

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

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

How does the extended uplift cover work?

With a PrimeSupportPro extended uplift 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 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.

What is meant by a “loan unit”?

With a PrimeSupportElite package, we aim to provide you with full satisfaction. If your unit runs into any issues, we will supply a loan unit for as long as your unit is in for repair - with an average repair time of only 14 days. You are still eligible for a loan unit even if your product was damaged accidentally. Please note: the loan unit model may not be a direct replacement,

© 2019 Sony Corporation.

All rights reserved. Reproduction in whole or in part without permission is prohibited. Features and specifications are subject to change without notice. All non-metric weights and measurements are approximate. ‘Sony’ is a registered trademark of Sony Corporation. All other trademarks are the property of their respective owners. Errors and omissions excepted.

Dealer sticker



BVM, PVM & LMD Monitors


Support Brochure

Extended warranty with help-desk support, available for **any new product.**

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

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

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.

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 and BVM-XH 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			

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 and BVM-XH 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 LMD-941W	5 years	PSP.MON_PVMA.E5				