected / Unclaim Repaired Set(s) after 3 MONTHS from the date of complete repair, we are not liable for any loss or damage. We may dispose off the goods with prior notice and NO further claim(s) shall be entertained.													
9) Additional transportation fees such as boat / ferry fares will be charged separately.														
10) All fees may subjected to SST														

Approved by


Ting Yang Chung
Managing Director

Prepared by


Lee Jing Han
Service Manager