

**SupportNET**<sup>SM</sup> service delivers true end-to-end coverage. Benefits can 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:	Basic Product Warranties		On Time Support (OTS) Loaner Program	SupportNET PLUS Advantage							Custom Service Solutions
	Limited Standard Warranty	Extended Warranty		DepotPLUS	OnsitePLUS	OnsitePLUS Premier	Onsite24	Onsite24 Premier	Exchange Programs		
									Advance Exchange	Module Advance eXchange (MAX)	
Parts	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Labor	✓	✓		✓	✓	✓	✓	✓	✓*		
Telephone Support	Business Hours	Business Hours	Business Hours	Business Hours	24x7x365	24x7x365	24x7x365	24x7x365	Business Hours	Business Hours	
Depot Service	✓	✓		✓							
Onsite Service	✓*	✓*			1 Business Day	1 Business Day	24x7x365	24x7x365	✓*		
<b>SupportNET PLUS Advantage:</b>											
Priority Turn Around Time (Depot)				✓							
Priority Response (Onsite) <sup>1</sup>					1 Business Day	1 Business Day	4-8 Hours	4-8 Hours	1 Business Day	1 Business Day	
Scheduled Periodic Maintenance				✓	✓	✓	✓	✓			
Software Updates <sup>2</sup>				✓	✓	✓	✓	✓			
Product or Module Replacement Unit*									✓	✓	
System Monitoring*						✓*		✓*		✓	
Loaner Unit*			✓								

Please call Sales Manager for details\*

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

For more information on Sony Professional Services programs call 877-398-7669 (option 2) [sony.com/professionalservices](http://sony.com/professionalservices)