

# PrimeSupport



# SONY



## DWX Series Support Brochure

# PrimeSupport



Help's right here when you need it. PrimeSupport goes beyond standard support, giving you privileged access to expert technical advice as and when you need it. From helpdesk access to fast-track 1-week repairs, PrimeSupport keeps you up-and-running, whatever the situation.

## PrimeSupportElite

Experience the full benefits of PrimeSupport, with helpdesk support available from Monday to Friday, 9:00 - 18:00 CET. In the event of a technical issue we'll keep you up and running with our 48hrs guaranteed\* advanced exchange service - with all shipping costs included.

**Every model in the DWX Series now comes with 2 years of PrimeSupportElite cover as standard.**

PrimeSupport extension packages can be bought at any time, up to 5 years after purchase date of the unit.

\*72hrs for countries outside the EU

Product	Package	Duration	Helpdesk access	Advanced exchange	Logistics covered
All (included with every purchase)	PS.PACK4.ADVEXCH.2	2 years	Standard hours (Mon-Fri, 9:00-18:00 CET)	✓	✓
DWR-R03D	PSP.DWRR03D.E1X	1 year extension			
	PSP.DWRR03D.E3X	3 year extension			
DWT-B03R/L	PSP.DWTB03RL.E1X	1 year extension			
	PSP.DWTB03RL.E3X	3 year extension			
DWT-B03R/H	PSP.DWTB03RH.E1X	1 year extension			
	PSP.DWTB03RH.E3X	3 year extension			
DWT-B01N/21 DWT-B01N/33 DWT-B01N/42	PSP.DWTB01N.E1X	1 year extension			
	PSP.DWTB01N.E3X	3 year extension			
DWM-02N/21 DWM-02N/33 DWM-02N/42	PSP.DWM02N.E1X	1 year extension			
	PSP.DWM02N.E3X	3 year extension			
DWT-P01N/21 DWT-P01N/33 DWT-P01N/42	PSP.DWTP01N.E1X	1 year extension			
	PSP.DWTP01N.E3X	3 year extension			
DWR-S02DN/21 DWR-S02DN/33 DWR-S02DN/42	PSP.DWRS02DN.E1X	1 year extension			
	PSP.DWRS02DN.E3X	3 year extension			
DWR-R02DN/W	PSP.DWRR02DN.E1X	1 year extension			
	PSP.DWRR02DN.E3X	3 year extension			

## FAQs

### How can I purchase a PrimeSupport package?

For all sales enquiries, please contact your dealer.

### 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.

### How can I register my PrimeSupport package?

Registering is as easy as providing your details to [primesupportelite@eu.sony.com](mailto:primesupportelite@eu.sony.com). All we need is:

- Model number
- Product serial number
- Date of Purchase and Supplier Name
- Owner Company Name
- Physical address of the location of the Supported Product
- Contact name, telephone number & e-mail address

### What is an extension package?

With a PrimeSupportElite extension, you have the opportunity to extend your cover beyond your initial duration, up to 5 years total - perfect for ensuring true peace-of-mind in the long-term. Extensions are only available to those who have previously registered their product for PrimeSupport.

### What is the 'advanced exchange' service?

Here at SONY, we understand that downtime can be extremely costly. If your product suffers a fault, you'll receive a fully functional replacement unit within 48hrs of first contact (72hrs for non-EU). We'll even target to dispatch the replacement the same day, if diagnosed before 15:00 CET Monday - Friday.

Please note: we reserve the right to replace the faulty unit with a refurbished model of equal or similar specification.

### How do I contact SONY if I have an issue with my product?

For any general enquiries, visit [pro.sony/EU-PrimeSupportFAQ](http://pro.sony/EU-PrimeSupportFAQ).





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Dealer sticker

[pro.sony/EU-PrimeSupport](https://pro.sony/EU-PrimeSupport)

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