

Your convenience is our priority

# Important announcement regarding **SHARP** Water Purifier replacement parts

Vestige distributors will now have to purchase the replacement parts of their SHARP Water Purifier directly from SHARP's Authorised Service Providers (ASP). Vestige's billing centres won't sell such replacement products any more.

## Follow the Filter Availability & Replacement Process

In case the SHARP Water Purifier unit is not properly functioning or if there is low/no water output then:



- Distributors to call SHARP's toll-free number 1800-419-4322 or give a missed call to 9804763763 and register a service call.
- SHARP Authorised Service Provider (ASP) will contact the distributor and visit the site.
- The service technician will check the SHARP Water Purifier unit and filters' condition and replace the defective filter cartridges.
- The distributor can also purchase AMC (Annual Maintenance Contract) at ₹ 2,500 incl. GST to avail AMC benefits.
- The distributor pays the amount, as given below, and the technician will close the case.
  - If the unit is under warranty, then only the filter cost to be paid.
  - If the unit is out of warranty, then the distributor should pay the filter cost & the service charge, as given below.

## Filter price lists:

Model Number	Cartridge Part/Item Code	Part Description	Rated Life	Selling Price (Incl. GST)	MRP
WJ-400-W (Previous model)	WK-40PC	Pre-Filter Cartridge	3 to 6 months	₹ 300	₹ 330
	WK-40P	PP Filter	3 to 6 months	₹ 550	₹ 870
	WK-40A	CB Filter	6 to 8 months	₹ 630	₹ 970
	WK-40R	RO Filter	24 months	₹ 2400	₹ 3,600
	WK-40D	AF Disruptor Filter	8 to 12 months	₹ 1400	₹ 2,030

Model Number	Cartridge Part/Item Code	Part Description	Rated Life	Selling Price (Incl. GST)	MRP
WJ-R515V-H (Current model)	WK-515EP	Pre-Filter Cartridge	3 to 6 months	₹ 300	₹ 330
	WK-515P	PP Filter	3 to 6 months	₹ 600	₹ 660
	WK-515A	CB Filter	6 to 8 months	₹ 600	₹ 660
	WK-515R	RO Filter	24 months	₹ 2800	₹ 3,080
	WK-515D	AF Disruptor Filter	8 to 12 months	₹ 1850	₹ 2,035

## Visit charges for local & remote areas:

Warranty Status	Visit Charges	Upcountry Charges (For remote areas)	Spare Part	Filter Cartridge
In Warranty	NIL	NIL	Free of cost	Chargeable
Out of Warranty	₹ 450	3 per km from ASP location	Chargeable	
Under AMC	NIL	NIL	Free of cost	

### Please note:

- Filter life may vary according to quality of input water and usage.
- Filters will be available only from Service Franchisees/providers authorised by SHARP.
- In case the distributor needs to purchase only filters, courier charges shall be extra and will be confirmed by the ASP.
- Filter life may vary according to quality of input water and usage.
- SHARP confirms to provide Service and make spares available for a period of 5 years after a product is discontinued in India. So in the case of SHARP Water Purifier WJ-400K, SHARP shall provide Service till March 2027.

### CAUTION:

Please do not attempt to replace the filters yourself as it may damage the product or affect its performance. SHARP will not be responsible for any damage caused to the product if the filters are not replaced by SHARP's ASP.

**There will be no PV/BV on the replacement parts/service charges.**