

TERMS AND CONDITIONS OF WARRANTY FOR SHARP MFP

We guarantee the provision of warranty for the SHARP MFP product within the stipulated warranty period from actual date of installation and commissioning by **Sharp Electronics (Malaysia) Sdn. Bhd. (SEM)** or our Authorized Dealers. For avoidance of doubt, “actual date of installation and commissioning” shall mean the date on which the MFP has been physically installed at the end-user premises, powered on, configured, tested and accepted/commissioned for normal operation use. The warranty period shall not be extended or restarted by any repair, replacement of parts or relocation of the machine, unless otherwise expressly agreed in writing by SEM.

1. Warranty Conditions

- The certified warranty card together with the proof of purchase must be presented when a warranty claim is made.
- The warranty is valid in Malaysia only.
- The warranty card is irreplaceable in the event of loss.
- The warranty is applicable to parts only.
- SEM shall have the right to inspect, test and diagnose the MFP and its relevant components before determining whether the reported defect, damage or malfunction is covered by this warranty. SEM may also verify the machine's serial number, copy counter, service history and operating condition for the purpose of determining warranty entitlement.

2. Detail of Product Warranty

Segment	Machine Speed	Warranty Period / Maximum Copies
Segment 1	16–20 cpm	1 year or 60,000 copies
Segment 2	21–30 cpm	1 year or 160,000 copies
Segment 3	31–44 cpm	1 year or 250,000 copies
Segment 4	45–69 cpm	1 year or 480,000 copies
Segment 5	70–90 cpm	1 year or 600,000 copies
Segment 6	91 cpm and above	1 year or 1,000,000 copies

- The applicable warranty period and maximum copy volume for each MFP segment are as set out in the table above. Where a maximum copy volume is specified, the warranty shall expire upon the earlier of:
 - the expiry of the applicable warranty period; or
 - the MFP reaching the applicable maximum copy volume,whichever occurs first, regardless of whether the other applicable limit has been reached or expired.
- This warranty covers the defective machine parts under normal and reasonable usage only for a period of one (1) year from the actual date of installation and commissioning or within the applicable copy volume stated above, whichever occurs first.
- Subject to the terms and exclusions of this warranty, SEM shall, at its sole discretion, repair the defective covered part or replace such part, where SEM determines that the defect is attributable to a defect in material or workmanship under normal use.
- Any part replaced under this warranty shall be warranted only for the unexpired portion of the original warranty period, and shall not result in any extension or renewal of the original warranty period.

- e) Warranty service shall be provided at such SHARP Authorized Service Centre or through such service arrangements as designated by SEM.

3. Items Not Covered by Warranty

- a) This warranty does not include consumable items, including but not limited to:
- Drum
 - Developer
 - Toner
 - LSU unit
 - Heater roller
 - Oil roller
 - Lamp
 - Cleaner blade
 - Maintenance kits
 - Stapler unit
 - Cosmetic parts
 - Other consumable items
- b) This warranty also does not apply to exterior parts, including but not limited to:
- Cassette
 - Machine covers
 - Other exterior/cosmetic components
- c) This warranty does not cover software, firmware, drivers, network configuration, third-party applications or other non-hardware issues.

4. Warranty Exclusions

This warranty does not cover any defect, damage or malfunction arising from or caused by:

- a) Improper installation, operation, maintenance or servicing;
- b) Operation otherwise than in accordance with SEM's operating manual or instructions;
- c) use of non-original SEM consumables, supplies, accessories, replacement parts or components;
- d) unauthorized modification, alteration, adaptation or integration with third-party equipment or software;
- e) electrical surge, unstable power supply, abnormal voltage or other electrical conditions; and
- f) use of unsuitable or defective paper, media or other materials.

5. Void Warranty

The above warranty shall be void in the following cases:

- a) If the machine has been repaired by any unauthorized person or in a manner that affects its reliability or performance.
- b) If the machine's copy counter is altered, tampered or manipulated in any way.
- c) If the machine has been subjected to misuse, abuse or negligence.
- d) If the Serial Number has been altered, defaced or removed.
- e) If the machine has been damaged by fire, lightning, flood, storm, earthquake, natural disaster, power surge or failure, war, riot, civil disturbance or any other event beyond SEM's reasonable control ("Force Majeure").
- f) If the machine does not use **ORIGINAL SHARP supplies or accessories** imported by SEM and purchased through SEM or its Authorized Dealers.

- g) If the machine has been relocated or removed from its original installation address without prior notification to SEM or its Authorized Dealers, such notification not to be unreasonably withheld.

6. Finality on Warranty Claims

- a) SEM shall have the right to determine, based on its inspection, testing and technical assessment, whether a defect or malfunction falls within the scope of this warranty. SEM's determination shall be made in accordance with these terms and conditions and applicable law.
- b) If there is any discrepancy between the English and Bahasa Malaysia versions of this warranty certificate, the **English version shall prevail and shall be regarded as the final and conclusive reference.**

Except as expressly provided in these terms and conditions, SEM does not provide any additional contractual warranty in respect of the MFP, subject always to any rights, remedies, guarantees or protections which cannot lawfully be excluded or restricted under applicable law.

7. Exclusion of Liability

- a) To the fullest extent permitted by applicable law, SEM's liability arising out of or in connection with this warranty shall be limited to the repair or replacement of the defective part or MFP in accordance with these terms and conditions. SEM shall not be liable for any indirect, incidental, special or consequential loss or damage, including loss of profits, revenue, business, contracts, goodwill, anticipated savings or business opportunities, arising from or in connection with any defect, malfunction, repair, servicing or inability to use the MFP.
- b) The purchaser is solely responsible for backing up and safeguarding all documents, files, data, information, passwords, address books and other information stored in or accessible through the MFP before the MFP is submitted for repair, servicing, replacement or disposal. To the fullest extent permitted by applicable law, SEM shall not be responsible for any loss, alteration, corruption, disclosure or unavailability of such data arising from or in connection with servicing, repair, replacement of parts, malfunction or any other cause.

8. Laws Applicable

These terms and conditions shall be governed by and construed in accordance with the **laws of Malaysia**. No waiver, alteration, modification or addition to the foregoing terms and conditions shall be valid unless made in writing and signed by a duly authorized representative of **Sharp Electronics (Malaysia) Sdn. Bhd.**



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Branch Offices

PENANG K-5-2, Lorong Bayan Indah 2, Bay Avenue, 11900 Bayan Lepas, Penang. Tel: 04-644 3642	IPOH No. 9 & 9A, Jalan Medan Ipoh 7, Bandar Baru Medan, 31400 Ipoh, Perak. Tel: 05-546 0846 / 05-547 0984 Fax: 05-546 5929	MELAKA No. 17, 17-1, Jalan Lagenda 9, Taman 1 Lagenda, 75400 Melaka. Tel: 06-283 6540 / 06-282 7753
JOHOR BAHRU 39 & 39A, Jalan Molek 2/4, Taman Molek, 81100 Johor Bahru, Johor. Tel: 07-353 6066 / 07-353 6067 Fax: 07-353 6071	KUANTAN B-1770, 1st Floor, Jalan Air Putih, 25300 Kuantan, Pahang. Tel: 09-566 1431 / 09-565 5435	KUCHING 32, Ground Floor, First Floor and Second Floor, Block 10, Hock Kui Commercial Centre, Jalan Tun Ahmad Zaidi Adruce, 93150 Kuching, Sarawak. Tel: 082-547 763
KOTA KINABALU Lot 17, Ground Floor & Lot 16, 1st Floor, Millennium Centre, Jalan Millennium, 88200 Kota Kinabalu, Sabah. Tel: 088-211 616 / 088-211 612 / 088-211 613 Fax (Office): 088-211 619 Fax (Service): 088-211 615	KOTA BHARU No. 4706-E, 1st Floor, Taman Maju, Jalan Pekeliling, 15200 Kota Bharu, Kelantan. Tel: 09-743 2572 Fax: 09-746 1716	