

Corporate & Education Business Group Product Support levels

Projectors – Displays – Visual Communication – Video Security

PrimeSupport



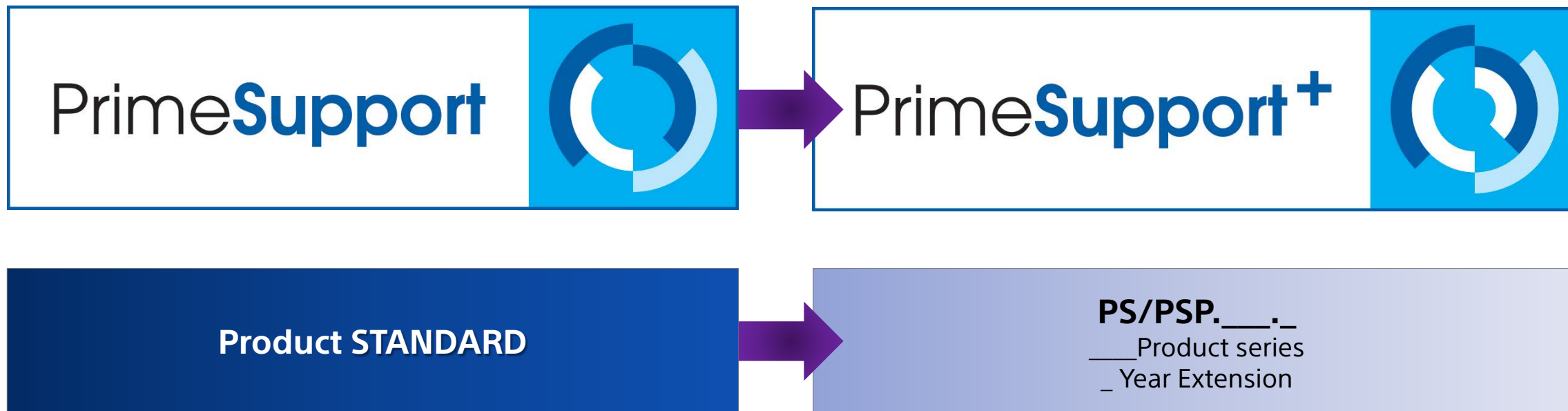
PrimeSupport⁺



Corporate & Education

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PrimeSupport & PrimeSupport+



Initial PrimeSupport Contract Registration



- No registration is needed
- Models are tracked by serial numbers from the Sony Europe warehouse departure date.
- Helpdesk will accept products that left Sony Europe warehouse no longer than 1, 3 or years ago depending on initial PrimeSupport Contract duration. A maximum period of 3 months flexibility will be accepted.

PrimeSupport+ Contract extension registration



- The optional extensions can be purchased and registered before the end of the initial contract duration.
- Please use the form *PrimeSupport+_ Multiple data capture* and send it to primesupport@eu.sony.com

	Customer/End user Company Name	Full Address & Post code	Contact name	Email address	Serial number	Model	Equipment Purchase date	PS+ Product (Contract Type in the Agreement)	Agreement Number
example	ABC Systems	12 Joe Bloggs street, Hampshire, England, BB66 7AA	Mr X King	abc@abc.com	1234567	SNC-CH140	01/09/2015	PSP & SNC-S	135791

PrimeSupport+ Contract extension registration

Option 1

If you know your original PrimeSupport contract number enter it here:
Si vous connaissez votre numéro de contrat d'origine, entrez-le ici : / Wenn Sie das Vertragsnummer Ihres ursprünglichen PrimeSupport-Vertrages kennen, geben Sie diese bitte hier an: / Si conosce il numero del suo contratto original PrimeSupport, introdurrelo qui: / Se conoce el número del su contrato PrimeSupport original, lo introduce aquí.

Original PrimeSupport contract number:
Numéro de contrat PrimeSupport:
Vertragsnummer des ursprünglichen PrimeSupport-Vertrages: / Número de su contrato original PrimeSupport original: / Número del contrato PrimeSupport original:

Add your email address or contact phone number (including country dialing code):
Ajouter votre adresse e-mail ou votre numéro de téléphone (y compris l'indicateur du pays) : / Geben Sie bitte Ihre E-Mail-Adresse oder Ihre Telefonnummer einschließlich Landesvorwahl an: / Añadir su dirección de correo electrónico o número de teléfono, incluido el código del país: / Indicare l'indirizzo email o il numero di telefono (compreso il prefisso internazionale):

and return this form to Sony either by faxing to +44 (0)1256 683830 or scan and Email to primesupport@eu.sony.com
et renvoyer ce formulaire à Sony soit par fax ou +44 (0)1256 683830 ou par e-mail à l'adresse suivante primesupport@eu.sony.com après l'avoir scanné: / und senden Sie dieses Formular entweder per Fax (+44 (0)1256 683830) oder E-Mail (primesupport@eu.sony.com) an Sony zurück: / y envíe a Sony el formulario por fax al número +44 (0)1256 683830, o bien, escanándolo y enviándolo por correo electrónico a la dirección primesupport@eu.sony.com: / e inviare questo modulo a Sony via fax al numero +44 (0)1256 683830 o eseguirlo la scansione e inviare via e-mail all'indirizzo primesupport@eu.sony.com.

Option 2

If you do not know your original contract number you can register this contract by completing this section and returning this form, either by faxing to +44 (0)1256 683830 or scan and Email to primesupport@eu.sony.com
Si vous ne connaissez pas le numéro de votre contrat d'origine, vous pouvez enregistrer en complétant cette section et en renvoyant ce formulaire par fax ou +44 (0)1256 683830 ou par e-mail à l'adresse primesupport@eu.sony.com après l'avoir scanné: / Falls Ihnen Ihre ursprüngliche Vertragsnummer nicht bekannt ist, können Sie den Vertrag registrieren, indem Sie diesen Abschnitt ausfüllen und entweder per Fax (+44 (0)1256 683830) oder E-Mail (primesupport@eu.sony.com) an Sony zurück senden: / Si desconoce el número del contrato original, puede registrar este contrato rellenando la presente sección y enviando el formulario por fax al número +44 (0)1256 683830, o bien escanándolo y enviándolo por correo electrónico a la dirección primesupport@eu.sony.com: / Se non si conosce il numero del contratto originale, è possibile effettuare la registrazione completando questo modulo e inviando via fax al numero +44 (0)1256 683830 o eseguendone la scansione e inviando via e-mail all'indirizzo primesupport@eu.sony.com.

FIRST NAME: Prénom / Vorname / Nome / Name:	EMAIL: Email / Email / Email / Email:
LAST NAME: Nom de famille / Nachname / Apellido / Cognome:	MODEL: Modèle / Modell / Modelo / Modello:
COMPANY: Société / Organisation / Compagnia / Società:	SERIAL NUMBER: Numéro de série / Seriennummer / Número de serie del equipo / Numero di serie del sistema:
ADDRESS: Adresse / Adresse / Dirección / Indirizzo:	EQUIPMENT PURCHASE DATE: Date d'achat de l'équipement / Kaufdatum der Hardware / Cuando compró su sistema? / Data di acquisto del sistema:
CITY: Ville / Stadt / Ciudad / Città:	EQUIPMENT SUPPLIER NAME: Nom du fournisseur de l'appareil / Name des Lieferanten / Nome del proveedor de su sistema / Nome del fornitore dell'apparecchio:
POST CODE: Code postal / Postleitzahl / Código postal / CAP:	EQUIPMENT SUPPLIER ADDRESS: Adresse du fournisseur de l'appareil / Adresse des Lieferanten / Dirección donde compró su sistema / Indirizzo del fornitore dell'apparecchio:
COUNTRY: Pays / Land / País / Paese:	SIGNATURE: Signature / Unterschrift / Firma / Firma:
VAT NUMBER: Numéro de TVA / Umsatzsteuernummer / Número de NF / Partita IVA:	DATE: Date / Datum / Fecha / Data:
TELEPHONE: Telephone / Telefon / Telefono / Telefono:	
FAX: Fax / Fax / Fax / Fax:	

Option 3

For further information, or if you would like to speak to Sony PrimeSupport please contact us on any of the following numbers:
Pour obtenir un complément d'information, contactez l'équipe PrimeSupport aux numéros suivants: / Wenn Sie mit dem PrimeSupport-Team sprechen oder weitere Informationen erhalten möchten, wenden Sie sich bitte an eine der folgenden Nummern: / Si desea obtener más información, o si desea hablar con uno de nuestros representantes, puede contactarnos llamando a los siguientes números: / Per ulteriori informazioni o se desiderate parlare con i servizi PrimeSupport, chiamate ai seguenti numeri:

Presentations & Communication	00800 7898 7898
Media	00800 2848 6888
Video Security	00800 2848 6888
Art Media & Broadcast	00800 2848 6888

Contract Type
PS.LMP.FC SERIES.2Y
Agreement Number
1234567



PrimeSupport+ Extension contract details will be provided attached to the Model, SN, customer details etc...

Service Workflow

1. End user is reporting the defective product to the Installer, System Integrator.
2. The Installer or System Integrator contacts the Distributor or PrimeSupport Helpdesk.
(VSS Distributors have **Key Account number** that accelerate the swap process without technical check)
3. Helpdesk will check the Serial number of the product for initial/extended contract period and let contact know about the validity of PrimeSupport Contract status.
4. Helpdesk will engage PrimeSupport process and follow up the issue

Customer identification

The screenshot shows the Sony PrimeSupport website's 'Repair Data Capture Form'. The form is titled 'Repair Data Capture Form' and is divided into several sections: 'Contact Information', 'Address Information', 'Product Details', and 'Description of the Problem'. The 'Contact Information' section includes fields for First Name, Last Name, Email, Phone, and Mobile. The 'Address Information' section includes fields for Type (Company or Individual), Company, Street, City, Postal Code, and Country. The 'Product Details' section includes fields for Product Code, Purchase Date, Serial Number, and Dealer. The 'Description of the Problem' section has a large text area for the user to describe the issue. Below the form, there are two checkboxes: 'I have read and accept the PrimeSupport Terms and Conditions' and 'I would like to be kept updated with news and information relating to new products etc.'. A 'Submit' button is located at the bottom right of the form. At the very bottom, there is a privacy notice and a footer with the text 'Privacy centre | © 2004 - 2015 Sony Corporation - Terms and Conditions of Website Use'.

SONY

PrimeSupport PrimeSupport+ BespokeSupport

Repair Data Capture Form

Contact Information

First Name *
Last Name *
Email
Phone *
Mobile

Address Information

Type * ☒ Company ☐ Individual
Company *
Street *
City *
Postal Code *
Country * -- please select --

Product Details

Product Code *
Purchase Date *
Serial Number *
Dealer

Description of the Problem *

☐ I have read and accept the PrimeSupport Terms and Conditions *
☐ I would like to be kept updated with news and information relating to new products etc.

Submit

Privacy: The information that you provide may be used by the Sony group of companies to respond to your queries, to fulfil your transaction and for other purposes as described in our [Privacy Statement](#). This statement also explains the types of personal information that we collect, how we use it, and with whom we may share it. By submitting this form, you consent to the processing of your information as described in the [Privacy Statement](#).

Privacy centre | © 2004 - 2015 Sony Corporation - Terms and Conditions of Website Use


- In case the person asking for support is not known within the Service & Support database, PrimeSupport Helpdesk will send an email with the **Data Capture form link** .
- Customer will then be identified via the email address.

Service Follow up

☐ PrimeSupport
☐ Customer

Date :

Case #0000xxxx Tracker [ref: _00xxxxxxx _ xxxxxxxxxxxx]



Dear Customer

thank you for contacting the Sony PrimeSupport helpdesk.

The case **000xxxxx** has been raised to track your issue. You can view the status of your case using the below link:


[Case Tracker Link](#)

Kind regards,
HelpDesk
Sony PrimeSupport


Sony Europe Limited
A company registered in England and Wales
Registered office: The Heights, Brooklands, Weybridge, Surrey, KT13 0XW
Registered company number: 2422874

ref: _00xxxxxxxx _ xxxxxx


PrimeSupport



PrimeSupport+



BespokeSupport



PrimeSupport Helpdesk will send an email with the **Case tracker link** . Customer will follow the service process using that link.

Special Case of DOA: Dead on Arrival as of 2015 Oct 15th

Dead on Arrival maximum acceptable delay:

< 3 month Ex Distributor stocks

< 6 month Ex Sony stocks

→ Both conditions MUST be valid

For DOA Distributor calls Helpdesk and new product is sent to Distributor via a Service process to supply chain

If one of those conditions is exceeded standard PrimeSupport conditions applies

PrimeSupport – Helpdesk



PrimeSupport	
Open Hours	Helpdesk support services are available Monday to Friday 09:00-18:00 CET (Central European Time), excluding Local National Holidays.
Languages	English, French, German, Italian and Spanish provide access to operators, who are able to advice and act as first point of contact
Website	http://www.sony.co.uk/pro/products/support-prime-support

PrimeSupport – Helpdesk

All questions regarding PrimeSupport and PrimeSupport+ via Phone and email (Monday to Friday 09:00-18:00 CET (Central European Time), excluding Local National Holidays.) :

Product group	International Freephone*	Direct Phone (UK)	Email
Presentation & Communication	00800 7898 7898	0044 1256 683 870	primesupport@eu.sony.com
Medical			
Video Security	00800 2848 6888	0044 1256 683 869	
AV Media & Broadcast			

** If you are unable to connect to our International Freephone number via your local network provider, please use our Direct Phone (UK) number*

SONY Central Helpdesk

For Professional products only, this one STOP helpdesk is available to cover STANDARD WARRANTY or OUT OF Warranty issues.

International Free Phone*	Direct Phone (UK)	Email
00800 7669 0000	0044 1256 683 871	sonysos@eu.sony.com

** If you are unable to connect to our International Freephone number via your local network provider, please use our Direct Phone (UK) number*

NB: *If parts are missing in the box when delivered from our warehouse, Helpdesk can arrange delivery of those: ie: wrong power plug, etc...*

Links to Service & Support Web Page



Contacts:

<http://www.sony.co.uk/pro/article/support-contact-us-for-support>

Terms and Conditions, available countries, Model lookup tables etc... are available here:



- Presentation & Communication:

<http://www.sony.co.uk/pro/article/support-terms-and-conditions-1308-presandcomm>



- VideoSecurity:

<http://www.sony.co.uk/pro/article/support-terms-and-conditions-1308-videosec>

PrimeSupport for Professional Projectors

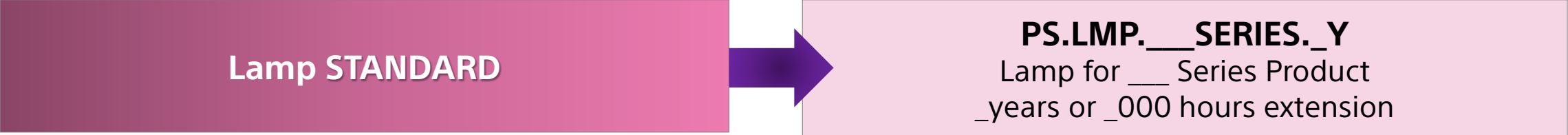
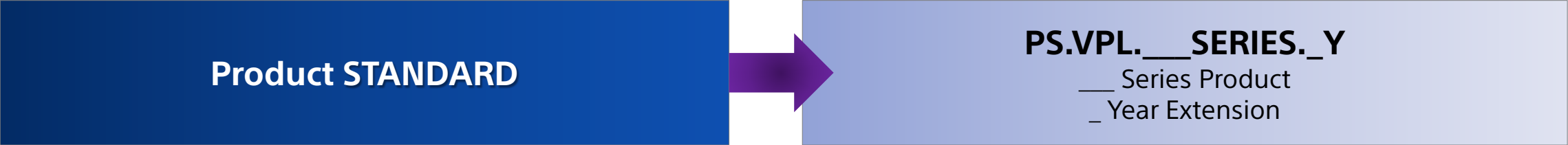
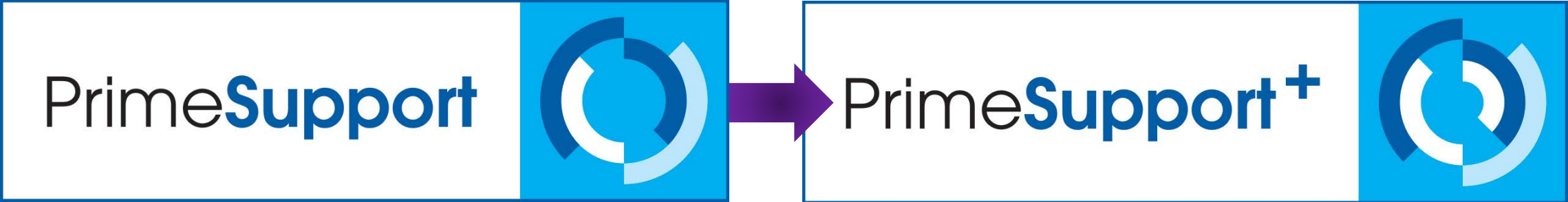
PrimeSupport



PrimeSupport⁺



PrimeSupport & PrimeSupport+



PrimeSupport for D Series

■ Standard PrimeSupport:

PS.VPLB1.12X.L1

- Product: 2 years
- Lamp: 1 year or 1000 hours
- Advanced Replacement with a new device
- Logistics Covered
- Multilingual telephone support



■ Optional PrimeSupport +

- Product: 1 or 3 years
- Lamp: 2 years or 2000 hours extension

■ Products:

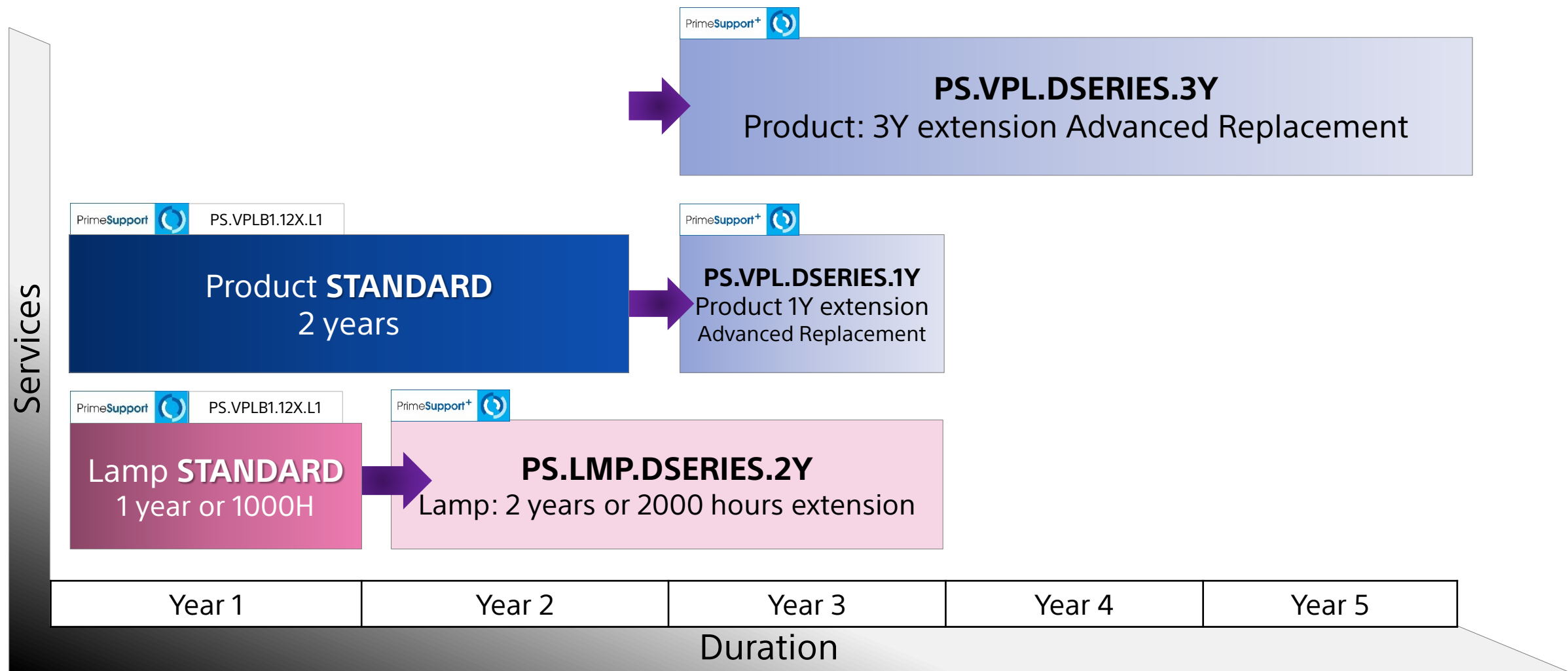
- D Series

■ Availability:

- Current as of March 2015

Reference	Description
PS.VPL.DSERIES.1Y	1 Year Extension Advanced Replacement D Series Product . Total: 3 Years
PS.VPL.DSERIES.3Y	3 Year Extension Advanced Replacement D Series Product . Total: 5 Years
PS.LMP.DSERIES.2Y	2 Years or 2000h Extension D series lamp . Total: 3 years or 3000h

PrimeSupport – Projector D series



PrimeSupport for E & S Series

- **Standard PrimeSupport:**

PS.VPLB3.123.L3

- Product: 3 years
- Lamp: 3 years or 3000 hours
- Standard Repair
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

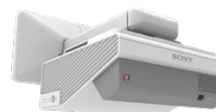
- 2 years Extension
- 3 years Repair & Loan
- 2 years Repair Extension & 5 years Loan product

- **Products:**

- S & E Series

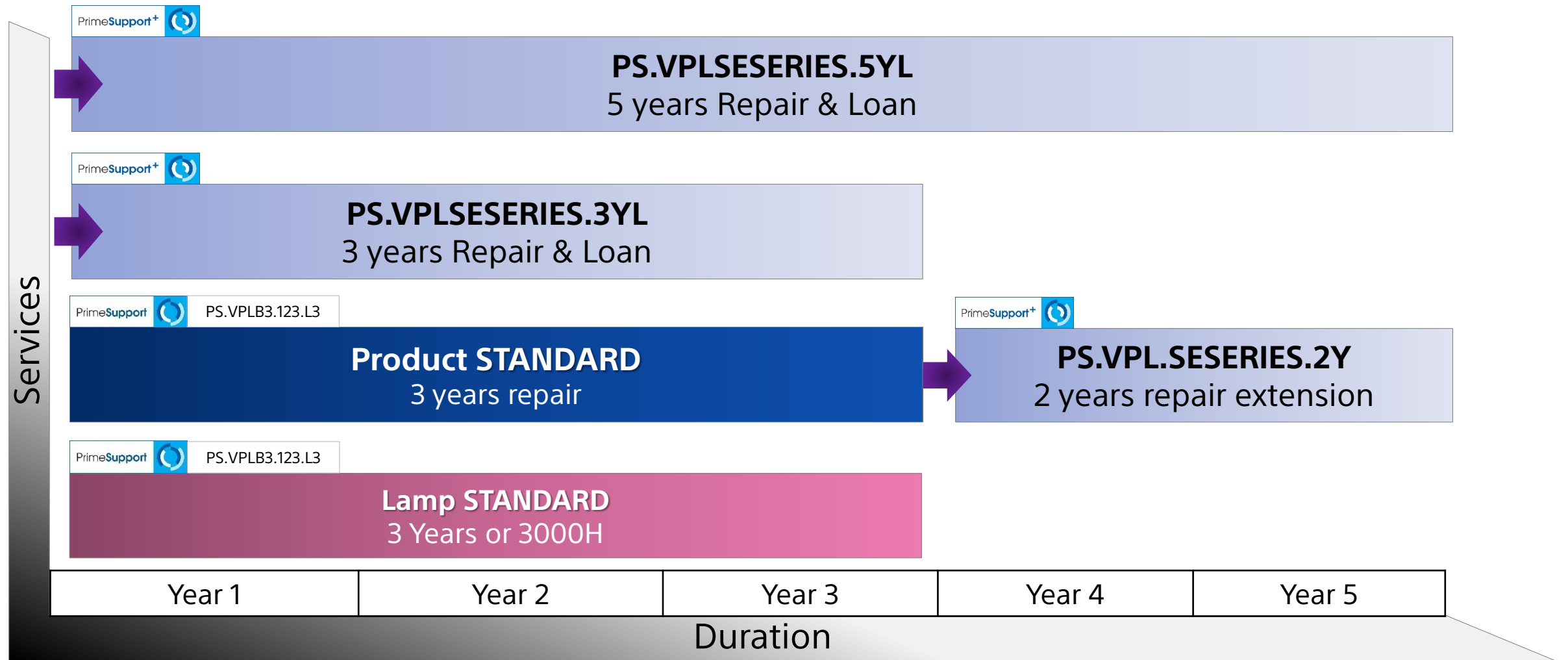
- **Availability:**

- Current as of March 2015



Reference	Description
PS.VPL.SESERIES.2Y	2 Years repair Extension S, E Series. Total: 5 Years
PS.VPLSESERIES.3YL	3 Year Loan unit S, E Series.
PS.VPLSESERIES.5YL	2 Years repair Extension & 5 years Loan S, E Series. Total: 5 Years

PrimeSupport – Projector E & S Series



PrimeSupport for C & F (Lamp) Series

- **Standard PrimeSupport:** *PS.VPLB2.123.L1*

- Product: 3 years
- Lamp: 1 years or 1000 hours
- Standard Repair
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- Product:
 - 2 years Extension
 - Loan product
 - 2 years Extension & Loan product
- Lamp:
 - 2 years or 2000 hours extension

- **Products:**

- C & F (Lamp) Series

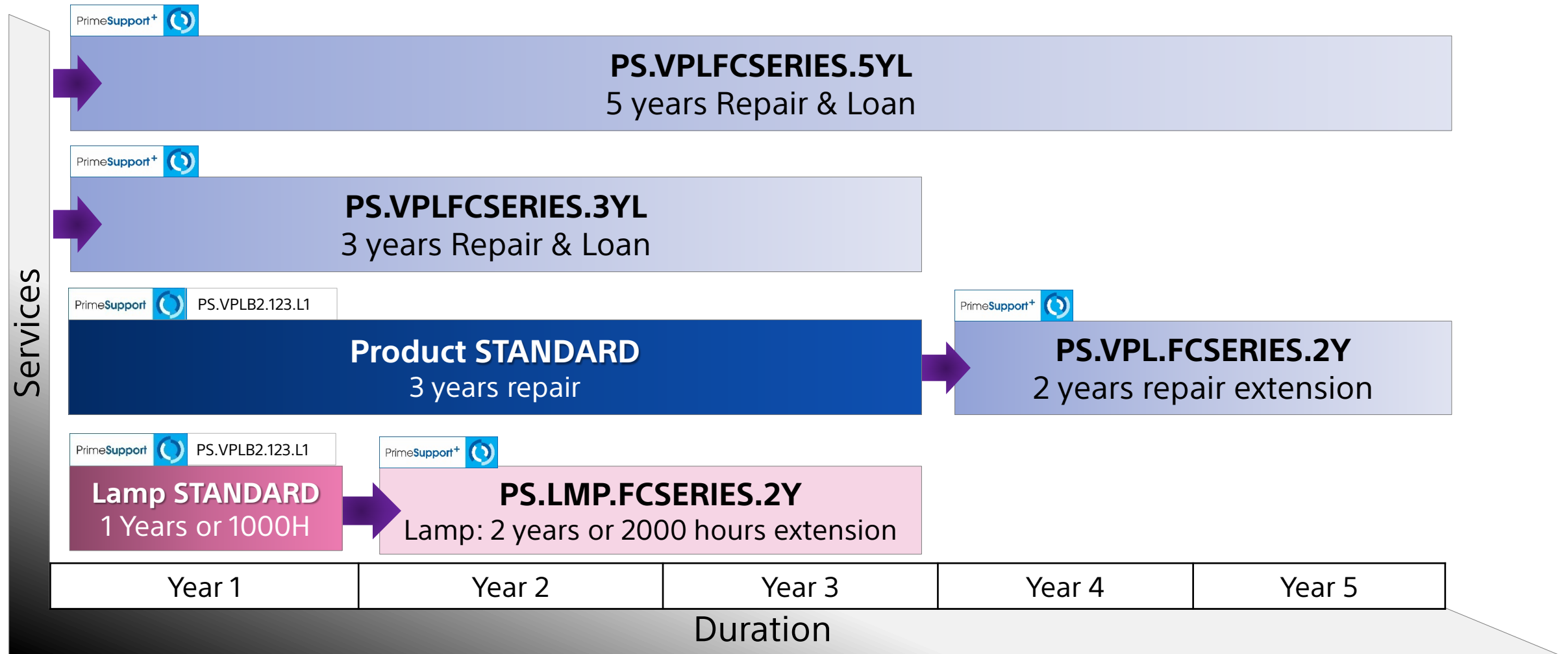
- **Availability:**

- Current as of March 2015



Reference	Description
PS.VPL.FC SERIES.2Y	2 Years repair Extension F, C Series. Total: 5 Years
PS.VPLFC SERIES.3YL	3 Year Loan unit F, C Series.
PS.VPLFC SERIES.5YL	2 Years repair Extension & 5 years Loan F, C Series. Total: 5 Years
PS.LMP.FC SERIES.2Y	2 Years or 2000h Extension C or F series lamp. Total: 3 years or 3000h

PrimeSupport – Projector C & F (Lamp) Series



PrimeSupport for FHZ Series Laser

- **Standard PrimeSupport:**
PS.LASERPROJ.5
 - 5 years or 12000 hours
 - Standard Repair
 - Replacement Laser
 - Logistics Covered
 - Multilingual telephone support
- **Optional PrimeSupport +**
 - 5 years or 20000 hours
- **Products:**
 - VPL-FHZ series
- **Availability:**
 - Current as of March 2015











Reference	Description
PSP.LPROJHVV.5	5 Years or 20,000 Hours for VPL-FHZ series

PrimeSupport – Projector FHZ Series Laser



PrimeSupport for professional Projectors - Summary

Products	Contract Type		Référence	Duration	Services Included				
					Phone Helpdesk	Logistics	Repair	Loan unit	Swap
VPL-D series	PrimeSupport 	Product	Included Service PS.VPLB1.12X.L1	2 years	✓	✓			✓
		Lamp		1 year or 1000 h	✓	✓			✓
	PrimeSupport+ 	Product	PS.VPL.DSERIES.1Y	+1 year (Total 3 years)	✓	✓			✓
			PS.VPL.DSERIES.3Y	+3 years (Total 5 years)	✓	✓			✓
		Lamp	PS.LMP.DSERIES.2Y	+ 2 years or 2000 h (Total 3 years or 3000h)	✓	✓			✓
VPL-E & S Series	PrimeSupport 	Product	Included Service PS.VPLB3.123.L3	3 years	✓	✓	✓		
		Lamp		3 years or 3000 h					
	PrimeSupport+ 	Product	PS.VPL.SESERIES.2Y	+2 years (Total 5 years)	✓	✓	✓		
			PS.VPL.SESERIES.3YL	3 years Repair & Loan	✓	✓	✓	✓	
			PS.VPL.SESERIES.5YL	5 years Repair & Loan	✓	✓	✓	✓	
VPL-C & F Series (Lamp)	PrimeSupport 	Product	Included Service PS.VPLB3.123.L1	3 years	✓	✓	✓		
		Lamp		1 years or 1000 h					
	PrimeSupport+ 	Product	PS.VPL.FC SERIES.2Y	+2 years (Total 5 years)	✓	✓	✓		
			PS.VPLFC SERIES.3YL	3 years Repair & Loan	✓	✓	✓	✓	
			PS.VPLFC SERIES.5YL	+ 2 years Repair Extension & 5 years Loan product	✓	✓	✓	✓	
VPL-FHZ Series	PrimeSupport+ 	Product	Included Service PS.LASERPROJ.5	5 years or 12000 hours	✓	✓	✓		
	PrimeSupport 	Product	PSP.LPROJHVV.5	5 years or 20000 hours	✓	✓	✓		


PrimeSupport for Home Projectors



PrimeSupport for Home Projectors

- **Standard PrimeSupport:**
PS.HOMEPROJ.3.L1
 - Product: 3 years
 - Lamp: 1 years or 1000 hours
 - Standard Repair
 - Logistics Covered
 - Multilingual telephone support
- **Products:**
 - VPL-HW & VPL-VW Series
- **Availability:**
 - Current as of March 2015



Products	Contract Type		Référence	Duration	Services Included			
					Phone Helpdesk	Logistics	Repair	Swap
VPL-HW & VPL-VW Series		Product	Included Service PS.HOMEPROJ.3.L1	3 years	✓	✓	✓	✓
		Lamp		1 years or 1000 h	✓	✓		✓

PrimeSupport for LSPX-W1S

- **Standard PrimeSupport:**

PS.LASPROJPD.3

- Product: 3 years
- Optical block & Laser: 7000h
- Standard Repair
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- *Under contruction*

- **Products:**

- LSPX-W1S

- **Availability:**

- Current as of March 2015



PrimeSupport for Visual Simulation & Visual Entertainment Projectors

PrimeSupport



PrimeSupport⁺



PrimeSupport for VPL-GT100

- **Standard PrimeSupport:**

PS.VPLGT100.3.L1

- Product: 3 years
- Lamp: 1 years or 1000 hours
- Standard Repair
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- Product:
 - 2 years Extension
 - Loan product
 - 2 years Extension & Loan product

- **Products:**

- VPL-GT100

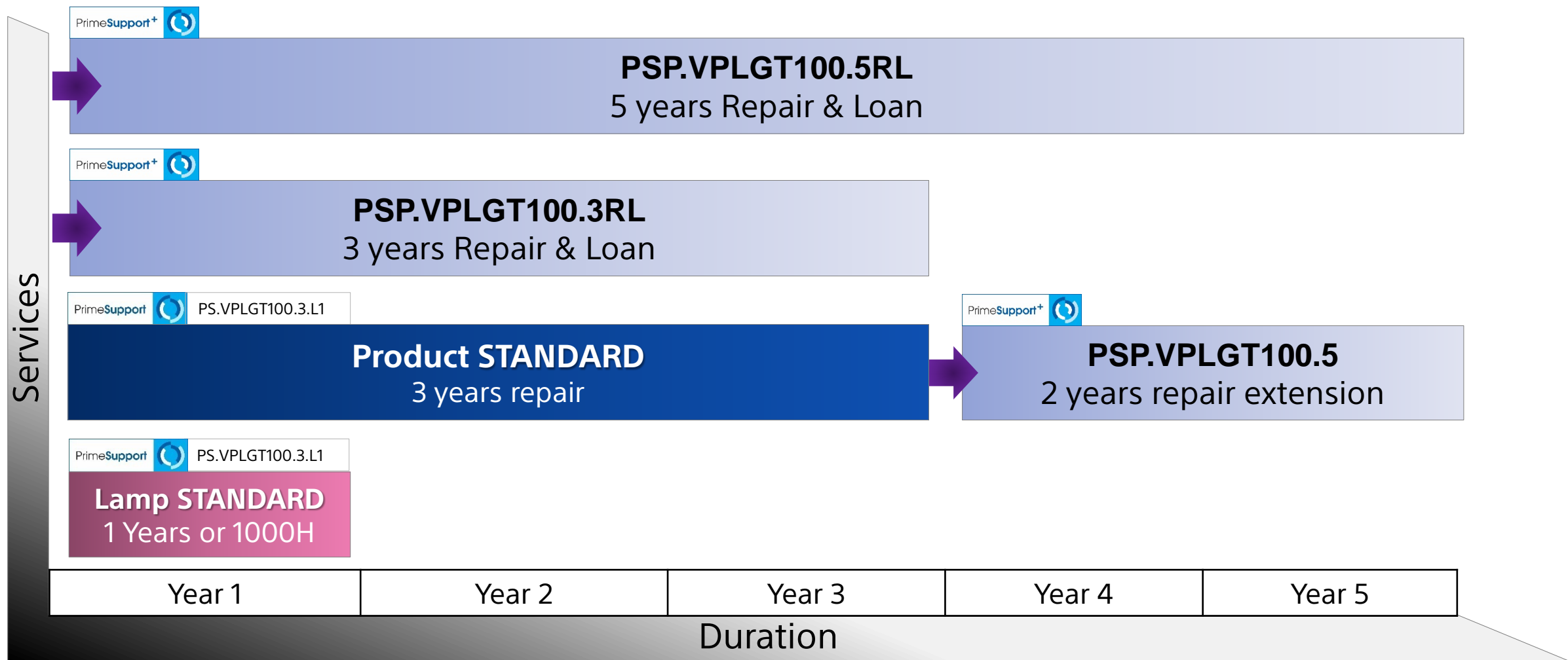
- **Availability:**

- Current as of March 2015



Reference	Description
PSP.VPLGT100.5	2 Years repair Extension VPL-GT100. Total: 5 Years
PSP.VPLGT100.3RL	3 Year Loan unit VPL-GT100.
PSP.VPLGT100.5RL	2 Years repair Extension & 5 years Loan VPL-GT100. Total: 5 Years

PrimeSupport –VPL-GT100



PrimeSupport for VPL-GTZ1

- **Standard PrimeSupport:**
PS.LASPROJJD.3
 - Product: 3 years
 - Optical block & Laser: 7000h
 - Standard Repair
 - Logistics Covered
 - Multilingual telephone support
- **Optional PrimeSupport +**
 - *Under contruction*
- **Products:**
 - LSPX-W1S
- **Availability:**
 - Current as of March 2015



PrimeSupport for SRX-T615/T423

- **Standard Warranty:**
 - 1 year
 - Standard Repair
- **Optional PrimeSupport +**
 - **Product:**
 - Technical Support⁽¹⁾: 3/5 years callback from a Specialist Engineer (within 60 min)
 - Express Parts⁽²⁾: 3/5 years Critical repair parts shipped next business day for calls logged before 15:00 CET Monday-Friday.
 - On-Site Engineer⁽³⁾: Monday - Friday 10:00-17:00 CET
- **Products:**
 - SRX-T615/T423
- **Availability:**
 - Current as of March 2015

(1) Monday - Friday 09:00-21:00 CET, excludes local holidays.

(2) Excluding Christmas & New Year's day. Non critical parts are covered as non stock items and are subject to longer delivery times.

(3) Covers a single projector. Gives access to Express Parts and On-Site engineer.




(4) Covers a single projector. Technical Support must be purchased to be able to purchase this product.


PrimeSupport⁺



Reference	Description
PSP.TECHSUP.3 ⁽³⁾	3 Years Technical Support
PSP.TECHSUP.5 ⁽³⁾	5 Years Technical Support
PSP.EXPRESSPARTS.3 ⁽⁴⁾	3 Years Express Parts
PSP.EXPRESSPARTS.5 ⁽⁴⁾	5 Years Express Parts
PSP.ONSITEENG.1 ⁽⁴⁾	1 Day Onsite Engineer

PrimeSupport for Simulation Projectors - Summary

Products	Contract Type		Référence	Duration	Services Included				
					Phone Helpdesk	Logistics	Repair	Loan unit	Swap
VPL-GT100		Product	Included Service PS.VPLGT100.3.L1	3 Years	✓	✓	✓		
		Lamp		1 year or 1000 h	✓	✓			✓
		Product	PSP.VPLGT100.5	+2 years (Total 5 years)	✓	✓	✓		
			PSP.VPLGT100.3RL	3 years Repair & Loan	✓	✓	✓	✓	
			PSP.VPLGT100.5RL	+ 2 years Repair Extension & 5 years Loan product	✓	✓	✓	✓	
VPL-GTZ1		Product	Included Service PS.LASPROJPD.3	Unit: 3 Years unit Optical Block & Laser: 7000h	✓	✓	✓		

Products	Contract Type		Référence	Duration	Services Included			
					Repair	Tech Support	Express Parts	On-site Engineer
SRX-T615/T423	Warranty		Warranty	1 year	✓			
			PSP.TECHSUP.3 ⁽¹⁾	3 Years		✓		
			PSP.TECHSUP.5 ⁽¹⁾	5 Years		✓		
			PSP.EXPRESSPARTS.3 ⁽²⁾	3 Years			✓	
			PSP.EXPRESSPARTS.5 ⁽²⁾	5 Years			✓	
			PSP.ONSITEENG.1 ⁽²⁾	1 Day Onsite Engineer				✓

(1) Covers a single projector. Gives access to Express Parts and On-Site engineer.
(2) Covers a single projector. Technical Support must be purchased to be able to purchase this product.

PrimeSupport for Display series

PrimeSupport

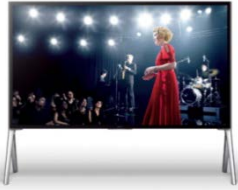


PrimeSupport⁺



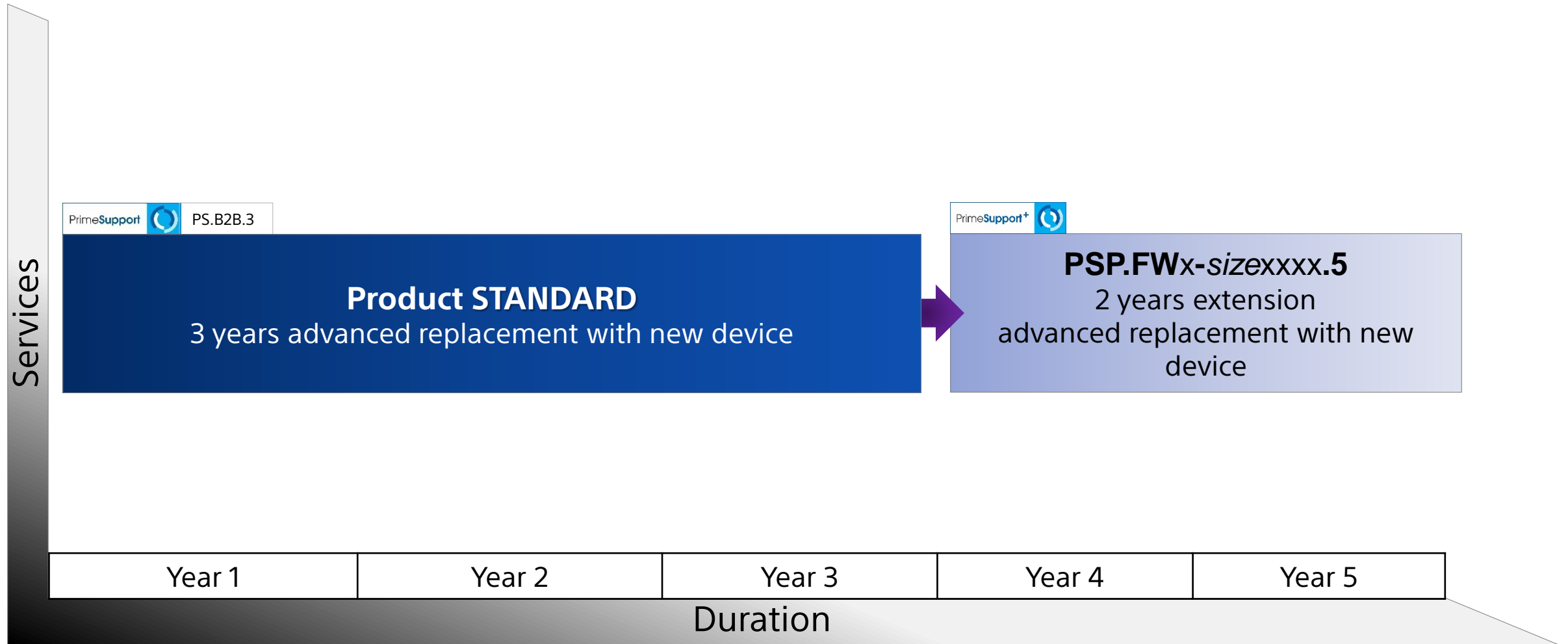
PrimeSupport for Display series

- **Standard PrimeSupport:**
PS.B2B.3
 - 3 years
 - Replacement with a new device
 - Logistics Covered
 - Multilingual telephone support
- **Optional PrimeSupport +**
 - 2 years Extension
- **Products:**
 - **FWL HD series** (40", 48", 55", 65", 75")
 - **FW 4K series** (43", 49", 55", 65", 75")
 - **FWD series** (85")
- **Availability:**
 - Current as of April 2015





Reference	Description
PSP.FWLHD40-55.5	2 Yr Ext. Total 5 Yr FWL HD 40 to 55 inch
PSP.FWLHD65-75.5	2 Yr Ext. Total 5 Yr FWL HD 65 to 75 inch
PSP.FW4K43-55.5	2 Yr Ext. Total 5 Yr FW 4K 43 to 55 inch
PSP.FW4K65-75.5	2 Yr Ext. Total 5 Yr FW 4K 65 to 75 inch
PSP.FWD.85.5	2 Yr Ext. Total 5 Yr for FWD-85X9600P

PrimeSupport – Displays FWD – FW – FWL Series



PrimeSupport for Display Series - Summary

Products	Contract Type	Référence	Duration	Services Included				
				Phone Helpdesk	Logistics	Repair	Loan	Swap with New unit
FWD, FW & FWL series		Included Service PS.B2B.3	3 years	✓	✓			✓
		PSP.FWLHD40-55.5	2 years Extension (Total 5 years) FWL HD 40 to 55 inch	✓	✓			✓
		PSP.FWLHD65-75.5	2 years Extension (Total 5 years) FWL HD 65 to 75 inch	✓	✓			✓
		PSP.FW4K43-55.5	2 years Extension (Total 5 years) FW 4K 43 to 55 inch	✓	✓			✓
		PSP.FW4K65-75.5	2 years Extension (Total 5 years) FW 4K 65 to 75 inch	✓	✓			✓
		PSP.FWD.85.5	2 years Extension (Total 5 years) FWD-85X9600P	✓	✓			✓

PrimeSupport for Visual Communication

PrimeSupport



PrimeSupport⁺



PrimeSupport for Visual Communication Devices

- **Standard PrimeSupport:**

PS.VIDEOCONF.3

- 3 years Standard Repair
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- 1 & 2 years extension for Repair
- 3, 4 & 5 years extension for Repair & Loan

- **Products:**

- PCS Series

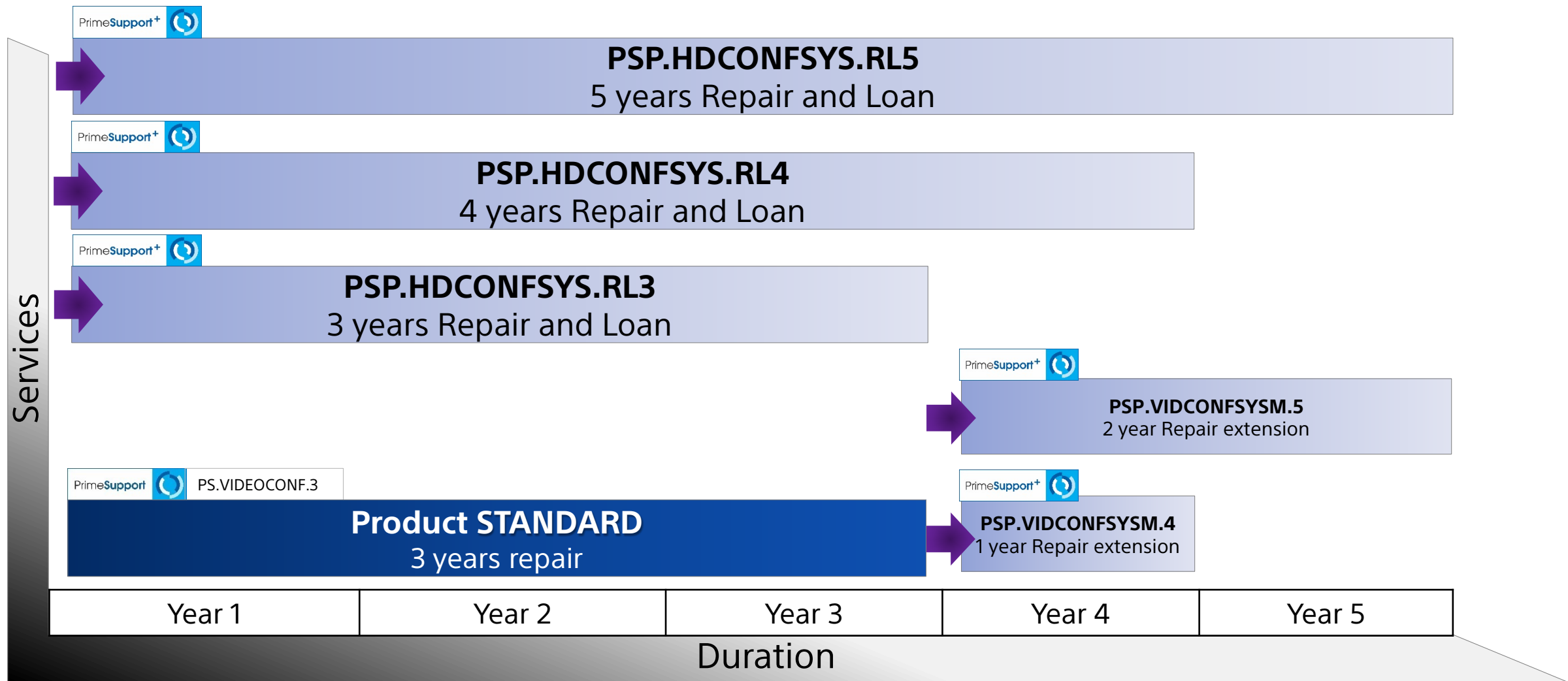
- **Availability:**

- Current as of March 2015





Reference	Description
PSP.VIDCONFSYSM.4	1 Year repair Extension : Total 4 years
PSP.VIDCONFSYSM.5	2 Years repair Extension : Total 5 years
PSP.HDCONFSYS.RL3	3 Years Repair & Loan
PSP.HDCONFSYS.RL4	4 Years Repair & Loan
PSP.HDCONFSYS.RL5	5 Years Repair & Loan

PrimeSupport – Videoconference PCS Series



PrimeSupport for VisioConference - Summary

Products	Contract Type	Référence	Duration	Services Included			
				Phone Helpdesk	Logistics	Repair	Loan
PCS Series		Included Service PS.VIDEOCONF.3	3 years	✓	✓	✓	
		PSP.VIDCONFSYSM.4	1 Year repair Extension Total 4 years	✓	✓	✓	
		PSP.VIDCONFSYSM.5	2 Years repair Extension Total 5 years	✓	✓	✓	
		PSP.HDCONFSYS.RL3	3 Years Repair & Loan	✓	✓	✓	✓
		PSP.HDCONFSYS.RL4	4 Years Repair & Loan	✓	✓	✓	✓
		PSP.HDCONFSYS.RL3	5 Years Repair & Loan	✓	✓	✓	✓

PrimeSupport for Remote Cameras

PrimeSupport



PrimeSupport⁺



PrimeSupport for Remote Camera Devices

- **Standard PrimeSupport:**

PS.VIDEOCONF.3

- 3 years Standard Repair
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- 1 & 2 years extension for Repair
- 3, 4 & 5 years extension for Repair & Loan

- **Products:**

- EVI & SRG Series

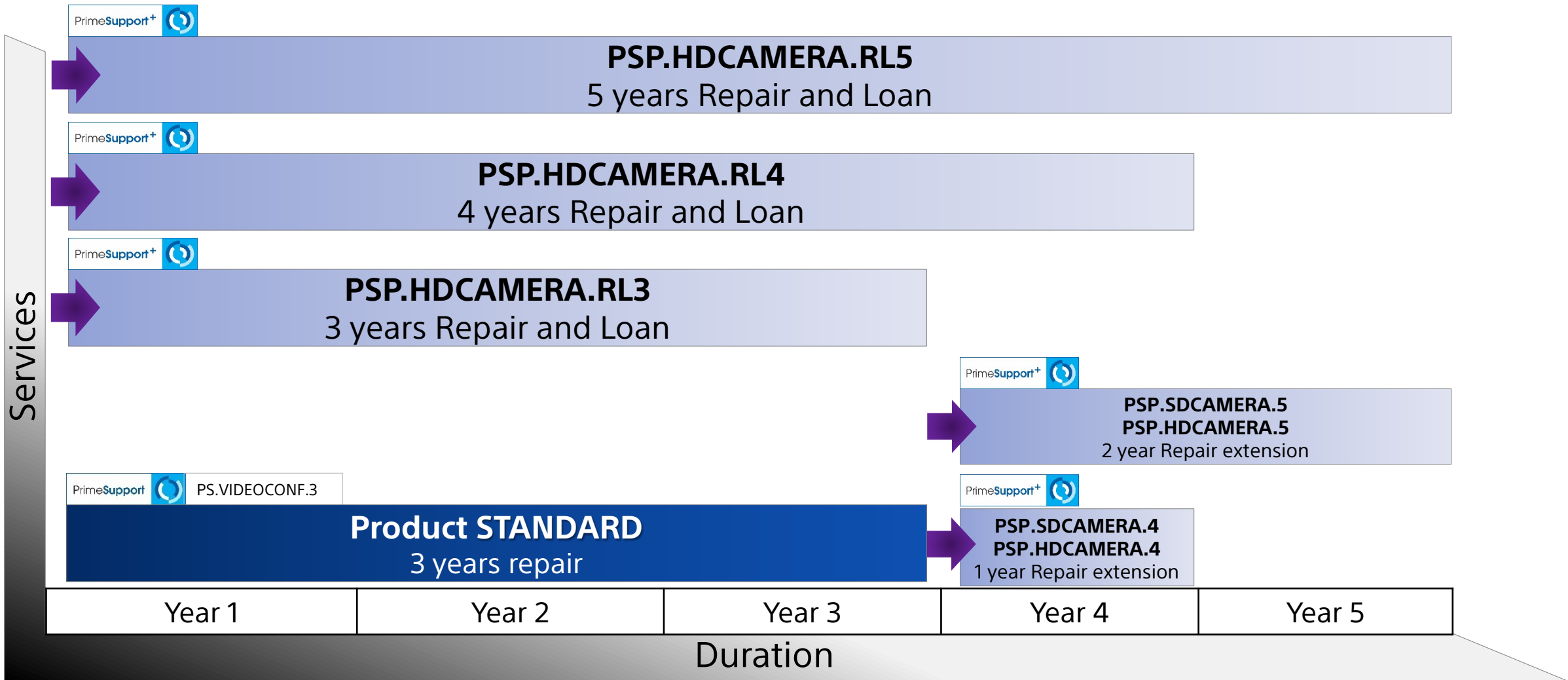
- **Availability:**

- Current as of March 2015





Reference	Description
PSP.SDCAMERA.4	1 Year repair Extension for SD EVI Series Total 4 years
PSP.SDCAMERA.5	2 Years repair Extension for SD EVI Series Total 5 years
PSP.HDCAMERA.4	1 Year repair Ext. for HD EVI & SRG Series Total 4 years
PSP.HDCAMERA.5	2 Years repair Ext, for HD EVI & SRG Series Total 5 years
PSP.HDCAMERA.RL3	3 Years Repair & Loan HD EVI & SRG Series
PSP.HDCAMERA.RL3	4 Years Repair & Loan HD EVI & SRG Series
PSP.HDCAMERA.RL3	5 Years Repair & Loan HD EVI & SRG Series

PrimeSupport –EVI – SRG Series



PrimeSupport for EVI & SRG Series - Summary

Products	Contract Type	Référence	Duration	Services Included			
				Phone Helpdesk	Logistics	Repair	Loan
SRG & EVI Series		Included Service PSP.VIDEOCONF.3	3 years	✓	✓	✓	
		PSP.SDCAMERA.4	1 Year repair Ext. (Total 4 years) SD EVI Series	✓	✓	✓	
		PSP.SDCAMERA.5	2 Years repair Ext. (Total 5 years) SD EVI Series	✓	✓	✓	
		PSP.HDCAMERA.4	1 Year repair Ext. (Total 4 years) HD EVI & SRG Series	✓	✓	✓	
		PSP.HDCAMERA.5	2 Years repair Ext. (Total 5 years) HD EVI & SRG Series	✓	✓	✓	
		PSP.HDCAMERA.RL3	3 Years Repair & Loan HD EVI & SRG Series	✓	✓	✓	✓
		PSP.HDCAMERA.RL3	4 Years Repair & Loan HD EVI & SRG Series	✓	✓	✓	✓
		PSP.HDCAMERA.RL3	5 Years Repair & Loan HD EVI & SRG Series	✓	✓	✓	✓

PrimeSupport for Vision Presenter

PrimeSupport



PrimeSupport⁺



PrimeSupport for Vision Presenter PWA Series

- **Standard PrimeSupport: PS.VISIONPRES.1**
 - 1 year Software Support
 - Upgrades and Updates download service
 - Multilingual* telephone support

**Where diagnosis cannot be made by the helpdesk, or a remote connection the issue may be escalated to a senior specialist (English Language).*

- **Optional PrimeSupport +**
 - 3 / 5 years contracts for Hardware kits
 - Software:
 - Upgrades and Updates download service
 - Remote Access support.
 - Hardware:
 - HP Contract covering hardware, advanced parts and onsite HP engineer

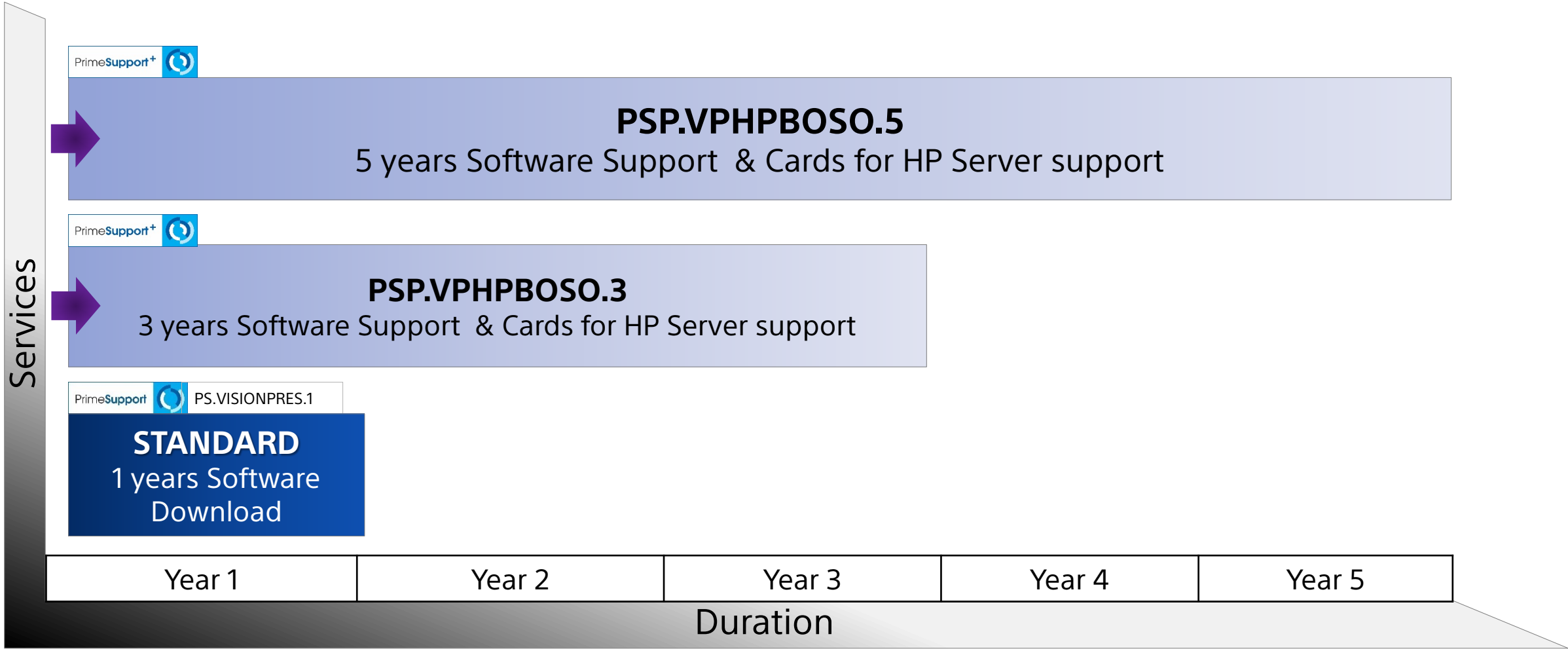
- **Products:**
 - PWA-VP100K1-K2-K3

- **Availability:**
 - Current as of March 2015





Reference	Description
PSP.VPHPBOSO.5	5 Years SW & Cards for HP Server
PSP.VPHPBOSO.3	3 Years SW & Cards for HP Server

PrimeSupport – Vision Presenter PWA Series



PrimeSupport for Vision Presenter PWA Series - Summary

Products	Contract Type	Référence	Duration	Services Included				
				Helpdesk	Software Download Service	Remote Support	Repair	On-site Engineer
Vision Presenter PWA-VP100		Included Service PS.VISIONPRES.1	1 year Software Support	✓	✓			
Vision Presenter Kits PWA-VP100K1 PWA-VP100K2 PWA-VP100K3		PSP.VPHPBOSO.3	3 years Software Support Cards for HP Server support	✓	✓	✓	✓	✓
		PSP.VPHPBOSO.5	5 years Software Support Cards for HP Server support	✓	✓	✓	✓	✓

PrimeSupport for Videosecurity Solutions

PrimeSupport



PrimeSupport⁺



PrimeSupport for Video Security Cameras and Encoders

- **Standard PrimeSupport:**

PS.SNC.3 & PS.SNT.3

- 3 years Advanced Replacement
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- 2 years extension

- **Products:**

- SNC & SNT Series

- **Availability:**

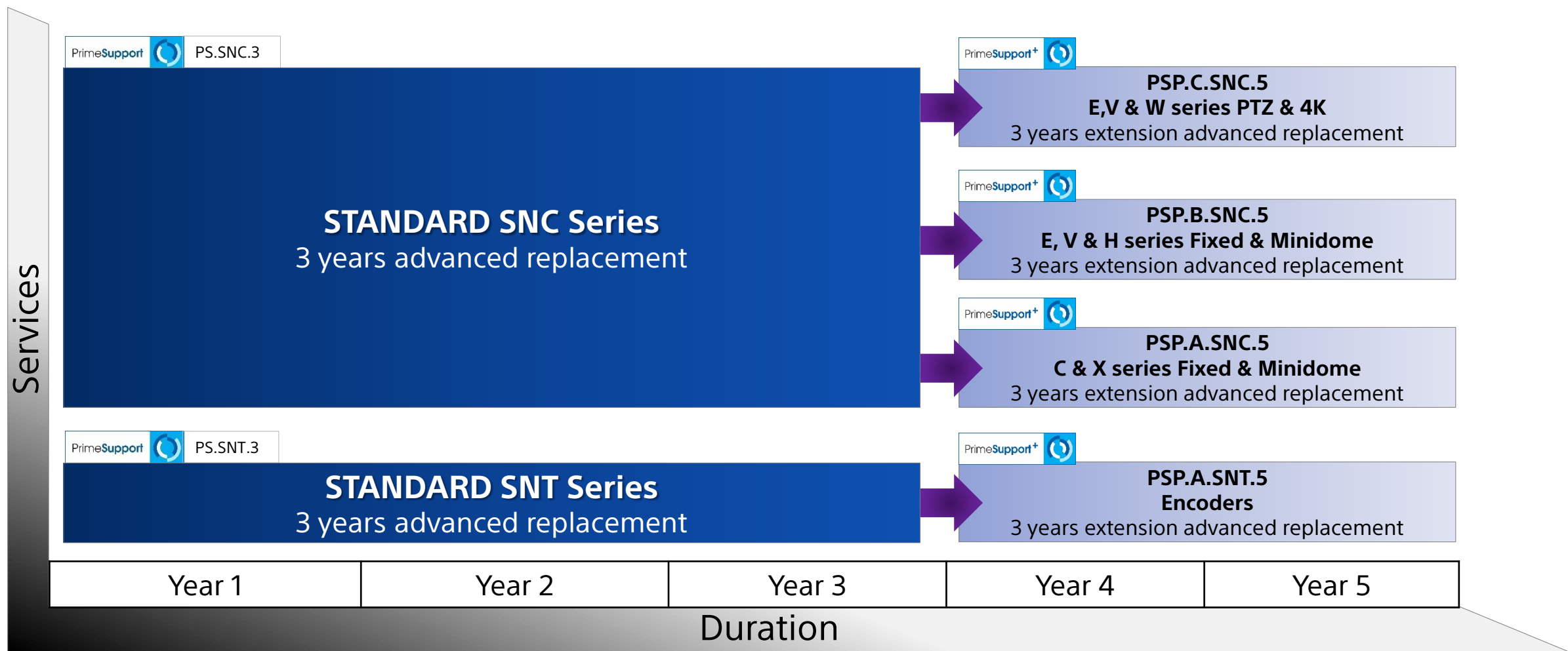
- Current as of sept 2015



Reference	Description
PSP.A.SNT.5	2 years extension for SNT Encoders Total 5 years
PSP.A.SNC.5	2 years extension C & X series Fixed & Minidome Total 5 years
PSP.B.SNC.5	2 years extension E, V & H series Fixed & Minidome Total 5 years
PSP.C.SNC.5	2 years extension E,V & W series PTZ & 4K Total 5 years

- *The optional extensions can be purchased and registered before the end of the initial contract duration.*

PrimeSupport – Videosecurity SNC & SNT series



PrimeSupport for Video Security Recorders

- **Standard PrimeSupport:**

PS.NSR.1XX.1

- 1 years Advanced Replacement
- Logistics Covered
- Multilingual telephone support

- **Optional PrimeSupport +**

- 2 years extension

- **Products:**

- NSR Series

- **Availability:**

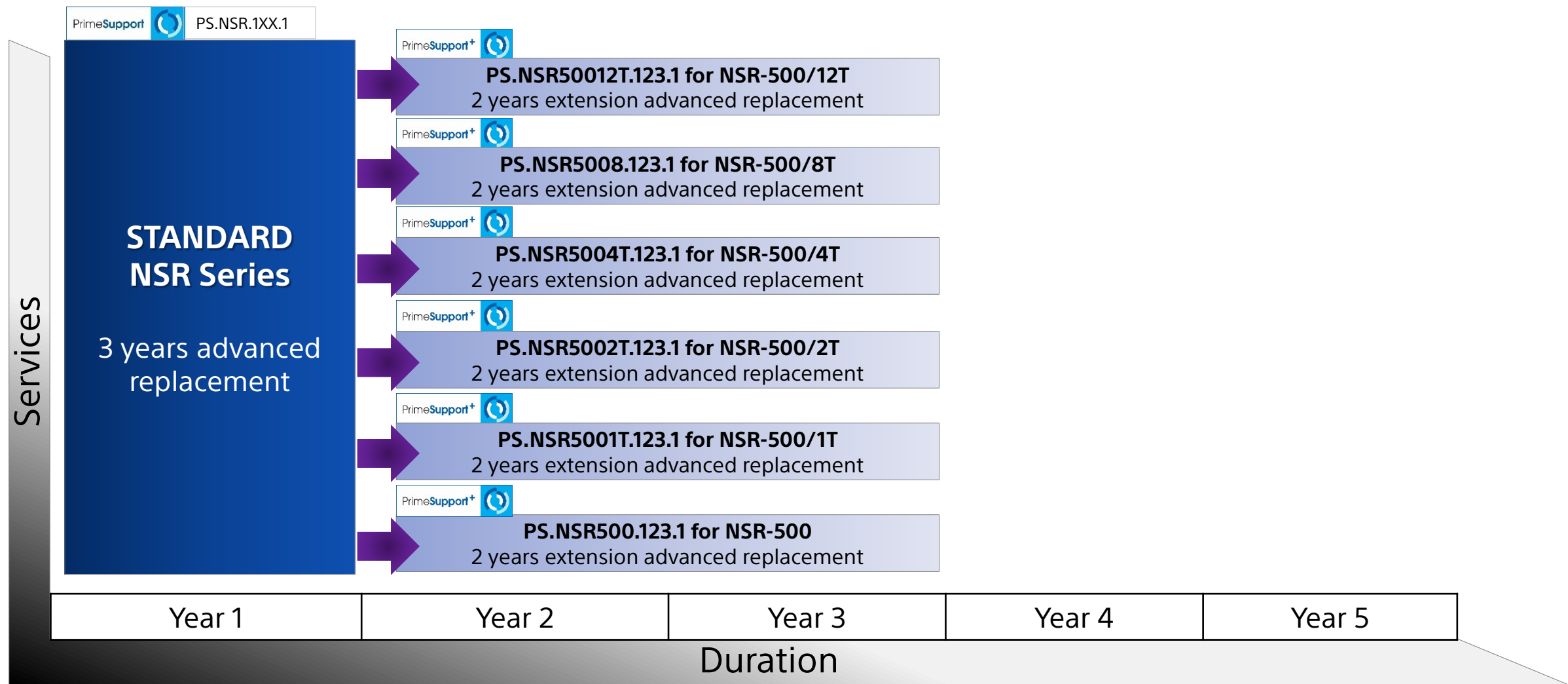
- Current as of sept 2015

PrimeSupport⁺



Reference	Description
PS.NSR500.123.1	2 years extension for NSR-500 Total 3 years
PS.NSR5001T.123.1	2 years extension for NSR-500/1T Total 3 years
PS.NSR5002T.123.1	2 years extension for NSR-500/2T Total 3 years
PS.NSR5004T.123.1	2 years extension for NSR-500/4T Total 3 years
PS.NSR5008T.123.1	2 years extension for NSR-500/8T Total 3 years
PS.NSR50012T.123.1	2 years extension for NSR-500/12T Total 3 years

PrimeSupport – Videosecurity SNC & SNT series



PrimeSupport for Video Security Software

- **Standard PrimeSupport:**
PS.IMZRS.1XX.1
 - Multilingual telephone support
- **Optional PrimeSupport +**
 - None
- **Products:**
 - IMZ Series
- **Availability:**
 - Current as of sept 2015



STANDARD WARRANTY: Out of PrimeSupport Products

- **Analogue Cameras:**

- During the 3 year warranty period, the Distributor can communicate the under warranty failure of Analogue Camera to the Central Helpdesk.
- Distributor will deliver a product from his stocks and Helpdesk will organize a delivery of a new product to distributor.
- For special case of PTZ camera SSC-CR481, repair will be organized by central Helpdesk.

- **Accessories:**

- Camera Accessories, NSR accessories & Third Party accessories are exchanged from the Distributor Stock during the 1 Year Standard Warranty period.
- Distributor will claim a new product delivery from Sony Stock to Central Helpdesk.

Warranty and PrimeSupport for VSS - Summary

Product Type	Model Type	Warranty Type	Basic Warranty duration (Years)	Included PrimeSupport duration (Years)	Optional PrimeSupport+ Contract duration (Years)
Analogue Cameras	SSC	Standard Warranty	3	NA	NA
Analogue Monitors	SSM		1	NA	NA
Non Listed Models	-		1	NA	NA
IP Cameras	SNC	Warranty with PrimeSupport*	1	3	2
IP Encoders	SNT		1	3	2
IP Recorders	NSR		1	1	2
IP Recording Software	IMZ		1	1	NA

**Option cards, accessories and consumables are not supported*

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