

PrimeSupport for VPL-ES3 and VPL-EX3 Lamps 3 Year Lamp Warranty Now Available for VPL-ES3 and VPL-EX3

Description

PrimeSupport are pleased to announce a new 3-year service offering for the LMP-C162

Why have we introduced this Agreement?

Included with all business projectors is a 3 year PrimeSupport agreement which provides a replacement unit if the hardware fails. Consumables, like the lamp however are not included in this offering. In order to offer a fully comprehensive service for owners of the VPL-ES3 and VPL-EX3 we have designed an additional agreement which will cover the lamp in case of failure.

Ordering Details

The Lamp Warranty PrimeSupport is included in a complete package combining:

- 1 x VPL-ES3 or EX3 projector
- 1 x 3 Year PrimeSupport covering hardware
- 1 x 3 Year PrimeSupport covering the LMP-C162 lamp

The order codes are

VPL-ES3LMP for the VPL-ES3 model
VPL-EX3LMP for the VPL-EX3 model

This lamp warranty cannot be bought separately. It is only available as part of a projector bundle.



What equipment is supported?

LMP-C162 installed in VPL-ES3 or VPL-EX3 projector

The Service Level

Duration

3 years from date of purchase of lamp/projector

Telephone Helpdesk

Monday-Friday 0900-1800 CET excluding UK national holidays. The helpdesk will be able to help with all questions relating to the functionality, operation and issue management and also be the first point of call for support requests.

PrimeFix Repair

If diagnosis of the fault shows that the lamp has failed, then a replacement lamp will be issued immediately.



Benefits

Known cost of ownership: – In combination with the comprehensive PrimeSupport contract on the Projector, the customer is secure in the knowledge that there will be no additional costs running their projector

Reduced Investment Required: – customers no longer have to invest in spare lamps

Peace of Mind: - customers never need to worry that they will have to spend money on lamps during the period of the agreement.

Using the Service

The first point of contact is the telephone helpdesk. This is a free phone line in the majority of cases.

The helpdesk is staffed between 09:00 and 18:00 CET Monday to Friday. Outside these times a message can be left and the helpdesk will return the call the next working day.

The helpdesk are only able to offer service to registered customers and therefore to speed up service response times customers must register their agreement as soon after hardware purchase as possible. Both the agreement for the projector AND the agreement for the lamp must be registered.

When using the service, the helpdesk will verify that the Agreement is valid and open up a call log. They will try to solve the customers' issues remotely but, if the lamp is diagnosed to be at fault they will authorise the despatch of a replacement lamp.

All shipment charges are pre paid by Sony, so the customer will not have to pay any charges. When the replacement lamp is received, the faulty lamp needs to be sent back to Sony in the same packaging for diagnosis. Sony will arrange for the collection of this lamp.

The lamp in most instances should arrive within 2 working days, however geographical location and lamp availability may mean an increase in this time.

Contacting PrimeSupport

Below are listed the telephone numbers for contacting PrimeSupport.

Belgium	0800 72707
Ceska Republika	222 864 199
Danmark	80 01 63 91
Deutschland	0800 1828334
España	900 98 8993
France	0800 907869
Greece	00800 44131013
Italia	800 780 034
Ireland	1800 551539
Magyarország	1 481 1159
Nederland	0800 0224776
Norge	800 11913
Österreich	0800 292 075
Polska	22 653 8333
Portugal	0800 880036
Slovensko	2 59203160
Suomi	0800 116752
Suisse/Schweiz	0800 555659/648
Sverige	0200 214201
UK	0500 555622
Other Regions	+44 1256 683853

What's not covered?

In order to keep the cost of this contract as low as possible while still offering a high level of value to the customer there are some exclusions.

In particular this Agreement only covers the replacement of 1 lamp during the 3 year agreement. Requests in excess of this may result in investigation of the projector for diagnosis.

The natural reduction of lamp brightness over time does not constitute failure of the lamp. Only lamps which have zero brightness are deemed to be failed.

Sony standard Warranty Limitation conditions apply. Wear and tear, or cosmetic damage are not covered, neither are damage as a result of misuse, improper operation or attempted repair by non-authorised personnel.

Full terms and conditions are available on the internet at www.sonybiz.net/primesupport under the section 'terms and conditions'.

Why Register?

PrimeSupport services cannot be obtained until the Agreement has been registered. Agreement registration can be undertaken in one of two ways ...

1. At www.sonybiz.net/primesupport
2. By providing proof of purchase to the helpdesk, such as original invoice

To speed up response at the time when service is required, customers should register their Agreement at the time of purchase.