

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: 199001020252 / 356997-H).

1. Campaign Period:

This campaign runs from **1 April 2026 to 31 July 2026** ("Campaign Period").

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.
- 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 Campaign Period shall only be entitled to the standard 1-year general warranty, as stated in the Warranty Card. No extension, substitution, or appeal will be entertained for purchases made outside the Campaign Period.
- d. No request for benefit extension will be accepted for purchases made outside of Campaign Period.
- e. To be eligible for this Campaign, customers must complete the online e-Warranty registration via the authorized SHARP website or Cocoro Life Malaysia App within thirty (30) days from the date of purchase, together with valid proof of purchase. For eligible products purchased within the Campaign Period (1 April 2026 to 31 July), warranty registration will be accepted up to thirty (30) days after the Campaign end date, i.e. until 31 August 2026. Any registration submitted after this date shall be deemed invalid. Purchases made outside the Campaign Period are not eligible, regardless of the registration date.
- 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 SHARP. Only after the registration has been verified and approved by SHARP will 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 or Cocoro Life Malaysia APP e-Warranty system.
- 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 SHARP 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.

3. Eligible Models:

Table 1: Air Conditioner

AHXP10YHD	AHXP13YHD
AHXP18YHD	AHXP24YHD
AHXP10YMD	AHXP13YMD
AHXP18YMD	AHXP24YMD
AHXP10DSD	AHXP13DSD
AHXP18DSD	AHXP24DSD

Table 2: Refrigerator

SJ3822MSS	SJ4122MSS
SJ4122MDS	SJ4122MWH
SJ4422MSS	SJ5022MDS
SJ5522MDS	SJP735MBK
SJP601MFMK	SJP701MFMK
SJP801MFMK	SJP882MFGK
SJP882MFGM	SJF821VMSS
SJF921VMSS	SJF921VGK
SJF921VGW	SJF1022VMDS
SJ4122MPK	SJ4122MBL

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 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 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 is 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. 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. The Company shall not be liable for any defect, malfunction, damage, or deterioration in performance arising directly or indirectly from such failure.
- i. 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.
- j. SHARP shall not in any event be liable to person or property for any incidental, contingent, special or consequential damages
- k. SHARP reserves the right to change the terms and conditions including the Participation Instructions contained herein at any time without prior notice.
- l. Refer to the full General Warranty policy here:
<https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty%20-%2022.pdf>

- m. 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.
- d. 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.
- 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.

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