

SONY

XVS-G1 Support Offer

Switchers



*Registration is mandatory to get access to this bundled service at no extra cost. Otherwise, the following service applies: 2 Years PrimeSupportPro included, Standard helpdesk hours (Mon-Fri 9:00-18:00 CET). Repair and Logistics included. Excludes software upgrades/updates.

Register your product now.

pro.sony/s3/2019/01/12145753/PrimeSupportElite-Registration-Form-ED-08112019.pdf

Included		Optional uplifts			Optional Extensions				
		PSP.XVSG1.ETS.2	PSP.XVSG1.PM.2	PSP.XVSG1.XP.2	PSP.XVSG1.TSR.1X	PSP.XVSG1.ETSR.1X	PSP.XVSG1.TSXP.1X	PSP.XVSG1.PM.1X	PSP.XVSG1.ESXP.1X
Duration	2 years	2-year uplifts			1-year extensions				
Advanced Technical Helpdesk Mon-Fri 9:00-21:00 CET	✓				✓		✓		
Advanced Technical Helpdesk 365 days 9:00-21:00 CET		✓				✓			✓
Standard Repair	✓				✓	✓	✓		✓
Logistics Covered	✓			✓	✓	✓			✓
Software & Preventative Maintenance			✓					✓	
Express Parts				✓			✓		✓

Service descriptions



Register your product to activate your 2-year PrimeSupportElite at no extra cost: pro.sony/s3/2019/01/12145753/PrimeSupportElite-Registration-Form-ED-08112019.pdf

Elite 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 PrimeSupport Helpdesk access and our advanced exchange service that includes all shipping costs. If you wish to cover your unit for a period longer than 1 year, you can do so by purchasing multiple extension packages.

Advanced Technical Helpdesk 9-21

Monday – Friday: 09:00 – 21:00 (CET), excludes local holidays. This offers a single point of contact for all issues. Calls are logged and managed through to resolution using our call management system. Call back within 60 minutes from a specialist engineer, who will work with the customer by phone to find a solution or workaround.

Advanced Technical Helpdesk 365

Extended Advanced Technical Support for a complete peace of mind (Monday/Sunday: 09:00 - 21:00 (CET), 365 days a year).

Standard Repair

Where the issue cannot be resolved with technical assistance, We will arrange to repair the unit. This may include a repair on site or a return to one of our repair centres.

Logistics Covered

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. Regardless of repair route chosen by the helpdesk, all parts and labour costs will be covered subject to the standard terms and conditions.

Software & Preventative Maintenance

1 day annual site visit by specialist engineer (Monday – Friday: 09:00 – 18:00 (CET), excludes local holidays), check Your software and install latest updates or upgrades. We will also perform any required preventative maintenance tasks during this visit. Logistics, travel costs, fans & filters are included.

Express Parts

Critical repair parts are shipped next Working Day for calls received before 15:00 Monday – Friday, excludes Christmas day and New Year's Day. Non-critical parts are covered as nonstock items and are subject to longer delivery times.

FAQs

Am I eligible for a support package?

You can purchase a PrimeSupport package for your unit whilst your product is covered under a valid repair agreement. Please note: your unit can only be covered for up to 5 years after the date that the unit was purchased.

Have more questions?

Our FAQs explain everything you need to know about our support service for professional products: pro.sony/store/primesupport-frequently-asked-questions

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