

# PrimeSupportElite

**PSP.VPL-Z-HB.HVY.5**

Version 1.0

5 years PrimeSupportElite - 20000hrs for laser.  
Telephone support hours (Mon- Fri 09:00-18:00 CET),  
Advanced Replacement unit with all logistics covered by us.  
Excludes software upgrades.  
For VPL-Z High Brightness Laser projectors.

Jul 2018

This document gives You details of your PrimeSupport Agreement with Us. Please read it carefully. To activate the Support Services you must register your agreement and provide proof of purchase before any services can be provided.

## **The Agreement**

We will provide Support Services to You for the Supported Products as detailed in the Schedule of Services and Standard Terms and Conditions detailed in this document.

## **Service Period**

The Service Period of this Agreement is for 5 year(s) in respect of the unit OR 20000hrs for optical block/laser and starts on the Start Date as defined in the Terms and Conditions, or, in the case of an extension or renewal of the provision of Support Services, starts on the date of payment of the Charges.

## **Supported Products**

This Agreement covers the Supported Products you have purchased as defined in the Terms and Conditions.

## **Exclusions & limitations**

We do not cover option cards, lamps, accessories and consumable items, or provide any cleaning or preventative maintenance services, as these will remain your responsibility unless defined otherwise in the Schedule of Services.

## Schedule of Services

Features	Services Provided
<p><b>PrimeSupport Helpdesk</b></p>	<p>Helpdesk support services are available Monday to Friday 09:00-18:00 CET (Central European Time), excluding Local National Holidays. Visit <a href="http://www.pro.sony.eu/helpdesk">http://www.pro.sony.eu/helpdesk</a> to find the contact details.</p> <p>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 &amp; Support enquires.</p> <p>Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.</p>
<p><b>Advanced Replacement</b></p>	<p>Where the issue cannot be resolved by the Helpdesk, we will arrange to collect the faulty unit and for a replacement unit to be shipped to an agreed address. This is on the condition that you make the faulty unit available for courier collection within five days of our request, otherwise charges may apply.</p> <p>In the event that, at the date of intended exchange, the model of the relevant replacement unit is not available in stock or has been discontinued, we reserve the right to offer one of the alternatives below:</p> <ul style="list-style-type: none"> <li>a) provide revised date for stock availability of replacement unit.</li> <li>b) repair the faulty unit.</li> <li>c) offer a replacement unit of a model of a similar specification.</li> </ul>
<p><b>Logistics Covered</b></p>	<p>Our repair centre or Engineer will inspect the unit. If We find the unit suffers from accidental damage or no fault is found We may invoice You for the cost of travel/shipment &amp; labour.</p> <p>Units can be collected from and returned to any address within mainland areas of EU countries, Norway and Switzerland. For all other areas, please contact the helpdesk for further assistance.</p> <p>Regardless of repair route chosen by the helpdesk, all parts and labour costs will be covered under this agreement subject to the standard terms and conditions. Some geographical locations outside the EU, may cause delays, which will result in a longer resolution time.</p>
<p><b>Software</b></p>	<p>Upgrades and Updates are not provided as standard, unless the product requires a version upgrade or minor update to fix the issue. Also remote diagnosis and monitoring is not provided as standard.</p>

This Schedule of Services incorporates the Sony Standard Terms & Conditions for the provision of PrimeSupport as described below and published on the website. Please ensure that you read these Terms and Conditions, as your registration for PrimeSupport constitutes acceptance of the Sony Standard Terms and Conditions for the provision of PrimeSupport and the contents of this Schedule of Services.

For any questions or clarifications please email [primesupport@eu.sony.com](mailto:primesupport@eu.sony.com)