

SONY

PrimeSupport



Home Projectors Support

PrimeSupport for Laser and Lamp Home Projectors

Laser Projectors

Laser projectors come with 3-Year PrimeSupportPro service included at no extra cost. Our PrimeSupportPro packages go beyond a standard warranty with access to expert technical assistance. Our multilingual helpdesk can answer your questions by phone or email. If you do need repairs, we'll organise logistics quickly and efficiently, with free shipping and no hidden costs.



Get an uplift to Elite support for your VPL-VW790 FREE

3 years of PrimeSupportPro are included free with every laser projector purchase. Register your VPL-VW790 within 60 days after purchase to benefit from a free 3-year uplift to Elite service.*

Enjoy repairs with all logistics covered and loan unit provided for any repairs at no extra cost.

Register your product now.

pro.sony/productregistration

● PrimeSupport Pro		● PrimeSupport Elite	
Included		Optional Extensions	
		PSP.VPL-VW760.2X PSP.VPL-VW5000.2X	PSP.VPL-VW790.2X PSP.VPLVW870.2X PSP.VPL-VZ100.2XL
Duration	3 years or 7,000 hours	+2 year extension, +5,000 hours (5 years or 12,000 hours in total)	+2 year extension, +5,000 hours (5 years or 12,000 hours in total)
Helpdesk access Mon-Fri 9-18 CET	✓	✓	✓
Standard Repair	✓	✓	✓
Loan unit during repair			✓
Logistics Covered	✓	✓	✓

Loan units supplied are: VPL-VW590 for VPL-VW790/870 and 65" OLED for VPL-VZ1000.

Lamp Projectors



Get an uplift to Elite support for your VPL-VW590 FREE

3 years of PrimeSupportPro are included free with every lamp projector purchase. Register your VPL-VW590 within 60 days after purchase to benefit from a free 3-year uplift to Elite service.*
 Enjoy repairs with all logistics covered and loan unit provided for any repairs at no extra cost.

Register your product now.

pro.sony/productregistration

● PrimeSupport Pro		● PrimeSupport Elite		
Included		Optional Extensions	Free upon registration*	Optional Extensions
		PSP.VPL-VW570.2X		PSP.VPLVW270.2X PSP.VPL-VW590.2X
Duration	3 years projector or 7,000 hours 1 year lamp or 1,000 hours	+2 year extension, +5,000 hours (5 years or 12,000 hours in total)	3 years projector or 7,000 hours 1 year lamp or 1,000 hours	+2 year extension, +5,000 hours (5 years or 12,000 hours in total)
Helpdesk access Mon-Fri 9-18 CET	✓	✓	✓	✓
Standard Repair	✓	✓	✓	✓
Loan unit during repair			✓	✓
Logistics Covered	✓	✓	✓	✓

Loan units supplied are: VPL-VW590 for VPL-VW590 and VPL-VW270 for VPL-VW270.

Service descriptions

Extension packages can be purchased up to a maximum of 5 years after the initial purchase of your unit. In the event of a technical issue, we'll keep you up and running with standard repair service with loan unit for the duration of repair including all shipping costs.

PrimeSupport Helpdesk

Helpdesk support services are available Monday to Friday 09:00-18:00 CET, excluding Local National Holidays. The multilingual team (English, French, German, Italian and Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service & Support enquires. Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.

Standard Repair

Where the issue cannot be resolved by the Helpdesk, we will arrange to collect the faulty unit for repair. We target to collect the faulty unit within two working days of escalation and we will repair the unit and return it to You.

Loan Unit

To minimise your downtime, we will offer you a loan unit (subject to availability) until the repaired unit is returned to you. We will arrange collection of the Loan unit on the day we deliver your repaired unit back.

Logistics Covered

Units can be collected from and returned to any address within mainland areas of the following countries, *Albania, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City and United Kingdom. For all other areas, please contact the helpdesk for further assistance.



PrimeSupportOn-Demand

Direct support as-and-when you need it, with support for setup, healthchecks or any unexpected issues.

PSP.ENGINEER.1 Onsite Engineer

1-day engineering site visit during business hours. A specialist engineer will come to site and undertake tasks which are agreed prior to the visit and deemed achievable within the duration onsite. The number of units covered is to be agreed during booking.

PrimeSupportBespoke

PrimeSupportBespoke - Tailored support with a wide range of options

Bespoke contracts offer support options for any customer requirements, such as dedicated helpdesk providing ultimate support for your business. Speak to your Sony representative or dealer for more details.

FAQs

How can I purchase a support package?

For all sales enquiries, please contact your dealer.

Where can I find more information about individual packages?

A more detailed description of what is included in each package can be found here:
pro.sony.eu/pro/products/support-prime-support

I have owned my product for several years. Am I still eligible for a support package?

Depending on how long you have owned your product for, you can purchase cover for your product for up to a maximum of 5 years. Contact your dealer for more information.

From what date does the duration of my package start from?

For any PrimeSupport extension, the cover begins from the expiration date of the last package. For a PrimeSupportElite upgrade package, the cover starts on the date of package purchase. Please note: your unit can only be covered for up to 5 years after the date that the unit was purchased.

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