

SHARP MALAYSIA SALES & SERVICE COMPANY SDN. BHD.

CUSTOMER REPAIR / SERVICE FEES
EFFECTIVE DATE : 01.02.2018

CEP SERVICE DEPARTMENT

(RINGGIT MALAYSIA)

PRODUCT	DETAILS	DESCRIPTION OF REPAIR	SERVICE FEE	
			CARRY-IN	IN-HOME
LCD TV/ AV MONITOR	ALL MODELS 19" TO 59"	Checking	30.00	50.00
	19" to 31"	Repair	70.00	90.00
	32" to 39"	Repair	100.00	120.00
	40"to 59"	Repair	160.00	180.00
	ALL MODELS 60" AND ABOVE	Checking	60.00	80.00
	60" TO 79"	Repair	250.00	280.00
	80" AND ABOVE	Repair	400.00	430.00
AV/DATA PROJECTOR	ALL MODELS	Checking	30.00	Not Available
	(Dismantling / Installation NOT included)	Repair	150.00	
AUDIO/DVD SYSTEM	ALL MODELS	Checking	30.00	
	PORTABLE RADIO CASSETTE RECORDER (HANDLE) / HP STEREO	Repair	40.00	
	PORTABLE PLAYER(CD/VCD/DVD) & HI-FI / HOME THEATRE SYSTEM	Repair	50.00	
	DVD RECORDER / HARD DISK PLAYER /	Repair	70.00	
	BLU-RAY PLAYER	Update software	30.00	
MICROWAVE OVEN	ALL MODELS	Checking	25.00	45.00
	MICROWAVE OVEN (Basic Model Only)	Repair	50.00	Not Available
	COMBINATION with CONVECTION / GRILL / SENSOR MODEL ONLY	Repair	60.00	80.00
	WATER OVEN (SUPER HEATED STEAM OVEN)	Repair	90.00	110.00
WASHING MACHINE	SEMI-AUTO MODEL	Checking	30.00	50.00
		Repair	65.00	85.00
	ALL MODELS (FULLY AUTO)	Checking	55.00	75.00
	TOP LOADING FULL'	Repair	70.00	90.00
	FRONT LOADING FU	Repair	80.00	100.00
AIR PURIFIER (PLASMACLUSTER)	ALL MODELS	Checking	20.00	Not Available
	PLASMACLUSTER MODEL	Repair	30.00	
HOT SHOWER / BURNER HOB	ALL MODELS	Checking	20.00	40.00
		Repair	40.00	60.00
WATER PURIFIER	WATER PURIFIER	Checking / Filter Exchange	30.00	Not Available
VACUUM CLEANER	ALL MODELS	Checking	20.00	
		Repair	35.00	
SMALL HOME APPLIANCES/OTHERS	ALL MODELS	Checking	20.00	
		Repair	30.00	
CEILING FAN	ALL MODELS	Checking	20.00	40.00
	Normal Ceiling Fan series	Repair	30.00	50.00
	WAFU Ceiling Fan Series	Repair	45.00	55.00

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				CARRY-IN	IN-HOME	
REFRIGERATOR	ALL MODELS		Checking / Adjustment	40.00	60.00	
			Repair Electrical / Electronic Defect	60.00	80.00	
	(150L to 350L)	Non Inverter	Cycle Repair Complete	150.00	170.00	
		Inverter		Nil	Nil	
		R600A		250.00	270.00	
	(351L to 550L)	Non Inverter	Cycle Repair Complete	200.00	220.00	
		Inverter		230.00	250.00	
		R600A		300.00	320.00	
	(551L to 750L)	Non Inverter	Cycle Repair Complete	240.00	260.00	
		Inverter		260.00	290.00	
		R600A		340.00	360.00	
	(751 and Above)	Non Inverter	Cycle Repair Complete	290.00	320.00	
		Inverter		340.00	370.00	
		R600A		390.00	420.00	
CHEST FREEZER	Below 200L		Replace Compressor / Charge Gas / Welding / Others.	170.00	190.00	
	Above 200L			200.00	220.00	
	Below 200L (R600A)			270.00	290.00	
	Above 200L (R600A)			300.00	320.00	
AIR-CONDITIONER	All MODELS		Checking / Repair / Adjustment	Not Available	80.00	
			Replace parts (plastic or electronics parts)		100.00	
			Test / Repair leak with charge in gas		220.00	
	WALL TYPE	R22	Replace evaporator / brazing	1.0 HP / 1.5HP	Not Available	200.00
			2.0 HP / 2.5HP	200.00		
		R410A	Replace compressor / condenser / brazing with vacuum & charge in gas	1.0 HP / 1.5HP		250.00
			2.0 HP / 2.5HP	310.00		
			Replace evaporator / brazing	1.0 HP / 1.5HP		220.00
			2.0 HP / 2.5HP	220.00		
	CASSETTE TYPE	R22 / R410A	Replace compressor / condenser / brazing with vacuum & charge in gas	1.0 HP / 1.5HP	Not Available	300.00
			2.0 HP / 2.5HP	350.00		
			2.0 HP/ 2.5 HP	300.00		
			3.0 HP / 3.5 HP	320.00		
			4.0 Hp /4.5 HP	350.00		
2.0 HP/ 2.5 HP			360.00			
3.0 HP / 3.5 HP			400.00			
4.0 Hp /4.5 HP			450.00			
TERMS & CONDITIONS:	*Service Fees are subjected to change without prior notice.					
	* Service Warranty for 1 months only from the date of collection after repaired.					
	Service Warranty is for service labour and parts changed only. If failure occurs again which is caused by other parts, the parts will be charged accordingly.					
	*We do not accept Service / Repair for Parts supplied by Customers themselves.					
	*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.					
	*Estimation for Repair / Cancellation for Repair will be subjected to the Checking Fee rate.					
	*Checking Fee includes dismantling the outer cabinet and internal components / wire harness may be taken out together for investigation and reassembled back into the machine.					
	*Not Collected / Unclaim Repaired Set(s) after 3 MONTHS from the date of complete Repair, we are not liable for any loss or damages. We may dispose off the goods with prior notice and NO further claim(s) shall be entertained.					
	* Additional transport fees such as boat / ferry fares will be charged separately.					
	* All fees subject to 6% GST.					
	IN-HOME service fee includes Transportation Fee within 0-50 Km radius.					
	51 - 100 KM Radius = RM 30.00 Transportation Fee, and above 101 KM radius at RM 0.60 sen per KM.(Base in Radius)					

Approved By:

Prepared By :


 Masashi Murano
 Finance Director


 Ho Foo Heng
 Service Manager