

**SONY ELECTRONICS
BUSINESS SOLUTIONS AND SYSTEMS COMPANY**

Sony is pleased to announce that to the Public Display Limited Product Warranty covers our KDL, KLH, FWD and GXD Professional LCD BRAVIA™ models. Below is a description of Sony's Limited Product Warranty for Large Format Public Displays. For complete details of your model's limited warranty please visit:

<http://www.sony.com/professionalservices/warranty>

The Limited Product Warranty consists of the following elements:

- On site service or product exchange
- 30 Day OBF (Out of Box Failure) replacement

	SUMMARY	PROCEDURE
On Site Service	-Sony provides on site service for all defects covered by the limited product warranty*. - Eligible Products: All KDL, KLH, FWD and GXD Professional LCD BRAVIA™ models sold in the United States. *Please see product warranty card to check your model's limited product warranty.	-End user calls 1-800-883-6817 -Sony's service group will diagnose the problem with the eligible product on the phone, and if it cannot be resolved on the phone and is determined to be covered by the model's limited product warranty*, Sony will decide the appropriate service by either locating a local ASC (Authorized Service Provider) to come out for local service or utilize our Product Exchange Program ¹ .
Product Exchange Program ¹	-Sony provides exchange for all defective units covered by the limited product warranty with a same or similar refurbished product in case of product failure within warranty* excluding the 30 day period following purchase which is covered by 30 Day OBF Replacement ² . - Eligible Products: All KDL, KLH, FWD and GXD Professional LCD BRAVIA™ models sold in the United States. *Please see product warranty card to check your model's limited product warranty.	-End user calls 1-800-883-6817 -Sony's service group will diagnose the problem with the eligible product on the phone, and if it cannot be resolved on the phone and is determined to be covered by the limited product warranty but the claim was made outside the initial 30 day period following purchase, Sony will decide the appropriate service by providing on site service when possible, or will utilize our Product Exchange Program by providing a same or similar refurbished model. -Product warranty for the replacement unit remains the same as that of the initial purchased product.
30 Day OBF (Out of Box Failure) Replacement ²	-Sony provides exchange for all defects covered by the limited product warranty* reported within the first 30 days following purchase. - Eligible Products: All KDL, KLH, FWD and GXD Professional LCD BRAVIA™ models sold in the United States. *Please see product warranty card to check your model's limited product warranty.	-End user calls 1-800-883-6817 -Sony's service group will diagnose the problem with the eligible product on the phone, and if it cannot be resolved on the phone and the claim was made within 30 days of when the product was purchased, the service center will exchange the defective unit with a new replacement unit.

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Limited Product Warranty Exceptions

- Image retention is not covered under warranty. Any product returned to Sony under the Limited Product Warranty with an image retention problem is subject to a panel repair charge or exchange cost.
- Physical damage to the product is not covered by warranty. Physical damage should be claimed to the freight forwarder that delivered the product to the customer.
- Product located outside of the United States is not eligible.
- Product purchased outside of the United States is not eligible.



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