

SONY

PrimeSupportElite



Monitors Support

Professional Monitors

Monitors Support Offer



Get +1 year of Pro for your PVM-X2400/PVM-X1800 FREE

2 years of PrimeSupportPro are included free with every monitor purchase. Register your PVM-X2400/PVM-X1800 within 60 days after purchase to benefit from an additional year of PrimeSupportPro for free.

Register your product now.
pro.sony/productregistration

Included		Optional Uplift		Extensions	
<p>● PrimeSupport Pro</p>		<p>● PrimeSupport Elite</p> <p>PSP.MON_BVMX.E3 PSP.MON_BVMX.E5 PSP.MON_BVME.E3 PSP.MON_BVME.E5 PSP.MON_PVMX.E3 PSP.MON_PVMX.E5 PSP.MON_PVMA.E3 PSP.MON_PVMA.E5</p>		<p>● PrimeSupport Pro</p> <p>PSP.MON_BVMX.3 PSP.MON_BVMX.5 PSP.MON_BVME.3 PSP.MON_BVME.5 PSP.MON_PVMX.3 PSP.MON_PVMX.5 PSP.MON_PVMA.3 PSP.MON_PVMA.5 PSP.MON_LMDB.3 PSP.MON_LMDB.5</p>	
Duration	2 years	3 years	5 years	+1 year	+3 years
Helpdesk access Mon-Fri 9-18 CET	✓			✓	✓
Helpdesk access Mon-Fri 9-21 CET		✓	✓		
Standard Repair	✓	✓	✓	✓	✓
Loan Unit during repair		✓	✓		
Logistics Covered	✓	✓	✓	✓	✓

Service descriptions

Extension 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 helpdesk support and repair service packages that include all shipping costs.

PrimeSupport Helpdesk Standard Hours

Helpdesk support services are available Monday to Friday 09:00-18:00 CET, excluding Local National Holidays. 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 & Support enquires. Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.

PrimeSupport Helpdesk Extended Hours

PrimeSupportElite Contract. Extended Helpdesk Support for a complete peace of mind (Monday-Friday: 09:00 - 21:00 (CET), excluding Local National Holidays).

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.

Express Loan Unit

PrimeSupportElite Contract. Where the issue cannot be resolved by the Helpdesk, we will arrange for a loan unit to be shipped to an agreed address. You will receive a loan unit until the repaired unit is returned to you. We target to despatch the loan unit the same day if diagnosed before 15:00 CET Monday to Friday.

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.



Bespoke Support

Are you looking for a custom support offer?

Do you have any specific service need? We will work with you to define the most adequate support solution for your monitors. This approach helps to maximize your operational efficiency, minimize the risk of disruptive downtime and provide you with complete peace of mind.

PrimeSupport**On-Demand**

On-Demand Support

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

PSP.TRAINING.1 Engineer Team Training

1 day specialist engineer, who will come to site to undertake the training program, which has been agreed prior to the visit and deemed achievable within the duration onsite. Covers up to 8 people at the same location.

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.



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

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.