

PrimeSupport



Corporate & Education Solution Business Unit

Service & Support Process



Corporate & Education Solution Business Unit

Copyright 2018 Sony Corporation

PrimeSupport



You've got our support


Your business can't afford unscheduled interruptions. We're here to help with responsive service and support for your Sony Professional product.

PrimeSupport
Pro

PrimeSupport
Elite

PrimeSupport
Bespoke

PrimeSupport
On-Demand



PrimeSupport Pro

Included at no extra cost, our initial **PrimeSupportPro** packages go beyond a standard warranty with access to expert technical assistance. Our multilingual helpdesk can answer everyday questions on setting up and using your product by phone or email. And if you do need repairs, we'll organise things quickly and efficiently, with free shipping and no hidden costs.

Services:

Telephone Support 9:00-18:00

Logistics included

Standard repair

Included with the unit*

Extensions are available for up to 5 years after purchase date of the unit

*Coverage period varies based on product range

PrimeSupport Elite

If you're looking for even more peace of mind, upgrading to PrimeSupportElite could be the option for your business. We'll keep you up and running with our fast-track repair service that includes all shipping costs. And – depending on your product – we may offer to loan a replacement unit while yours is being repaired. For certain models, we now offer an Advanced Replacement extension where we will ship out a replacement model within 48 hours.

Services:

Extended Telephone Support up to 9:00-21:00*

Logistics included

Loan Unit*

SWAP*

Inclusive coverage*

Fast-Track 7 days repair*

*Based on product range





Everybody's business is different. A selected number of our products are also eligible for PrimeSupportBespoke, and PrimeSupportOn Demand, tailored solutions for organisations with the most demanding requirements for service and support. With options like next working day spares and on-site technical assistance, there's no better choice when dependable performance of your AV communications infrastructure is most crucial.

Services:

PrimeSupport On-Demand

- Health-check
- Training
- Product set-up and configuration
- On-site engineering support
- Preventative Maintenance

PrimeSupport Bespoke

- Rapid response times
- Extended technical telephone support
- Critical spare parts
- On-site engineering
- Software upgrades
- Regular servicing
- 3rd party support teams

4K BZ35 series	PrimeSupportPro							
Service Reference	Included Service PS.B2B.3	PSP.FW43BZ35.2X	PSP.FW49BZ35.2X	PSP.FW55BZ35.2X	PSP.FW65BZ35.2X	PSP.FW75BZ35.2X	PSP.FW85BZ35.2X	PSP.FW-4K.100.5
Document	PS.BRAVIA.3-EN	PSP.FW43BZ35.2X-EN	PSP.FW49BZ35.2X-EN	PSP.FW55BZ35.2X-EN	PSP.FW65BZ35.2X-EN	PSP.FW75BZ35.2X-EN	PSP.FW85BZ35.2X-EN	PSP.FW-4K.100.5-EN
Screen Model	All	PSP.FW43BZ35.2X	PSP.FW49BZ35.2X	PSP.FW55BZ35.2X	PSP.FW65BZ35.2X	PSP.FW75BZ35.2X	PSP.FW85BZ35.2X	FWD-100ZD9501
Duration	3 years	2 years Extension (Total 5 years)	2 years Extension (Total 5 years)	2 years Extension (Total 5 years)	2 years Extension (Total 5 years)	2 years Extension (Total 5 years)	2 years Extension (Total 5 years)	2 years Extension (Total 5 years)
PrimeSupport Helpdesk Standard Hours (1)	Monday to Friday 09:00-18:00 CET							
Logistics covered	✓	✓	✓	✓	✓	✓	✓	✓
Standard Repair	▪	▪	▪	▪	▪	▪	▪	▪
Unit Swap	✓	✓	✓	✓	✓	✓	✓	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

VPL F lamp Installation Projectors

VPL-P & F Lamp Series	PrimeSupport Pro			PrimeSupport Elite	
P Series	Included Service PS.VPLB3.123.L1		PS.LMP.FC SERIES.2Y	PSP.VPLC-SER.EXC.3	PSP.VPLC-SER.EXC.5
F Laser				PSP.VPLF-SER.EXC.3	PSP.VPLF-SER.EXC.5
Documents	PS.VPLB2.123.L1-EN		PS.LMP.FC SERIES.2Y-EN	PSP.VPLC-SER.EXC.3-EN	PSP.VPLC-SER.EXC.5-EN
				PSP.VPLF-SER.EXC.3-EN	PSP.VPLF-SER.EXC.5-EN
Scope of Support	Projector	Lamp	Lamp	Projector	Projector
Duration	3 years	1 years or 1000 h	+ 2 years or 2000 h (Total 3 years or 3000h)	5 years	5 years
PrimeSupport Helpdesk Standard Hours (1)	Monday to Friday 09:00-18:00 CET			Monday to Friday 09:00-18:00 CET	
Logistics covered	✓		✓	✓	✓
Standard Repair	✓	▪	▪		
Unit Swap	▪	✓	✓	✓	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

VPL-P & F Laser Installation Projectors

VPL-P & F Laser Series	PrimeSupport Pro		PrimeSupport Elite		PrimeSupport Elite	
P Series	Included Service PS.LASERPROJ.5		PSP.VPLP-SER.EXC.5		PSP.VPLP-SER.HVY.5	
F Laser			PSP.VPL-FZ.EXC.5		PSP.VPLFZ.HVY.5	
F Laser High Brightness			PSP.VPL-Z-HB.EXC.5		PSP.VPL-Z-HB.EXC.5	
Documents P Series	PS.LASERPROJ.5-EN		PSP.VPLP-SER.EXC.5-EN		PSP.VPLP-SER.HVY.5-EN	
Documents F Laser			PSP.VPL-FZ.EXC.5-EN		PSP.VPLFZ.HVY.5-EN	
Documents F Laser High Brightness			PSP.VPL-Z-HB.EXC.5-EN		PSP.VPL-Z-HB.HVY.5-EN	
Scope of Support	Projector	Laser	Projector	Laser	Projector	Laser
Duration	5 years	12000 hours	5 years	12000 hours	5 years	20000 hours
PrimeSupport Helpdesk Standard Hours (1)	Monday to Friday 09:00-18:00 CET		Monday to Friday 09:00-18:00 CET		Monday to Friday 09:00-18:00 CET	
Logistics covered	✓		✓		✓	
Standard Repair	✓					
Unit Swap			✓		✓	

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

VPL-D, E & S Series Projectors

VPL-D series Projector	PrimeSupportPro		PrimeSupportPro		
Service Reference	Included Service PS.VPLB1.12X.L1		PS.VPL.DSERIES.1Y	PS.VPL.DSERIES.3Y	PS.LMP.DSERIES.2Y
Documents	PS.VPLB1.12X.L1-EN		PS.VPL.DSERIES.1Y-EN	PS.VPL.DSERIES.3Y-EN	PS.LMP.DSERIES.2Y-EN
Scope of Support	Projector	Lamp	Projector		Lamp
Duration	2 years	1 year or 1000 h	+1 year (Total 3 years)	+3 years (Total 5 years)	+ 2 years or 2000 h (Total 3 years or 3000h)
PrimeSupport Helpdesk Standard Hours (1)	✓	▪	✓	✓	✓
Logistics covered	✓	▪	✓	✓	✓
Standard Repair	▪	▪	▪	▪	▪
Express Loan unit	▪	▪	▪	▪	▪
Unit Swap	✓	✓	✓	✓	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

VPL-E & S Series	PrimeSupportPro		PrimeSupportPro		
Service Reference	Included Service PS.VPLB3.123.L3		PS.VPL.SESERIES.2Y	PS.VPL.SESERIES.3YL	PS.VPL.SESERIES.5YL
Documents	PS.VPLB3.123.L3-EN		PS.VPL.SESERIES.2Y-EN	PS.VPL.SESERIES.3YL-EN	PS.VPL.SESERIES.5YL-EN
Scope of Support	Projector	Lamp	Projector		
Duration	3 years	3 years or 3000 h	+2 years (Total 5 years)	3 years Repair & Loan	+ 2 years Repair Extension & 5 years Loan product
PrimeSupport Helpdesk Standard Hours (1)	✓	▪	✓	✓	✓
Logistics covered	✓	▪	✓	✓	✓
Standard Repair	✓	▪	✓	✓	✓
Express Loan unit	▪	▪	▪	✓	✓
Unit Swap	▪	✓	▪	▪	▪

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

Home Cinema

VPL-HW & VPL-VW lamp Series	PrimeSupportPro	
Service Reference	Included Service PS.HOMEPROJ.3.L1	
Documents	PS.HOMEPROJ.3.L1-EN	
Scope of Support	Product	Lamp
Duration	3 years	1 years or 1000 h
PrimeSupport Helpdesk Standard Hours (1)	✓	▪
Logistics covered	✓	▪
Standard Repair	✓	▪
Express Loan unit		
Unit Swap	▪	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

Laser Flagship Home Cinema	PrimeSupportPro		PrimeSupportElite							
Service Reference	Included Service PS.LASPROJPD.3		PSP.VPLGTZ2.PREM.5		PSP.VPLVW760ES.2X		PSP.VPLVW870.2X		PSP.VPLVZ1000.2X	
Documents	PS.LASPROJPD.3-EN		PSP.VPLGTZ2.PREM.5-EN		PSP.VPLVW760ES.2X-EN		PSP.VPLVW870.2X-EN		PSP.VPLVZ1000.2X-EN	
Scope of Support	Projector	Optical Block & Laser	VPL-VW5000	Optical Block & Laser	VPL-VW760ES	Optical Block & Laser	VPL-VW870	Optical Block & Laser	VPL-VZ1000	Optical Block & Laser
Duration	3 Years	7000 h	2 Years Extension (Total 5 years)	12000 h	2 Years Extension (Total 5 years)	12000 h	2 Years Extension (Total 5 years)	12000 h	2 Years Extension (Total 5 years)	12000 h
PrimeSupport Helpdesk Standard Hours (1)	✓		✓		✓		✓		✓	
Logistics covered	✓		✓		✓		✓		✓	
Standard Repair	✓		✓		✓		✓		✓	

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

VPL-GTZ200 series

	PrimeSupport Pro		PrimeSupport Elite		PrimeSupport Bespoke	
VPL-GTZ270/280	Included Service PS.LASPROJPD.3		PSP.VPLGTZ2.PREM.5		BUILD ON REQUEST	
VPL-GTZ240			PSP.VPLGTZ240.2X			
Document VPL-GTZ270/280	PS.LASPROJPD.3-EN		PSP.VPLGTZ2.PREM.5-EN		Available on request	
Document VPL-GTZ240			PSP.VPLGTZ240.2X-EN		Available on request	
Scope of Support	Projector	Optical Block & Laser	Projector	Optical Block & Laser	Projector	Optical Block & Laser
Duration	3 Years	7000h	Premium 2 Years Extension	12000h	4 to 10 years	custom
PrimeSupport Helpdesk Standard Hours (1)	Monday to Friday 09:00-18:00 CET					
Logistics covered	✓		✓		✓	
Standard Repair	✓		▪		▪	
Contract Administration Tech Support, Standard Hours (2)	▪		✓		✓	
Priority repair (3)	▪		▪		✓	
Fast-track Repair (4)	▪		✓		▪	
Initial Set-up & Configuration (5)	Option		Option		Option	
Onsite Spare Pj	No		No		Option	
Accessibility condition	No		No		2 Projectors minimum	

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

(2) Technical Support: 3/5 years callback from a Specialist Engineer (within 60 min) - 9:00 - 21:00 CET excluding Holidays. Covers a single projector.

(3) Priority Repair: 3/5 years Off-site priority repair in Central repair center. Stock of main Spare parts in Euro Hub.

(4) Fast track Repair: 3/5 years Off-site fast-track central repair with target of 1 week TAT for calls logged before 15:00 CET Monday-Friday. Stock of main Spare parts in Euro Hub. Covers a single projector.

(5) Initial Set-up & Configuration: 1 day site visit by a specialist engineer, who will undertake the initial set-up and configuration. Covers a single projector.

TEOS Manage	PrimeSupportPro			
Service Reference	Included Service PS.TEM.1	PSP.TEM100.1X	PSP.TEM100.2X	PSP.TEM100.4X
Documents	PS.TEM.1-EN	PSP.TEM100.1X-EN	PSP.TEM100.2X-EN	PSP.TEM100.4X-EN
Scope of Support	Covers TEM-SRV100 server Software and all licenses registered (TEM-CO10, TEM-MR10 or TEM-DS10)	Covers 1 License TEM-CO10, TEM-MR10 or TEM-DS10 registered TEM-SRV100 server Software		
Duration	1 Year	1 year extension Total 2 years	2 years extension Total 3 years	4 years extension Total 5 years
PrimeSupport Helpdesk Standard Hours (1)	✓	✓		
Software Download Service including new features	✓	✓		
Remote Support	✓	✓		

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

Vision Exchange

Vision Exchange	PrimeSupportElite		
Service Reference	Included Service PS.PACK4.ADVEXCH.1	PSP.PEQC100.E1X	PSP.PEQC130.E1X
Documents	PS.PACK4.ADVEXCH.1-EN	PSP.PEQC100.E1X-EN	PSP.PEQC130.E1X-EN
Applicable device	Vision Exchange Device	PEQ-C100	PEQ-C130
Duration	1 year	1 year extension	1 year extension
PrimeSupport Helpdesk Standard Hours (1)	Monday to Friday 09:00-18:00 CET		
Product swap	✓	✓	✓
Software Upgrade (Bug Fix)	✓	✓	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

Remote Cameras

SRG & EVI Series	PrimeSupportPro					PrimeSupportElite		
Service Reference	Included Service PS.VIDEOCONF.3	PSP.SDCAMERA.4	PSP.SDCAMERA.5	PSP.HDCAMERA.4	PSP.HDCAMERA.5	PSP.HDCAMERA.RL3	PSP.HDCAMERA.RL4	PSP.HDCAMERA.RL5
Document	PS.VIDEOCONF.3	PSP.SDCAMERA.4	PSP.SDCAMERA.5	PSP.HDCAMERA.4	PSP.HDCAMERA.5	PSP.HDCAMERA.RL3	PSP.HDCAMERA.RL4	PSP.HDCAMERA.RL5
Product type	All	SD EVI Series		HD EVI & SRG Series				
Duration	3 years	1 Year repair Extension (Total 4 years)	2 Years repair Extension (Total 5 years)	1 Year repair Extension (Total 4 years)	2 Years repair Extension (Total 5 years)	3 Years Repair & Loan	4 Years Repair & Loan	5 Years Repair & Loan
PrimeSupport Helpdesk Standard Hours (1)	✓	✓	✓	✓	✓	✓	✓	✓
Logistics covered	✓	✓	✓	✓	✓	✓	✓	✓
Standard Repair	✓	✓	✓	✓	✓	✓	✓	✓
Express Loan unit	▪	▪	▪			✓	✓	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

Video Conference

PCS Series	PrimeSupport Pro			PrimeSupport Elite		
Service Reference	Included Service PS.VIDEOCONF.3	PSP.VIDCONFSYSM.4	PSP.VIDCONFSYSM.5	PSP.HDCONFSYS.RL3	PSP.HDCONFSYS.RL4	PSP.HDCONFSYS.RL5
Document	PS.VIDEOCONF.3	PSP.VIDCONFSYSM.4	PSP.VIDCONFSYSM.5	PSP.HDCONFSYS.RL3	PSP.HDCONFSYS.RL4	PSP.HDCONFSYS.RL5
Duration	3 years	1 Year repair Extension Total 4 years	2 Years repair Extension Total 5 years	3 Years Repair & Loan	4 Years Repair & Loan	5 Years Repair & Loan
PrimeSupport Helpdesk Standard Hours (1)	✓	✓	✓	✓	✓	✓
Logistics covered	✓	✓	✓	✓	✓	✓
Standard Repair	✓	✓	✓	✓	✓	✓
Express Loan unit	▪	▪	▪	✓	✓	✓

(1) PrimeSupport Helpdesk: Monday to Friday 09:00-18:00 CET Excluding Christmas, Boxing day and New Year's day.

PrimeSupportOn-Demand

Reference	Short Description	Schedule of Service	Long Description-EN
PSP.CET.ENG-DAY.1	1 day engineering resource	PSP.CET.ENG-DAY.1	PrimeSupport OnDemand: Labor cost for 1 day of remote or onsite engineering resource excluding travel costs: - Initial Set-up & Configuration - Troubleshooting & Maintenance support
PSP.CET.ENG-DAY.T1	1 day engineering resource incl travel	PSP.CET.ENG-DAY.T1	PrimeSupport OnDemand: 1 day of engineering resource Incl Travel(1) & Hotel(2): - Initial Set-up & Configuration - Troubleshooting & Maintenance support (1) Two ways Travel in EU (flight,train or >1,5 hours driving 1 way) (2) 1 night
TRN.TEOS.P.1	1 day of Training		PrimeSupport OnDemand: Labor cost for 1 day of onsite / off site Training resource. Training content will depend on customer needs.
PSP.CET.REMOTE.2	2hrs Remote engineering resource	PSP.CET.REMOTE.2	PrimeSupportOn-Demand: Labor cost for 2 hours of remote engineering resource: - Initial Set-up & Configuration - Troubleshooting & remote Maintenance support
PSP.CET.CUSTOM.1	1 day of senior engineering resource	PSP.CET.CUSTOM.1	PrimeSupport OnDemand : Custom development Daily rate - 1 day of senior engineering resource - Software or hardware development - Personalised setup for unique technical value added application

SONY

SONY is a registered trademark of Sony Corporation.

Names of Sony products and services are the registered trademarks and/or trademarks of Sony Corporation or its Group companies.

Other company names and product names are registered trademarks and/or trademarks of the respective companies.