

SONY



Sony Healthcare

Get extra peace of mind with PrimeSupport

Prime
Support
Pro

Prime
Support
Elite

Protecting your investment

Sony delivers peace of mind and confidence that we will provide you with the highest quality services and support for Sony Healthcare products across Europe (the full list of eligible countries can be found on sony.pro website).



Multilingual Support

Technical expertise and support from multilingual product specialists when you need it.



Collection and Delivery Service

Free collection and delivery back to the place of your choice, saving you time and stress.



Sony Certified Repairs

Repairs from dedicated Sony engineers that know Sony Medical products best.



Fast Track Repairs

If we cannot resolve the issue remotely, then we'll arrange collection, repair and return of the unit to you within 7 days.

Service Packages

Prime Support Pro

Prime Support Elite

Duration	2 years included extendable up to 5 years	Up to 5 years
Helpdesk Access Mon-Fri 9:00-18:00 CET	✓	✓
Standard Repair Best effort turn around time (TAT)*	✓	
Fast-Track Repair 7 days TAT Target		✓
Logistics Covered	✓	✓

* TAT (Turn Around Time) is average 14 days of repair time

Prime Support Pro

2 years PrimeSupport Pro cover on all medical hardware

Sony Healthcare products are provided with a 2 Year PrimeSupport Pro service package included at no extra cost. Our PrimeSupport Pro packages go beyond a standard warranty with access to expert technical assistance. Our multilingual helpdesk can answer everyday questions on setting up and using your products by phone or email. If you do need repairs, we'll organise logistics quickly and efficiently, with free shipping and no hidden costs.

Up to 5 years of support with a PrimeSupport Extension

Get extra peace of mind by purchasing 3 additional years of PrimeSupport. Extension packages can be purchased up to a maximum of 5 years after the initial purchase of your unit.

Surgical Monitors

Prime Support
Elite



Includes Fast Track Repairs

If we cannot resolve the issue remotely, then we'll arrange collection, repair and return of the unit to you within 7 days.

	Optional
Duration	3-year extension
Helpdesk Access Mon-Fri 9:00-18:00 CET	✓
Standard Repair Best effort TAT	
Fast-Track Repair 7 days TAT Target	✓
Logistics Covered	✓

3-Year Prime Support Elite Extension Packages

Support Reference	Model Name
PSP.MED.LMD15-21.3	LMD-1530MD, LMD-1951MD, LMD-2110MD
PSP.MED.LMD24-27.3	LMD-2451MD, LMD-2451MT, LMD-2435MD, LMD-2735MD, LMD-X2705MD, LMD-X2700MD
PSP.MED.LMD31.3	LMD-X310MD, LMD-X310MT
PSP.MED.LMD55.3	LMD-X550MD, LMD-X550MT

Uplift the PrimeSupport Pro to Elite for free:

- Register your Surgical Monitor within 60 days after the purchase to activate your 2-year PrimeSupport Elite uplift for free: pro.sony/productregistration.
- When you purchase a 3-year Surgical Monitor extension package, the remaining duration of your PrimeSupport Pro will be uplifted to Elite at no extra cost.

Recorders Printers Cameras

Prime Support
Pro

3-Year Prime Support Pro Extension Packages

	Optional
Duration	3-year extension
Helpdesk Access Mon-Fri 9:00-18:00 CET	✓
Standard Repair Best effort TAT	✓
Fast-Track Repair 7 days TAT Target	
Logistics Covered	✓

Product Category	Support Reference	Model Name
Medical Cameras	PSP.MED.MCC500.3	MCC-500MD
	PSP.MED.MCC1000.3	MCC-1000MD
Medical Recorders	PSP.MED.HVO500.3	HVO-500MDseries, HVO-550MDseries
	PSP.MED.HVO3300.3	HVO-3300MT
	PSP.MED.HVO4000.3	HVO-4000MT
Medical Printers	PSP.MED.UP.BW.A7.3	UP-D711MD
	PSP.MED.UP.BW.A6.3	UP-D898MD, UP-D898DC, UP-X898MD
	PSP.MED.UP.BW.A4.3	UP-971AD, UP-991AD
	PSP.MED.UP.COL.A6.3	UP-D25MD, UP-25MD
	PSP.MED.UP.COL.A4.3	UP-DR80MD



Register your product now.

pro.sony/productregistration



Find your local number here:
[pro.sony/support-services/
support-contact-us](https://pro.sony/support-services/support-contact-us)



primesupport@eu.sony.com

FAQs

Why register with PrimeSupport?

By registering you can ensure that Sony have your hardware, support package and contact information on file. If you ever contact us for support, we can then access your information right away and resolve your issue quickly.

How do I register?

Activate your FREE PrimeSupportPro cover by completing the form here: pro.sony/productregistration.

Am I eligible to register?

You can register with us at any time, whether you are a dealer or an end-user. All you need is your Product Name, Serial Number, Date of Purchase and Dealer Name.

Who do I contact when I need help?

Our Helpdesk is available Monday to Friday 09:00-18:00 (Central European Time), 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.

How can I purchase an extension 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 an extension package?

Depending on how long you have owned your product for, you can purchase extension cover for your product prior to the end of the 2-year bundled PrimeSupport cover. Contact your dealer for more information.

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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