

## OMRON STANDARD WARRANTY TERMS & CONDITIONS

1. Below terms and conditions are applicable to products with a standard OMRON Warranty ("Warranty") purchased from, and, registered with OMRON Healthcare Malaysia Sdn Bhd ("OMRON") indirectly through OMRON's authorized distributors in Malaysia ("Authorized Distributors"). OMRON reserves the right to modify, amend and update this Warranty at any time and such modifications, amendments and updates shall become effective immediately upon posting on OMRON's website.
2. OMRON warrants that your OMRON product does not have defects in materials and workmanship during the warranty period set out in Clause 7 ("Warranty Period"). During the Warranty Period under normal use, OMRON will replace or repair the defective part(s) free of charge through the Authorized Distributors handling the relevant product. Parts or materials which are subjected to normal wear and tear are not covered by this Warranty.
3. This Warranty is offered through its Authorized Distributors, to the purchaser (hereinafter the "Customer") of an applicable OMRON Product ("Product") and is only valid in the country of original purchase (Malaysia) from authorized retailers and online resellers.
4. The Customer has to complete the Warranty registration online at <https://www.omronhealthcare-ap.com/my/warranty> within (10) days after purchase. Original or copy of purchase receipt MAY BE REQUESTED for verification during service/repair. Online warranty registration is only applicable for Products with production batch/ serial number starting from 2019. For production batches / serial numbers prior to 2019 which are purchased from authorized resellers or retailers, we request for customers to reach out to us for us to determine if such products are under warranty. Email: [omronaftersaleservice.my@dksh.com](mailto:omronaftersaleservice.my@dksh.com).
5. The address and contact details of the Service Centres are provided below. The warranty registration confirmation email/SMS or copy of receipt , where applicable must be kept by customer and has to be brought to Authorized Distributors or the retailer along with the Product at the Customer's expenses. The Customer acknowledges and agrees that OMRON is unable to provide onsite servicing. Collection of ALL repaired/serviced Products must be done at the Service Centres or the retailer, unless otherwise agreed by OMRON. If the repaired/serviced Product is not picked up by the Customer within 60 days from the service completion date, Authorized Distributor(s) reserves the right to dispose of such product at its discretion .
6. OMRON reserve the right to reject warranty that contains incomplete and/or incorrect warranty information.
7. The Warranty is a value-add service that begins on the first day of purchase for a period stipulated below:

a) **Blood Pressure Monitor**

<b>Models</b>	<b>Base Year Warranty (for all) from 1<sup>st</sup> November 2023 onwards</b>	<b>Additional Years when customers register their Warranty from 1<sup>st</sup> November 2023 onwards</b>	<b>*Total Warranty Period from 1<sup>st</sup> November 2023 onwards</b>
Automatic Blood Pressure Monitor (Bluetooth Models)	3 Years from date of purchase	3 Years	6 Years from date of purchase
Automatic Blood Pressure Monitor (non-Bluetooth Models)	3 Years from date of purchase	2 Years	5 Years from date of purchase

For the avoidance of doubt, Customers who purchased any blood pressure monitor before 1 November 2023 will continue to enjoy 5-year Warranty from the date of purchase.

b) **Others**

<b>Product</b>	<b>Warranty Period*</b>
Nebulizer & Wheezescan	1 Year
Thermometer	1 Year
Pulse Massager (TENS)	1 Year
Pedometer	1 Year
All Other OMRON Products (Exclude accessories & optional parts)	1 Year

\* In the event of any dispute, Authorized Distributors shall, in its absolute discretion, determine the date of commencement of the Warranty Period, and such determination shall be conclusive.

9. The Warranty is not transferable, negotiable or assignable to any third party.

10. The Warranty covers materials and workmanship defects except for the following Exclusions:

**Exclusions from coverage:**

- (a) Products still covered under any other warranties in effect;
- (b) Damage to the outer case and defects caused by misuse, negligence and accident
- (c) Damage caused by use of the Product contrary to the instruction manual;
- (d) Damage to the Arm Cuff set and inflation Bulb set of Blood Pressure Monitor due to normal wear and tear;
- (e) Optional Parts defects do not apply to standard wear and tear issues similar, and not limited to, stains from any liquids, gels or transferable items, marks from frequent usage, poor storage

conditions and/or scratches/abrasions from external bodies/items;

- (f) Consumable items used in or with the product such as (but not limited to) batteries, filters and gel pads;
  - (g) Damage caused by battery leakage;
  - (h) User-performed routine maintenance and cleaning as indicated in the operating/instruction manual;
  - (i) Damage caused by modifications, repairs, or any work made to the Product by anyone not authorized by OMRON;
  - (j) Damage to any Product which has its serial number altered, removed, or defaced;
  - (k) External faults such as wiring and electrical connection or defects from using wrong electrical supply;
  - (l) Accidental or intentional physical damage or damage caused by poor storage conditions;
  - (m) Damage as a result of natural disasters, civil unrest, fire, theft, spilled liquids, corrosion, environmental elements, animal or insect infestation;
  - (n) Commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing;
  - (o) Diagnosis where no defect has been found or noted; and/or
  - (p) Products purchased from unauthorized suppliers (including without limitation, unauthorized retailers and unauthorized internet resellers) within and/or outside Malaysia.
11. To the extent allowed by the applicable local law, the remedies in this Warranty are the Customer's sole and exclusive remedies. Under no circumstances shall the Warranty coverage extend to any loss or injury to a person or loss damage to property or any incidental, contingent, special or consequential damages or any direct or indirect loss. No implied warranty, including that of satisfactory or merchantable quality or fitness for a particular purpose, applies to the product after the Warranty Period. No other warranties (express or implied) or guarantee given by any other party in respect of the product shall bind OMRON.
12. If the Product is replaced, then, to the extent permitted under applicable law, the remaining term of the Warranty will be automatically terminated unless stated otherwise by OMRON. The Product with the original Warranty will then become the property of OMRON (if replacement is accepted by the Customer) without need for further authorization.
13. If identical Products are not available at the time of replacement, Authorized Distributors reserve the right to substitute comparable products or models and does not guarantee that the replacement will match the existing or original piece.
14. The total value of all repairs and/or replacements made during the Warranty Period shall not exceed the total purchase price paid for the product. All decisions made by OMRON through its Authorized Distributors in respect of servicing of the product (including repairs or replacements of products or parts) shall be conclusive and the Customer agrees to be bound by such decisions.

15. A product service fee and spare parts costs (if any is required for repairs) will be charged to any Product repairs/maintenance/servicing if the Product is no longer under any Warranty or if Warranty is inapplicable. The 30-Day User Verification Period (“UVP”) is a period automatically provided (after repairs by the Authorised Distributors) for products WITHOUT any Warranty. Customers can use this UVP to observe their product after repair. Any defects, within this 30-day UVP, for the same product, the said Authorised Distributors will repair for free. For product that malfunctions at the last 30 days of their warranty period, the UVP will also be provided.
16. Under normal circumstances, Authorized Distributors will service or repair the product where feasible, within 12 working days upon the unit arrived at the Service Centres. If additional time is required, Authorized Distributors will notify the Customer promptly.
17. Authorized Distributors are not affiliated with OMRON in any capacity other than as a distributor and service provider of OMRON products and has no authority to bind OMRON or modify the Warranty or these terms and conditions..
18. This Warranty shall be governed by and construed in accordance with the laws of Malaysia.
19. Before contacting the Service Centres, OMRON recommends the Customer to read the troubleshooting section in the instruction manual of the Product. This section describes error indicators and common troubleshooting tips that may assist the Customer in using the Product.

Contact details# of OMRON’s Service Centres managed by Authorized Distributors in Malaysia:

**DKSH Malaysia Sdn Bhd**

Note: DKSH is providing customer support for products purchased from retail stores e.g. chain and independent pharmacies, etc.

Tel: Call (603) 7882 8729 or (603) 7882 8888 for Customer Service; Please call to confirm if the products can be serviced. In most cases, the products can be directly sent to the pharmacies purchased from to provide the servicing.

Email: [omronaftersaleservice.my@dksh.com](mailto:omronaftersaleservice.my@dksh.com)

Working Hours: Monday-Friday 8.30am - 5.00pm.

Closed on Saturdays, Sundays and Public Holidays.

**Veloce Solutions Sdn Bhd**

Note: Veloce is providing customer support for products purchased from OMRON official e-store in online marketplaces: e.g. Lazada, Shopee.

Tel: Call (603) 5626 0118

Email: [customerservice@veloce-solutions.com](mailto:customerservice@veloce-solutions.com)

Working Hours: Monday-Friday 9.00am - 5.30pm.

Closed on Saturdays, Sundays and Public Holidays.

# This contact information may change without notice; please check OMRON’s website for updated contact information