

SHARP : Conditions of Warranty

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 Authorized Service Stations/Dealers. The period and conditions of our warranty services are as follows:

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. Where a SHARP product is returned to SHARP Authorized Service Station for servicing, the product shall be securely and appropriately packed and transported at the customer's risk and cost, unless otherwise specified by SHARP. The customer is responsible for ensuring that the product is adequately insured during transportation. The warranty card, original proof of purchase and a description of the reported defect should accompany the product.
5. Repair or servicing may take longer where the required parts are subject to import restrictions, supply constraints, manufacturing lead times or availability issues. SHARP shall use reasonable efforts to complete the repair as soon as reasonably practicable but does not guarantee any particular repair or completion period unless otherwise expressly stated in writing.
6. To the fullest extent permitted by applicable law, 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. The warranty for products is as specified below with the exception of consumables, exterior cosmetics parts, appearance plastic parts, options, accessories, battery & adaptor.
8. The warranty does not apply where the defect, damage or malfunction arises from or is attributable to:
 - (a) product exterior that has been damaged or defaced;
 - (b) misuse, abuse, negligence or improper handling of the product;
 - (c) alteration, defacement or removal of serial number or other identifying information of the product;
 - (d) accidental damage, and abnormal handling to the product;
 - (e) use of non-original SHARP consumable, accessories, parts or components;
 - (f) unstable, abnormal or unsuitable electrical voltage or power supply;
 - (g) any act of God or service made by anyone other than SHARP authorized Service/Dealers;
 - (h) any modification in design, construction, interfacing, unstable voltage or abnormal voltage;
 - (i) any defect, damage or malfunction caused by insects, pests, rodents, animals, animal urine, or other biological or environmental contamination;
 - (j) any defect, damage or malfunction caused by water, moisture, liquid or foreign objects; or
 - (k) any other use or condition contrary to the applicable SHARP operating instructions or specifications.
9. The customer is responsible for maintaining appropriate backup copies of all important data stored in or accessible through the product. 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 designated for home use, the warranty applies only when the product is used for ordinary domestic and household purposes. Use of such product for commercial, business, rental or other non-domestic purposes is excluded from this warranty unless otherwise expressly agreed by SHARP in writing.

11. On-site service for selected models only and within 50km road radius from the applicable SHARP Service Centre and any service request outside the applicable service area may be subject to additional charges at SHARP's discretion.
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. To the fullest extent permitted by applicable law, SHARP's liability arising out of or in connection with this warranty shall be limited to the repair or replacement of the defective part of the product in accordance with these terms and conditions. SHARP shall not be liable for any injuries, accident, indirect, incidental, special or consequential loss of 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 product

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 commences from the invoice date (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 / Small Kitchen Appliances	1 year (parts, labour). Carry in service only.
Air Purifier / 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.



SHARP ELECTRONICS (MALAYSIA) SDN. BHD. (199501027792 (356997-H))

1A, Persiaran Kuala Langat, Section 27, 40400 Shah Alam, Selangor Darul Ehsan, Malaysia

Tel: (603) 03-8026 6228 | Website: www.my.sharp

The warranty periods stated in the table above in relation to the Consumer Products shall commence from the valid Proof of Purchase date (e.g., invoice or receipt) and are subject to the terms, conditions, exclusions and service limitations set out in this warranty policy. Unless otherwise expressly stated, any warranty applicable to a replacement component or part shall not extend, renew or restart the original warranty period of the product, which shall continue to expire on its original expiry date.

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

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:

Please register at below website

<https://crm.esharp.com.my/>

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)

GPS Coordinates : N 3.04556 E 101.56466 | <https://goo.gl/maps/uzGcqPY6kWSvLYWU9>

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

GPS Coordinates : N 3.14406 E 101.70998 | <https://goo.gl/maps/ffDnroYEwqtN7NuZ7>

BRANCH OFFICE

Penang:

K-5-2, Lorong Bayan Indah 2, Bay Avenue, 11900 Bayan Lepas, Penang.

Tel: 604- 644 3642

Ipoh:

No.9 & 9A, Jalan Medan Ipoh 7, Bandar Baru Medan, 31400 Ipoh, Perak.

Tel: 05-546 0846/547 0984 Fax: 05-546 5929

Johor Bahru:

39 & 39A, Jalan Molek 2/4, Taman Molek, 81100 Johor Bahru, Johor.

Tel: 07-353 6066/353 6067 Fax: 07-353 6071

Kuantan:

B-1770, 1st Floor, Jalan Air Putih, 25300 Kuantan, Pahang.

Tel: 09-5661431 / 5435

Malacca:



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Tel: (603) [03-8026 6228](tel:03-80266228) | Website: www.my.sharp

No 17, 17-1, Jalan Lagenda 9, Taman 1 Lagenda 75400 Melaka.
06-2836540 & 06-2827753

Kota Bharu:

No. 4706-E, 1st Floor, Taman Maju, Jalan Pekeliling, 15200 Kota Bharu, Kelantan.

Tel: 09-743 2572 Fax: 09-746 1716

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: 088-211 616/211 612/211 613 Fax: 088-211 619 (Office), 088-211 615 (Service)

Details of Product Warranty: 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.
Electronic Cash Register / POS system	1 Year warranty including hardware, parts and labour. Software, programming, and accessories are excluded. Carry-in service only.
Information Display Panel (IDP)/ Interactive Whiteboard (IWB)	3 Years on-site service warranty including hardware, parts and labour. Software and accessories are excluded.
Multifunctional Printer (MFP)	1 Year warranty including hardware, parts and labour.

The warranty periods stated in the table above in relation to the Office Products shall commence from the actual date of installation and commissioning and are subject to the terms, conditions, exclusions and service limitations set out in this warranty policy. Unless otherwise expressly stated, any warranty applicable to a replacement component or part shall not extend, renew or restart the original warranty period of the product, which shall continue to expire on its original expiry date.

SHARP BUSINESS SERVICE CENTRE:

Hotline: 1800-38-8081 | Email: BS_careline@my.sharp-world.com

OFFICE HOURS:

Monday-Friday: 8.30am to 5.30pm

Saturday & Sunday: Closed

(Excluding Public Holiday & Replacement Public Holiday)