

SupportNETSM service delivers true end-to-end coverage. Benefits may include preventive maintenance, overhauls, on-site support, loaner options and more. Learn how to protect your Sony equipment. Call us today at 877-398-7669 (option 2).

Service Program Features:	Standard Limited Warranty	Service Programs		SupportNET Programs					Custom Service Solutions
		Extended Warranty	OTS Advance Loaner	DepotPLUS	OnsitePLUS	Onsite24	Exchange Programs		
							Advance Exchange	MAX: Module Advance eXchange	
Parts	√	√		√	√	√	√	√	Call your Sales Manager for details*
Labor	√	√		√	√	√	√*		
Telephone Support	Business Hours	Business Hours	Business Hours	Business Hours	24x7x365	24x7x365	Business Hours	Business Hours	
Depot Service	√	√		√					
Onsite Service	√*	√*			1 Business Day	24x7x365	√*		
SupportNET Advantages:									
Priority Turn Around Time (Depot)				√					
Priority Response (Onsite) ¹			1 Business Day		1 Business Day	4-8 Hours	1 Business Day	1 Business Day	
Scheduled Periodic Maintenance				√	√	√			
Software Updates ²				√	√	√			
Product or Module Replacement Unit*							√	√	
System Monitoring*									
Loaner Unit*			√						

*Available for select models only, please call your Sales Manager for details ¹Determined by and subject to geographic availability ²Updates within release version only

**For more information on Sony Professional Services programs call 877-398-7669 (option 2)
www.sony.com/professionalservices**