

ES-A144710 B

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# **Important Safety Information and Warranty Card**

Please read this thoroughly and keep it for future reference.

# IMPORTANT INFORMATION

## WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

	<b>CAUTION</b> RISK OF ELECTRIC SHOCK DO NOT OPEN	
<p>CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.</p>		
	<p>The lightning flash with arrow-head symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.</p>	
	<p>The exclamation point within a triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.</p>	

## CAUTION:

TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT.

## WARNING:

FCC Regulations state that any unauthorized changes or modifications to this equipment not expressly approved by the manufacturer could void the user's authority to operate this equipment.

## CAUTION:

This product satisfies FCC regulations when shielded cables and connectors are used to connect the unit to other equipment. To prevent electromagnetic interference with electric appliances such as radios and televisions, use shielded cables and connectors for connections.

## INFORMATION:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Wireless Radio

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible. This device and its antennas(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures. This device is restricted for indoor use.

## Important:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

## Industry Canada Statement

This Class B digital apparatus complies with CAN ICES-003(B)/NMB-3(B)

## Wireless Radio

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

This device and its antenna(s) must not be co-located with any other transmitters except in accordance with IC multi-transmitter product procedures.

Referring to the multi-transmitter policy, multiple-transmitter(s) and module(s) can be operated simultaneously without reassessment permissive change.

For indoor use only.

**Important:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**IC Radiation Exposure Statement:**

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

**Note to CATV system installer:**

This reminder is provided to call the CATV system installer's attention to Article 820 of the National Electrical Code that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

# DEAR SHARP CUSTOMER

Thank you for your purchase of the Sharp Liquid Crystal Television. To ensure safety and many years of trouble-free operation of your product, please read the Important Safety Instructions carefully before using this product.

## IMPORTANT SAFETY INSTRUCTIONS

Electricity is used to perform many useful functions, but it can also cause personal injuries and property damage if improperly handled. This product has been engineered and manufactured with the highest priority on safety. However, improper use can result in electric shock and/or fire. In order to prevent potential danger, please observe the following instructions when installing, operating and cleaning the product. To ensure your safety and prolong the service life of your Liquid Crystal Television, please read the following precautions carefully before using the product.

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus.  
When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



### Additional Safety Information

15. Power Sources—This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company. For products intended to operate from battery power, or other sources, refer to the operating instructions.
16. Overloading—Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.
17. Object and Liquid Entry—Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
18. Damage Requiring Service—Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. When the AC cord or plug is damaged,
  - b. If liquid has been spilled, or objects have fallen into the product,
  - c. If the product has been exposed to rain or water,
  - d. If the product does not operate normally by following the operating instructions.

Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation,

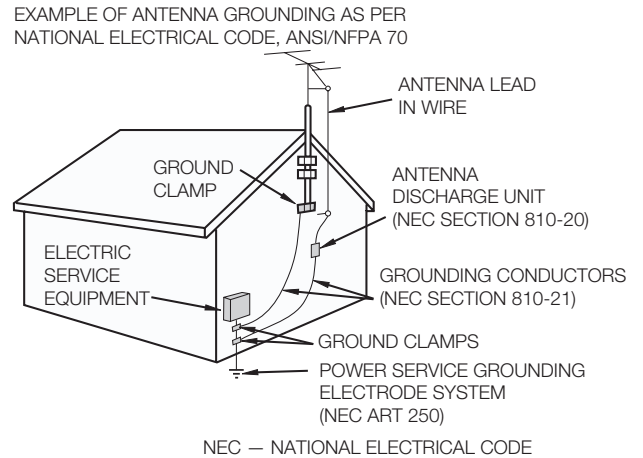
- e. If the product has been dropped or damaged in any way, and
- f. When the product exhibits a distinct change in performance - this indicates a need for service.

19. Replacement Parts—When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.

20. Safety Check—Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.

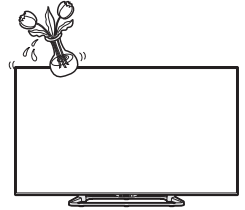
21. Wall or ceiling mounting—When mounting the product on a wall or ceiling, be sure to install the product according to the method recommended by the manufacturer.

- Outdoor Antenna Grounding — If an outside antenna is connected to the television equipment, be sure the antenna system is grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.



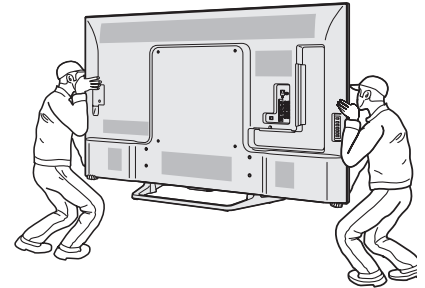
- Water and Moisture — Do not use this product near water - for example, near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or near a swimming pool; and the like. When using the TV outside, please make sure it is protected against moisture (rain, splashing water). Never expose to moisture.
- Stand — Do not place the product on an unstable cart, stand, tripod or table. Placing the product on an unstable base can cause the product to fall, resulting in serious personal injuries as well as damage to the product. Use only a cart, stand, tripod, bracket or table recommended by the manufacturer or sold with the product. When mounting the product on a wall, be sure to follow the manufacturer's instructions. Use only the mounting hardware recommended by the manufacturer.
- Selecting the location — Select a place with no direct sunlight and good ventilation.
- Ventilation — The vents and other openings in the cabinet are designed for ventilation. Do not cover or block these vents and openings since insufficient ventilation can cause overheating and/or shorten the life of the product. Do not place the product on a bed, sofa, rug or other similar surface, since they can block ventilation openings. This product is not designed for built-in installation; do not place the product in an enclosed place such as a bookcase or rack, unless proper ventilation is provided or the manufacturer's instructions are followed.
- The front panel used in this product is made of glass. Therefore, it can break when the product is dropped or applied with impact. Be careful not to be injured by broken glass pieces in case the panel breaks.
- Heat — The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.
- The Liquid Crystal panel is a very high technology product with millions of pixels, giving you fine picture details. Occasionally, a few non-active pixels may appear on the screen as a fixed point of blue, green or red. Please note that this does not affect the performance of your product.
- Lightning — For added protection for this television equipment during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna. This will prevent damage to the equipment due to lightning and power-line surges.
- Power Lines — An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal.
- To prevent fire, never place any type of candle or flames on the top or near the TV set.
- To prevent fire or shock hazard, do not place the AC cord under the TV set or other heavy items.
- Do not display a still picture for a long time, as this could cause an afterimage to remain.

- To prevent fire or shock hazard, apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
- Do not insert foreign objects into the product. Inserting objects in the air vents or other openings may result in fire or electric shock. Exercise special caution when using the product around children.



#### Precautions when transporting the TV

- When transporting the TV, never carry it by holding or otherwise putting pressure onto the display. Be sure to always carry the TV by two people holding it with two hands.

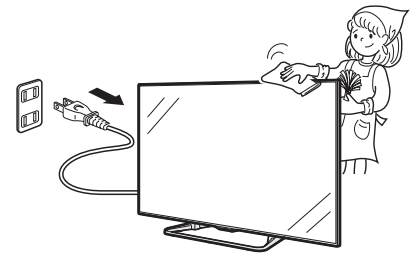


#### Caring for the cabinet

- Use a soft cloth (cotton, flannel, etc.) and gently wipe the surface of the cabinet.
- Using a chemical cloth (wet/dry sheet type cloth, etc.) may deform the components of the main unit cabinet or cause cracking.
- Wiping with a hard cloth or using strong force may scratch the surface of the cabinet.
- If the cabinet is very dirty, wipe with a soft cloth (cotton, flannel, etc.) soaked in neutral detergent diluted with water and thoroughly wrung out, and then wipe with a soft dry cloth.
- Avoid using benzene, thinner, and other solvents, as these may deform the cabinet and cause the paint to peel off.
- Do not apply insecticides or other volatile liquids. Also, do not allow the cabinet to remain in contact with rubber or vinyl products for a long period of time. Plasticizers inside the plastic may cause the cabinet to deform and cause the paint to peel off.

#### Caring for the front panel

- Turn off the main power and unplug the AC cord from the wall outlet before handling.
- Gently wipe the surface of the front panel with a soft cloth (cotton, flannel, etc.). To protect the front panel, do not use a dirty cloth, liquid cleaners, or a chemical cloth (wet/dry sheet type cloth, etc.). This may damage the surface of the front panel.
- Wiping with a hard cloth or using strong force may scratch the surface of the front panel.
- Use a soft damp cloth to gently wipe the front panel when it is really dirty. (It may scratch the surface of the front panel when wiped strongly.)
- If the front panel is dusty, use an anti-static brush, which is commercially available, to clean it.
- To avoid scratching the frame or screen, please use a soft, lint free cloth for cleaning. Approved cleaning cloths are available directly from Sharp in single (00Z-LCD-CLOTH) or triple (00Z-LCD-CLOTH-3) packs. Call 1-800-BE-SHARP for ordering, or VISIT <http://www.sharppusa.com/SharpDirect>.



#### Disconnect device

- where the MAINS plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

# CHILD SAFETY:

## PROPER TELEVISION PLACEMENT MATTERS



### THE CONSUMER ELECTRONICS INDUSTRY CARES

- Manufacturers, retailers and the rest of the consumer electronics industry are committed to making home entertainment safe and enjoyable.
- As you enjoy your television, please note that all televisions – new and old- must be supported on proper stands or installed according to the manufacturer's recommendations. Televisions that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests, carts, etc., may fall over, resulting in injury.

### TUNE IN TO SAFETY

- **ALWAYS** follow the manufacturer's recommendations for the safe installation of your television.
- **ALWAYS** read and follow all instructions for proper use of your television.
- **NEVER** allow children to climb on or play on the television or the furniture on which the television is placed.
- **NEVER** place the television on furniture that can easily be used as steps, such as a chest of drawers.
- **ALWAYS** install the television where it cannot be pushed, pulled over or knocked down.
- **ALWAYS** route cords and cables connected to the television so that they cannot be tripped over, pulled or grabbed.

### WALL OR CEILING MOUNT YOUR TELEVISION

- **ALWAYS** contact your retailer about professional installation if you have any doubts about your ability to safely mount your television.
- **ALWAYS** use a mount that has been recommended by the television manufacturer and has a safety certification by an independent laboratory (such as UL, CSA, ETL).
- **ALWAYS** follow all instructions supplied by the television and mount manufacturers.
- **ALWAYS** make sure that the wall or ceiling where you are mounting the television is appropriate. Some mounts are not designed to be mounted to walls and ceilings with steel studs or cinder block construction. If you are unsure, contact a professional installer.
- Televisions can be heavy. A minimum of two people is required for a wall or ceiling mount installation.

### MOVING AN OLDER TELEVISION TO A NEW PLACE IN YOUR HOME

- Many new television buyers move their older CRT televisions into a secondary room after the purchase of a flat-panel television. Special care should be made in the placement of older CRT televisions.
- **ALWAYS** place your older CRT television on furniture that is sturdy and appropriate for its size and weight.
- **NEVER** place your older CRT television on a dresser where children may be tempted to use the drawers to climb.
- **ALWAYS** make sure your older CRT television does not hang over the edge of your furniture.

[CE.org/safety](http://CE.org/safety)





## LIMITED WARRANTY FOR SHARP TVs

### Congratulations on your purchase!

**IMPORTANT:** Please keep the original packaging materials and original receipt in case your TV needs to be serviced.

Hisense USA Corporation ("**Hisense**"), under its one or more licenses from Sharp Corporation, hereby warrants to the first purchaser for this Sharp, Aquos or Quattron television ("**Product**"), when shipped in its original container and sold or distributed in the United States and Puerto Rico by an authorized Hisense dealer, and provided that this Product was not sold either "as is", "with all faults", "sales final" or per similar terms, that this Product will, during the applicable warranty period as stated solely in this Limited Warranty, be free from defects in material and workmanship. Hisense will, solely within the applicable warranty period, and at Hisense's sole discretion, either repair the defective Product or provide the first purchaser with **a like refurbished product of similar or better quality**.

### HOW TO GET SERVICE

Warranty service may be obtained upon delivery of the Product, together with proof of original purchase (including the date of purchase) and a copy of this Limited Warranty to an authorized Hisense service provider or an authorized Hisense service center or dealer. Hisense's contact information is provided below.

#### **Warranty Service and Troubleshooting Information for Customers in the United States and Puerto Rico**

To obtain warranty service and troubleshooting information, contact the Hisense Consumer Electronics Care Center at 1-888-935-8880 (Monday-Friday from 9 a.m. to 9 p.m. EST, Saturday-Sunday from 9 a.m. to 6 p.m.) or Email [support@sharptvusa.com](mailto:support@sharptvusa.com). You can also visit our website at [www.sharptvusa.com](http://www.sharptvusa.com).

### ON-SITE SERVICE

On-site service requires that an authorized service provider be given clear, complete and easy access to the Product. On-site service does not include that the service provider removes, reinstalls or transports the Product. It is possible that certain on-site repairs will need to be completed off site, and at Hisense's discretion, require that the Product to be shipped directly to Hisense's warehouse. Once Hisense receives the Product and repairs or replaces it, Hisense will return the repaired/replaced Product back to the original purchaser.

### TERMS AND CONDITIONS

This limited warranty shall not apply to:

- (a) Any defects caused or repairs required as a result of abusive operation, negligence, accident, improper installation or inappropriate use as outlined in the owner's manual or other applicable Product documentation. The United States and Puerto Rico.
- (b) Any defects caused or repairs required as a result of any Product that has been tampered with, modified, adjusted or repaired by any person other than Hisense, a Hisense authorized service provider or a Hisense authorized service center or dealer.
- (c) Any defects caused or repairs required as a result of the use of the Product with items not expressly specified or approved by Hisense in writing, including but not limited to, head cleaning tapes and/or chemical cleaning agents.
- (d) Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the Product, including but not limited to, earphones, remote controls, batteries, etc.
- (e) Any cosmetic damage to the Product surface or exterior that has been defaced or caused through normal wear and tear.
- (f) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, transmission line/power line voltage or liquid spillage or acts of God.

## Warranty for USA

- (g) Warranty claims for Products returned with illegible or without appropriate model, factory serial number and CSA/cUL markings.
- (h) Any Products used for rental or commercial purposes.
- (i) Any installation, consumer instruction, delivery, setup, adjustment, and/or programming charges.
- (j) A Product that is not installed in accordance with installation instructions included with the Product.
- (k) Any signal reception problems (including antenna), images “burnt” into the screen, availability of third-party provided services or content (including, without limitation, image, audio or video content).

No other entity other than Hisense is authorized to extend, enlarge or transfer this warranty on behalf of Hisense.

The express warranties in this limited warranty are, in lieu of and, except to the extent prohibited by applicable law, Hisense disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing or usage of trade, including, without limitation, implied warranties or conditions of merchantability and/or quality, fitness for a particular use or purpose, and/or non-infringement. **Limitations:** (a) Hisense shall not be liable for any incidental, special, consequential, economic, exemplary or indirect damages of any kind or nature (including lost profits or damages for loss of time or loss of use or loss of data) arising from or in any connection with the use or performance of a Product or a failure of a Product, even if Hisense is aware of or has been advised of the possibility of such damages; (b) the remedies described in this limited warranty constitute complete fulfillment of all obligations and responsibilities of Hisense to the purchaser with respect to the Product and shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise. Some states may not allow the exclusion or limitation of certain damages, or limits on the duration or voiding of implied warranties or conditions; in such states, the exclusions and limits herein may not apply. This limited warranty is governed by the laws of the Georgia, USA.

### **WARRANTY PERIODS**

All warranty periods shall be calculated from the date of original purchase.

- LCD/LED TV: 1 year (replacement Product and parts assume the remaining original warranty period, or ninety (90) days, whichever is longer).
- 3D Glasses and Remote Control: Ninety (90) days.

This Warranty is only valid in the United States and Puerto Rico and only applies to Products sold/distributed and serviced in the United States and Puerto Rico.

NO WARRANTIES (WHETHER EXPRESS OR IMPLIED) INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN (BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT) SHALL BE BINDING ON HISENSE. THIS WARRANTY IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCT AND HISENSE IS THE EXCLUSIVE WARRANTY PROVIDER FOR THE PRODUCT. REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HISENSE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST HISENSE SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY HISENSE. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THEN THE ORIGINAL PURCHASER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages or allow limitations on warranties; therefore, the limitations or exclusions stated above may not apply to purchaser. This Warranty gives purchaser specific rights and purchaser may have other rights, and purchaser may also have other rights which vary from state to state.

### **CUSTOMER RECORD** (Please retain for your records)

Date of Purchase: ..... Store/Dealer: .....

Model No.: ..... Serial No.: .....

## LIMITED WARRANTY

*45 inch and below Carry-In warranty*

*Above 45 inch In-Home service*

### **Congratulations on your purchase!**

Hisense Canada Co. Ltd ("Hisense") warrants to the first purchaser for this Sharp brand ("Product"), when shipped in its original packaging and sold or distributed in Canada by Hisense or by an authorized Hisense dealer, and product was not sold "as is" or "sales final" that the Product will during the applicable warranty period, be free from defects in material and workmanship, and will within the applicable warranty period, either repair the defective Product or provide the first purchaser a replacement of the defective Product with a new or like refurbished product of similar or better quality.

#### **Warranty period and conditions:**

One-year part and labour.

Warranty limited to product purchased from Authorized dealer in Canada only.

The limited warranty

Conditions: This limited warranty shall not apply to:

- (a) Any defects caused or repairs required as a result of abusive operation, negligence, accident, improper installation or inappropriate use as outlined in the owner's manual or other applicable Product documentation.
- (b) Any defects caused or repairs required as a result of any Product that has been tampered with, modified, adjusted or repaired by any person other than Hisense authorized service centre or a Hisense authorized servicing dealer.
- (c) Any defects caused or repairs required as a result of the use of the Product with items not specified or approved by Hisense, including but not limited to and chemical cleaning agents.
- (d) Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the Product, including but not limited to, earphones, remote controls, AC adapters, batteries.
- (e) Any cosmetic damage to the Product surface and exterior that has been defaced or caused by normal wear and tear.
- (f) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, transmission line/power line voltage or liquid spillage or acts of God.
- (g) Warranty claims for Products returned with illegible or without appropriate model, serial number and CSA/cUL markings.
- (h) Any Products used for rental or commercial purposes.
- (i) Any installation, delivery, setup and/or programming charges.
- (j) The removal and reinstallation of wall mounted Product for service purposes which is the responsibility of the owner.
- (k) Up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five pixels failure throughout the display. (pixel based displays may contain a limited number of pixels that may not function normally).

**How to get service:** Warranty service may be obtained upon delivery of the Product, together with the proof of purchase (including date of purchase) and a copy of this limited warranty statement, to an authorized Hisense service centre or an authorized Hisense servicing dealer. In home warranty service will be carried out to locations accessible by on-road service vehicle and within 50 km of an authorized Hisense service centre or any Sharp Television with the screen size above 45" or larger. The servicer may if necessary take the unit for repair at the servicer's facility. No other person (including any Hisense dealer or service centre) is authorized to extend, enlarge or transfer this warranty on behalf of Sharp Product. The purchaser will be responsible for any and all removal, reinstallation

## Warranty for Canada

The express warranties in this limited warranty are, except for consumer purchasers domiciled in Quebec, in lieu of and, except to the extent prohibited by applicable law, Hisense disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing or usage of trade, including, without limitation, implied warranties or conditions of merchantability and/or quality, fitness for a particular use or purpose, and/or non-infringement. **Limitations** (not applicable to consumer purchasers domiciled in Quebec to the extent prohibited under Quebec law): (a) Hisense Canada Co Ltd. shall not be liable for any incidental, special, consequential, economic, exemplary or indirect damages of any kind or nature (including lost profits or damages for loss of time or loss of use or loss of data) arising from or in any connection with the use or performance of a Product or a failure of a Product, even if Hisense is aware of or has been advised of the possibility of such damages: (b) the remedies described in this limited warranty constitute complete fulfillment of all obligations and responsibilities of Hisense Canada to the purchaser with respect to the Product and shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise. Some provinces may not allow the exclusion or limitation of certain damages, or limits on the duration or voiding of implied warranties or conditions; in such provinces, the exclusion or limitation of certain damages, or limits on the duration or voiding of implied warranties or conditions; in such provinces, the exclusions and limits herein may not apply. This limited warranty is, except for consumer purchases domiciled in Quebec, governed by laws of the Province in Canada in which the purchaser has purchased the Product. For consumer purchasers domiciled in Quebec this limited warranty is governed by the laws of Quebec.

To obtain the name and address of the nearest Authorized Hisense (Sharp) Service Centre or Dealer, or for more information on this limited Warranty Offers, Hisense Canada (Sharp) Products or Accessory Sales, please contact Hisense Canada Co Ltd.

- By writing to Hisense Co. Ltd Canada at 405 Britannia Rad East unit # 11&12, Mississauga, Ontario L4Z 1W9
- Customer Support Phone 1-855-271-6271 (Monday-Friday from 8.00am to 8.00pm)
- Customer support email: [canadasupport@sharp-canada.ca](mailto:canadasupport@sharp-canada.ca)
- Visiting our Web site: [sharp-canada.ca](http://sharp-canada.ca)

### **CUSTOMER RECORD** (Please retain for your records)

Date of Purchase: ..... Store/Dealer: .....

Model No.: ..... Serial Number: .....

## Póliza de garantía limitada para equipos Sharp

Esta garantía limitada es aplicable solamente a productos de la marca Sharp, comercializados por Hisense México S. de R. L. de C. V. y por sus distribuidores nacionales autorizados. Hisense México S. de R. L. de C.V. garantiza el funcionamiento de los equipos, respecto de todas las piezas y componentes, por el periodo de 12 meses a partir de la fecha de la compra que aparezca en el ticket y/o factura y de 3 meses para los accesorios como los son el cargador, los cables y la batería, contra cualquier defecto de fabricación que se observe. La garantía incluirá la mano de obra así como los gastos de transportación del producto dentro de la red de servicio, bajo las siguientes:

### Condiciones:

El servicio de garantía sólo podrá ser efectuado por nuestros Centros de Servicio Autorizado, siempre y cuando los productos Sharp hayan sido comercializados por Hisense México S. de R. L. de C.V., así como sus distribuidores autorizados dentro de la República Mexicana.

Para hacer efectiva la garantía se deberá presentar el producto y esta póliza debidamente llenada y sellada con la fecha de entrega por el establecimiento donde se realizó la compra o el comprobante de compra, es decir el ticket y/o factura del producto en cualquiera de nuestros Centros de Servicio Autorizados en la República Mexicana. En estos Centros se podrán adquirir refacciones y/o accesorios de este producto.

Durante la vigencia de esta garantía (12 meses para el equipo y 3 meses para los accesorios), Hisense México S. de R. L. de C.V. se compromete a reparar y proveer las refacciones y la mano de obra que se requieran sin ningún cargo para el consumidor, o en su defecto, cambiar el producto por otro igual o de características similares, siempre y cuando el producto presente fallas imputables a la fabricación del mismo y/o del sistema operativo original del equipo.

El producto deberá ser reparado o cambiado, por nuestro personal técnico, en un plazo no mayor a 30 (treinta) días en caso de encontrarse dentro del plazo de garantía establecido en esta póliza.

Para atención al consumidor y para hacer valida esta garantía en la República Mexicana llame sin costo al teléfono: 01-800-999-72-77.

Esta garantía limitada no será válida en los siguientes casos:

- Cuando el producto se hubiese utilizado en condiciones distintas a las normales, es decir, cuando presente daños por negligencia o accidente del usuario, como golpes, rupturas del producto, substancias o componentes ajenas en su interior;
- Cuanto el producto no hubiese sido operado de acuerdo con el instructivo de uso que se acompaña y
- Cuando el producto hubiese sido alterado o reparado por personas no autorizadas por Hisense México S. de R. L. de C.V.

Reparaciones o reemplazo tal y como se establece en esta garantía constituyen el único medio de cumplimiento de la misma además de las previsiones que la ley federal del consumidor provee. Hisense no será responsable de cualquier daño incidental o consecuencia, por razones de no cumplir con esta garantía exceptuando las que la ley disponga para tal efecto.

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Lugar de compra: \_\_\_\_\_

Modelo: \_\_\_\_\_ Producto: \_\_\_\_\_

Marca: \_\_\_\_\_ No. de Serie: \_\_\_\_\_

Sello del establecimiento

Fecha de compra: \_\_\_\_\_

Centros de servicio y suministro de consumibles.

AEP Technology S.A de C.V

Calzada Heroica Escuela Naval Militar N°754

Plaza Premier Int. 14 y 15

Col. Ex-Hacienda de Coapa

Delegación Coyoacán, CP 04800

Importado por:

Hisense México S. de R. L. de C. V.

Cervantes Saavedra, No. 301, Torre Norte Piso 2

Col. Ampliación Granada C.P. 11520

Delegación Miguel Hidalgo D.F.

Tel: 01-800-999-72-77