

SONY

PrimeSupportElite



System Cameras Support

HDC, HSC, HXC series

System Cameras Support Offer



Get a software upgrade for your System Camera FREE

Get an upgrade to the latest software version (of an estimated value of €812), in addition to the 2 years of Elite support included with your System Camera, by registering with PrimeSupport within 90 days after purchase.

Incentive available for new units purchased from 1 September 2020 onwards.

End-user registration details are a mandatory requirement to qualify for this service.

Register your product now.

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

*Registration is mandatory to get access to this bundled service for FREE. 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.

Included*		Optional Uplift		Extensions		
 PrimeSupport Elite		PSE.HDC.ETS.2 PSE.HSC.ETS.2 PSE.HXC.ETS.2	PSE.HDC.PM.2 PSE.HSC.PM.2 PSE.HXC.PM.2	PSE.HDC.TSRE.1X PSE.HSC.TSRE.1X PSE.HXC.TSRE.1X	PSE.HDC.ETS.1X PSE.HSC.ETS.1X PSE.HXC.ETS.1X	PSE.HDC.PM.1X PSE.HSC.PM.1X PSE.HXC.PM.1X
Duration	2 years	2 years		+1 year		
Advanced Technical Helpdesk Standard hours	✓			✓		
Advanced Technical Helpdesk Extended hours		✓			✓	
Standard Repair	✓			✓		
Logistics Covered	✓			✓		
Software & Preventative Maintenance			✓			✓

Service descriptions

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 Advanced Technical Access and repair service packages that include all shipping costs.

Advanced Technical Helpdesk Standard Hours

Dedicated contract support helpline (Monday – Friday: 09:00 – 18:00 (CET), excludes local holidays), offers a single point of contact for all issues with the camera chain. 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 Extended Hours

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 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.

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.



On-Demand Support

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

PSP.SWENGSupHDC.1 Engineering Support

A Sony specialist engineer will prepare the latest Software versions, we will provide you with a software update file and support by phone or email to Perform the Software update. The update file will include the latest available software versions for your Camera Systems (for HDC/HSC/HXC Camera, CCU, BPU, RCP/MSU and HDRC). If any upgrades are needed in the future this package can be re-purchased.

*Customer to perform software update at their own risk. Alternatively, the upgrade can be performed onsite by a Sony engineer at additional cost. Please enquire about our Bespoke contracts for cost-effective support options.

PSP.INITIALSETUP.1 Initial Setup and Configuration

1-day site visit by a specialist engineer, who will undertake the initial set-up and configuration. The number of units covered is to be agreed during booking.

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.

FAQs

How can I be eligible for the new Elite bundle support?

If you are an End User and purchase a new unit from our System Cameras range from September 2020, please make sure you register with us within 90 days of your purchase to get access to the Elite Support service bundle for FREE during the first 2 years for your camera.

I own old units too, how can I update all of my equipment to the latest software version?

To ensure all of your units benefit from the latest software features and optimal functioning performance, please purchase one of our available Software packages described in this brochure (remote and onsite options available).

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.