

WARRANTY POLICY

As at 1st August 2026

01 | OUR COMMITMENT TO YOU

BETTER LIFE WITH BUTTERFLY

At Butterfly, we have been committed to delivering quality, reliability and trusted products since 1935. We stand behind the quality of our products and are committed to providing dependable after-sales support. This Warranty Policy sets out the terms and conditions applicable to eligible Butterfly products, including warranty coverage, entitlements, exclusions and the process for obtaining warranty service.

Please retain your original purchase receipt and complete the Butterfly E-Warranty Registration to ensure a smooth and hassle-free warranty experience.

02 | WARRANTY ENTITLEMENT

Warranties vary according to the products you bought. Please refer to the applicable entitlement below.

CATEGORY	PRODUCTS	WARRANTY PERIOD
Electrical Appliances	Air Cooler Air Fryer Blender Chopper Electric Free-Standing Cooker Iron Juice Extractor Kettle Multi Cooker Mixer Oven Air Fryer Oven Rice Cooker Rice Warmer Sealer Water Dispenser Water Boiler	1 Year Warranty General Parts
	Chest Freezer & Showcase	1 Year Warranty General Parts 5 Years Warranty Compressor Only
	Cooker Hood (Slim Hood)	1 Year Warranty General Parts 2 Years Warranty Motor Only
	Cooker Hood (Designer Hood)	1 Year Warranty General Parts 5 Years Warranty Motor Only
	Fans	1 Year Warranty General Parts 2 Years Warranty Copper Motor
	Hot Plate	6-Months Warranty General Parts
	Ceramic Hob	1 Year Warranty General Parts 5 Years Warranty Top Glass Only
	Water Heater	1 Year Warranty General Parts 5 Years Warranty on Motor Only 7 Years Warranty on Heating Element Only
Gas Appliances	Single Gas Cooker Double Gas Cooker Table Glass Gas Cooker 3 Burner Gas Cooker 6 Burner Gas Cooker Gas Free-Standing Cooker Portable Gas Cooker	1 Year Warranty Ignitor Only
	Built In Hob (Without Safety Valve)	1 Year Warranty Ignitor & Glass Top Only
	Built In Hob (with Safety Valve)	1 Year Warranty Ignitor Only 5 Years Warranty Glass Top Only
	Cast Iron Stove (Models with Auto Ignition)	1 Year Warranty Ignitor Only
	Gas Rice Cooker	1 Year Warranty General Parts

Notes : ** General Parts = Internal Components such as Fuse, Elements, Thermostat & etc. (Not include Wear & Tear Accessories)

**** Only One (1) Free Replacement** within warranty period for Compressor, Heating Element, Motor & Glass Top for products stated above.

03 | WARRANTY COVERAGE CONDITIONS

1. General warranty coverage applies to the registered product from the original purchase date and covers manufacturing defects within stipulated warranty period (refer above chart).
2. General warranty against defective and manufacturing defaults inclusive of parts and service fee are free within standard 6-Months to 1year General warranty. After the expiry of General warranty, extended warranty on specified parts covers spare part cost only. Labor, transportation, gas removal/refilling, general maintenance and others service cost are not covered by extended warranty.
3. The warranty covers **General Parts only** (refer warranty card on the covered parts) and excludes parts or components stated as non-covered under the Warranty Policy.
4. Warranty claims require **valid proof of purchase and registered E-Warranty details** and are subject to product inspection and verification by Butterfly or its authorised service centre. Service request without proof of purchase & warranty details will be treated as over warranty and customer is chargeable for labour and parts charges.
5. Warranty is void if any appliances are found with tempered/missing serial number on product, tampered warranty card or found fitted with non-authorized accessories/spare parts, installed not in accordance to product installation guide.
6. Warranty is valid only for appliances purchased from **authorised dealers in Malaysia**.
7. Butterfly reserves the right to amend the warranty terms and conditions where necessary.

04 | WARRANTY EXCLUSIONS

The warranty does not cover damage caused by **misuse, negligence, accidents, unauthorised repairs/modifications, improper installation, natural disaster, acts of gods, or normal wear and tear (accessories)**.

1. The serial number of the appliances has been altered, tampered with or removed.
2. Damage while in transit or damaged at customer's side.
3. The appliance has not been installed, maintained or operated in accordance with the manufacturer's User, Installation and Maintenance Guide.
4. The appliance had undergone repair, modification or dismantled by non-authorized person.
5. Defect caused by abnormal voltage or in-coming power supply from the mains or generator supply.
6. Defect caused by fire, lightning, electrical disturbance, negligence, accidents and other natural disaster or due to deviation from recommended application and installation.
7. Defect caused by household pests such as lizard, rat, cockroach, spider, ant, etc.
8. Defect caused by Chemical reaction, rust, excessive heat, excessive dust, corrosive surroundings such as cement factory, animal farm and the used of acidic/alkaline cleaning agent in the house.
9. Accessories, wear and tear of parts, body works, breakable parts, filters, remote controls, cosmetic or physical damage.

05 | SERVICE & WARRANTY CLAIMS

All warranty claims are subject to Butterfly's discretion and verification by an appointed Butterfly Authorized Service Contractor.

Butterfly Service Centre | 03-4041 1880 | 03-4041 1590 | 03-4042 7340 | service@butterfly1935.com

E-WARRANTY REGISTRATION

www.mybutterfly.com.my/e-warranty-registration/



KEEP THIS CONFIRMATION

For future warranty claims and verification.