

PrimeSupport



SONY



BVM, PVM & LMD Monitors
Support Brochure

PrimeSupport Pro

Extended warranty with helpdesk support, available for **any new product**.

PrimeSupport Elite

Extended helpdesk hours, with added extras including **loan replacement units**.

PrimeSupport On-Demand

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


Helpdesk access	Standard hours (Mon - Fri, 9:00-18:00 CET)	Extended hours (Mon-Fri, 9:00-21:00 CET), access to product specialists	
Repair	Average 14-day turnaround time, shipping covered by us		
Loan replacement unit	✘	✔	
Other	See pro.sony.eu/pro/products/support-prime-support for more information		Packages can include setup assistance, onsite engineers & training.
Package codes	PS.PACK2.12X.1 PSP.MON_BVMX.3 PSP.MON_BVMX.5 PSP.MON_BVME.3 PSP.MON_BVME.5 PSP.MON_PVMA.3 PSP.MON_PVMA.5 PSP.MON_LMDB.3 PSP.MON_LMDB.5	PSP.MON_BVMX.E3 PSP.MON_BVMX.E5 PSP.MON_BVME.E3 PSP.MON_BVME.E5 PSP.MON_PVMA.E3 PSP.MON_PVMA.E5 PSP.MON_LMDB.E3 PSP.MON_LMDB.E5	PSP.ENGINEER.1 PSP.TRAINING.1



PrimeSupportPro

Get telephone & email helpdesk (during business hours) for assistance on setting up and using your Sony Professional product. If there's technical problem with your product that requires fixing, we'll take care of it with our 14-day repair service* – and we'll pay shipping costs.

*14-day repair service is indicative only: actual turnaround time not guaranteed.

Products	Duration	Package codes	Helpdesk access	Repair	Logistics covered
All	2 years	PS.PACK2.12X.1	Standard hours (Mon-Fri, 9:00-18:00 CET)	Average 14-day turnaround time, shipping covered by us	
BVM-X series	1 year extension	PSP.MON_BVMX.3			
PVM-X series	3 year extension	PSP.MON_BVMX.5			
BVM-E series	1 year extension	PSP.MON_BVME.3			
BVM-F series	3 year extension	PSP.MON_BVME.5			
PVM-A series	1 year extension	PSP.MON_PVMA.3			
LMD-A series	3 year extension	PSP.MON_PVMA.5			
LMD-941W					
LMD-10W series	1 year extension	PSP.MON_LMDB.3			
LMD-B series	3 year extension	PSP.MON_LMDB.5			

PrimeSupportElite

Experience all the benefits of PrimeSupportPro, plus extended helpdesk access to our product specialists beyond normal business hours. In the event of a technical issue we'll keep you up and running by providing a loan unit during the repair period, with no shipping costs.

Package codes	Duration	Package codes	Helpdesk access	Repair	Logistics covered	Loan unit
BVM-X series	3 years	PSP.MON_BVMX.E3	Extended hours (Mon-Fri, 9:00- 21:00 CET)	Average 14-day turnaround time, shipping covered by us		
PVM-X series	5 years	PSP.MON_BVMX.E5				
BVM-E series	3 years	PSP.MON_BVME.E3				
BVM-F series	5 years	PSP.MON_BVME.E5				
PVM-A series	3 years	PSP.MON_PVMA.E3				
LMD-A series	5 years	PSP.MON_PVMA.E5				
LMD-941W						
LMD-10W series	3 years	PSP.MON_LMDB.E3				
LMD-B series	5 years	PSP.MON_LMDB.E5				



PrimeSupport **On-Demand**

Get as much support as you need, when you need it. A la carte options include initial product set-up, on-site engineering support and training.

Package codes	Description
PSP.ENGINEER.1	On-site engineer for 1 day with travel included. Can include colour calibration maintenance, software upgrades, repair and general re-configuration. Service details & number of units to be agreed during booking. Additional overnight/weekend expenses charged separately. Suitable for all monitors.
PSP.TRAINING.1	On-site maintenance training by engineer with travel included. Covers up to 8 people at the same location. Service details to be agreed during booking. Additional overnight/weekend expenses charged separately. Suitable for all monitors.

FAQs

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

How does a Pro warranty extension work?

With a PrimeSupport Pro extension you have the opportunity to extend the standard repair cover beyond your initial duration, up to 5 years total - perfect for ensuring true peace of mind.

How does the Elite loan unit cover work?

With a PrimeSupportElite loan package, you have the opportunity to get access to premium service in case of failure. The pack replaces the original 2-year warranty with either 3 or 5 years of premium loan unit **during repair** service. With the 3 & 5 years PrimeSupportElite loan coverage starts at purchase date of the unit.

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.

replacement, alternative replacement models are possible.

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www.pro.sony.eu

Dealer sticker