

# SERVICE CENTER LOCATIONS

## Teaneck

Sony Service Center  
Sony Electronics  
123 W. Tryon Ave.  
Teaneck, New Jersey  
07666

Voice:

**201-833-5300**

FAX:

**201-833-5312**

## San Jose

Sony Service Center  
Sony Electronics  
3300 Zanker Road  
San Jose, California 95134  
Attn: Service Operations

Voice: **408-955-6565**

FAX: **408-955-6566**

## Los Angeles

Sony Service Center  
Sony Electronics  
2706 Media Center Dr., Suite 130  
Los Angeles, California 90065

Voice: **866-766-9272**

## Bristol

Sony Service Center  
Sony Electronics  
1501 Grundy's Lane  
Bristol, Pennsylvania 19007

Voice: **215-826-4011**

FAX: **215-826-4104**

## Laredo

Sony Service Center  
Sony Electronics  
10227 Crossroads Loop  
Laredo, Texas 78045

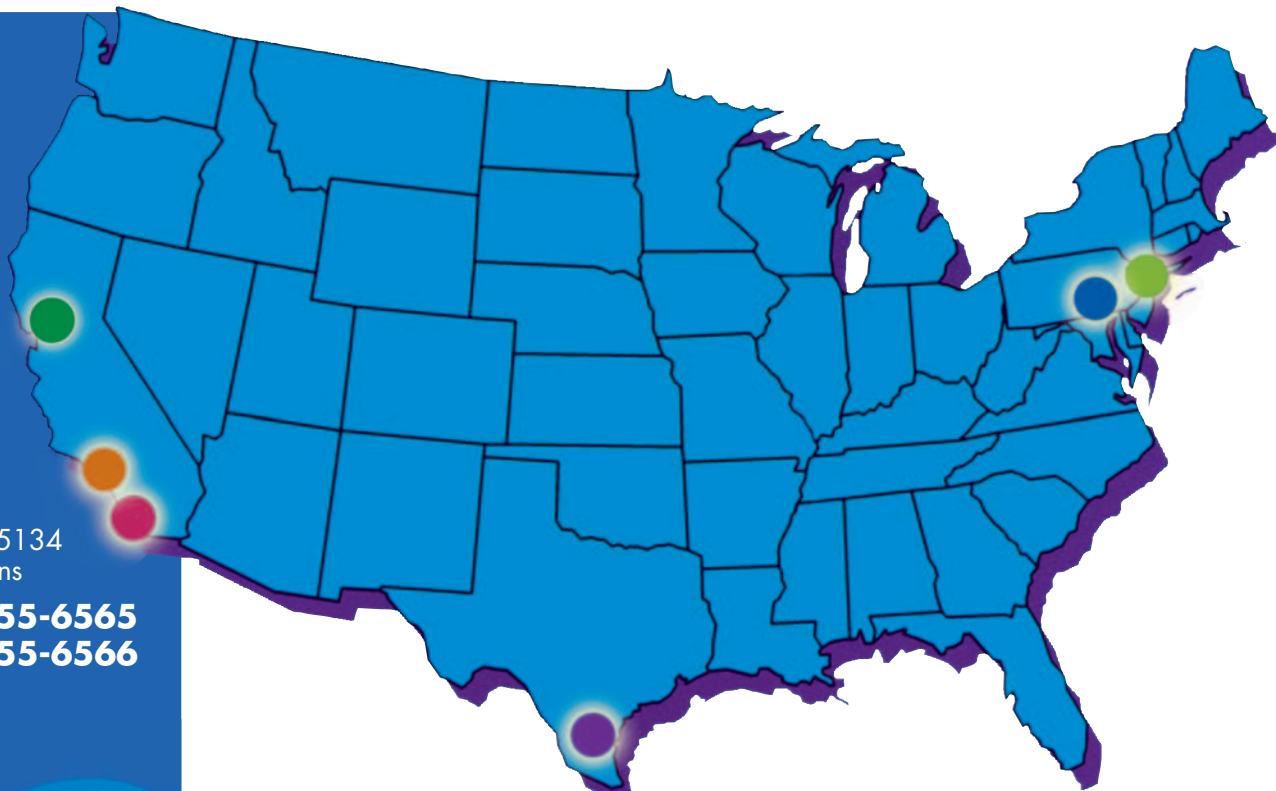
Voice: **866-766-9272**

FAX: **956-795-4675**

## San Diego

San Diego DSSC Service Center  
16795 Via Del Campo  
San Diego, California 92127

Voice: **866-766-9272**



### ● TEANECK:

EFFECTIVE 6/21/04

- DVCAM Camcorders and Decks
- Analog and Digital VTRs
- Broadcast Cameras and Camcorders
- CRT Monitors
- CRT Projectors
- DMX-R100 Audio Mixers
- Videoconference Products
- Systems Products

### ● LOS ANGELES:

EFFECTIVE 8/1/04

- DVCAM Camcorders and Decks
- VHS Decks and Duplicators
- 8MM Decks and Camcorders
- Analog and Digital VTRs
- Broadcast Cameras and Camcorders
- CRT Monitors
- CRT Projectors
- Professional Audio Products EXCEPT:  
Wireless Microphones and DMX-R100

### ● SAN DIEGO:

- Plasma PFM Monitors
- LCD Monitors

### ● SAN JOSE:

EFFECTIVE 7/1/04

- Printers
- Passport Systems
- Network Players
- Wireless Microphones
- FRB (Field Replacement Boards)

### ● LAREDO:

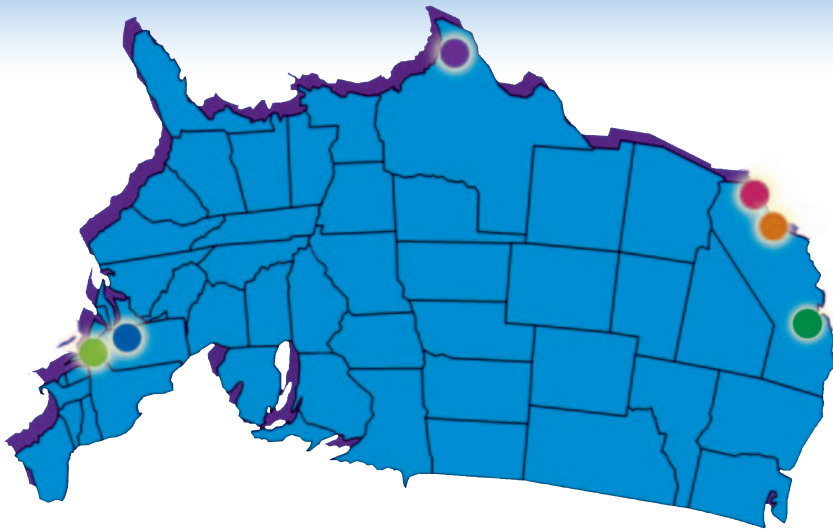
- VPL Projectors

### ● BRISTOL:

- Security Products

for New Service Locations Map

SEE INSIDE



SONY SERVICE LOCATIONS

SOME OF OUR

WE'VE MOVED

SONY

WE'VE CHANGED OUR SONY SERVICE LOCATIONS TO SERVE YOU BETTER!

In our continuing efforts to provide the most efficient service possible, we're making some changes to our service locations and capabilities. A major advantage will be increased service capability in the metropolitan New York and Los Angeles areas.

Effective **June 21<sup>st</sup>, 2004**, our Northeast Service facility will relocate from Kinderkamack Rd, in Oradell, NJ to:

**Sony Electronics Customer Service**  
123 W. Tryon Ave.  
Teaneck, NJ 07666  
201-833-5300  
fax 201-833-5312

Effective **July 1<sup>st</sup>, 2004**, our Norcross, GA Service facility will move to:

**Sony Electronics Customer Service**  
3300 Zanker Road  
San Jose, CA 95134  
408-955-6565

Effective **August 1<sup>st</sup>, 2004**, our Western Service facility will relocate from Riverside Drive in Burbank, CA to:

**Sony Electronics Customer Service**  
2706 Media Center Dr.  
Suite 130  
Los Angeles, CA 90065  
866-766-9272

Effective August 1<sup>st</sup>, all Professional Audio Products currently being serviced in our Burbank, CA location, will be transitioned to our new Los Angeles location EXCEPT the **DMX-R100** digital audio mixer which will be serviced in our **Teaneck, NJ** location starting June 21<sup>st</sup>. Also, **wireless microphones** will be transitioned to our **San Jose** location starting July 1<sup>st</sup>.

All Broadcast and Professional video products will be serviced in **both** Teaneck, NJ, effective June 21<sup>st</sup> and in Los Angeles CA, effective August 1<sup>st</sup>. This includes our professional Betacam and DVCAM™ products that were formerly centralized in Norcross, GA.

Effective July 1<sup>st</sup>, 2004, our medical and video printers, Passport Photo systems and PictureStation™ products that were serviced in Norcross will be serviced in the new San Jose location. In addition, our FRB (Field Replaceable Block) program will be relocated from Norcross to San Jose.

Please be aware that during this transition period, a unit may be returned to you from a location different from the one to which it was sent.

We thank you for your business and look forward to continuing our relationship.

If you have any questions on where to send an item for repair or on any other aspect of these changes, please call our national toll-free number:

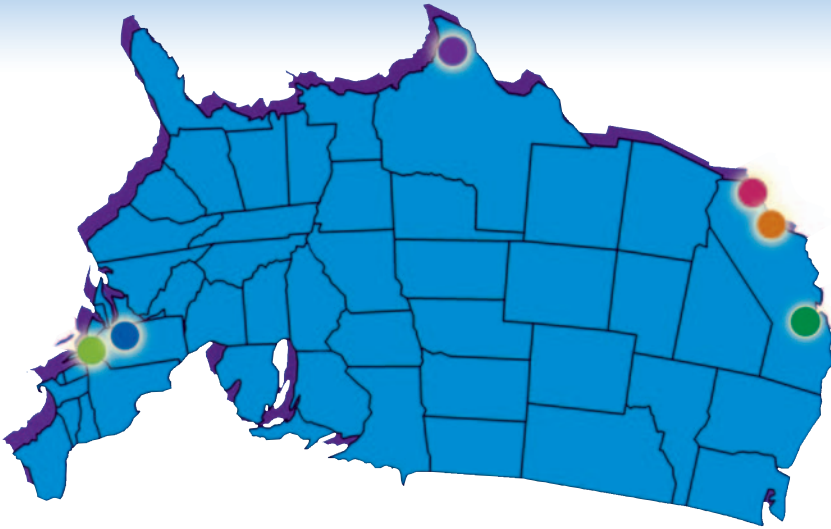
**866-766-9272, option 2.**

**Professional Services**

[WWW.SONY.COM/PROFESSIONALSERVICES](http://WWW.SONY.COM/PROFESSIONALSERVICES)

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