



Support Program for LCD Projectors

ON-TIME SUPPORTSM



Product Support at the Time You Need it Most.

In today's world of high-pressure, high-stakes presentations, your show must go on. That's why Sony builds LCD Projectors to the highest standard of quality and reliability – and backs them up with a powerful, responsive program that gives you an extra measure of confidence. When you purchase a Sony LCD Projector with our On-Time Support Program, the show will always go on – because you'll always have product support at the time you need it most.

On Time, Every Time - Support You Can Count On.

With the On-Time Support Program, you can always count on Sony to respond to your needs quickly, efficiently and dependably. Your projector is built for peak performance and reliability. But in the unlikely event you experience technical or mechanical problems with your projector, we want to provide you with the product support you need – on time, every time. It's our way of responding to your needs and standing behind the Sony name.

On-Time Support is just another example of how Sony provides support and service at the time you need it most and demonstrates how much confidence we have in the quality and dependability of our LCD Projectors. For spectacular image quality with long-term reliability, let Sony handle all your presentation needs.

Sony's On-Time Support Program provides you with the following flexible support services and repair options:

- **3-Year Warranty on Parts and Labor:** See actual warranty for details.*
- **Technical Support:** On-Time Support provides you with 24-hour / 7-day technical support for the first year after purchase – with optional coverage for years two and three under an extended service contract.
- **Dedicated Toll-Free Help Line:** Calling our toll-free, dedicated LCD Projector 800 number will put you in touch with an expert Sony technical representative who can talk you through troubleshooting problems and determine if you need to send in the unit for repair.
- **Expedited Repair:** In the event your projector needs servicing while under warranty or an extended service contract, you can ship it to Sony's factory service center in Dallas and we'll repair, re-pack and ship your product back to you ASAP. Most service needs can be processed through our service center within two (2) business days of receipt.
- **Projector Exchange:** If your presentation is on a critical deadline and you can't wait for our quick-turnaround factory service, Sony will immediately send you a loaner projector of equal or greater value. Just return the projector to Sony – and your original projector will be shipped back to you as soon as it is repaired.

If you own a Sony LCD Projector and have not enrolled in the On-Time Support Program, please contact your Sony Authorized Reseller. You may also enroll by calling 1-408-955-NETT.

If you own a Sony LCD projector in need of repair, call: 877-350-3477.

If you own a Sony projector and need operational or technical assistance on the product you own, please call our Product Operational Support Center (POSC) at 800-883-6817.



*90-day warranty on projector bulb

For complete terms and conditions see other side.



ON-TIME SUPPORT PROGRAMSM TERMS AND CONDITIONS

The On-Time Support program covers only select, current Sony LCD ultra-portable and portable projectors. Accessories and discontinued models are not covered. Sony may add models at any time. For a complete list of participating products visit www.sony.com/ontimesupport or contact your Sony Authorized Reseller.

Loaner models provided are the VPL-PX1 and the VPL-PX30; however, these models may be substituted pending availability of suitable loaner inventory.

Extended service contracts, with terms and conditions further implementing this program, can be purchased at an authorized Sony reseller location. All extended service contracts must be registered via the SupportNET Contract Administration group. In warranty end-users must register with Sony's Customer Information Services Center (CISC) at the time service is requested. The CISC Center can be reached at 877-350-3477.

Sony's Customer Information Services Center (CISC) will provide support for this program and can be reached at 877-350-3477. All returns or exchanges, whether in warranty or covered by an extended service contract, must be authorized by the CISC Center. All freight for transportation of projectors covered by this program will be shipped freight prepaid by Sony. The CISC Center will provide the necessary logistical shipping information. Products must be shipped to:

Sony Service Center
7517 Campbell Road
Suite 500
Dallas, TX 75248
Attn: LCD On Time Support Program

Registered end-users must include a copy of the dated sales receipt or extended service contract, a note describing the problem, a daytime telephone number and the return shipping address. Any charges incurred as a result of negligent packaging or loss due to improperly following shipping instructions will be charged to the registered end-user's credit card.

Lenses, accessories, cosmetic damage and UHP lamps are not covered by the program. Sony will repair product received by 12:00 noon within 48 hours. Product received after 12:00 noon may be subject to an additional 24 hour delay. All products will be shipped back to the registered end-user via Federal Express P1 overnight delivery. Two (2) business days service applies only to products shipped from within the 48 contiguous states. Sony reserves the right, at its sole discretion, to repair or replace the returned product with a new or refurbished unit or substitute a model of equal or greater value should it be necessary to do so. Sony's liability is limited to repair or replacement of the product. Sony is not liable for consequential or incidental damages. Product removal and re-installation are not covered under this program. See our warranty and extended service contract for details.

Loaner projectors are tested by Sony to see that they are working prior to shipment. Loaners will have less than 600 hours of lamp usage, and loaners may have minor cosmetic damage. Subject to availability, loaner projectors may be a different model than the projector being sent in for repair. Sony will require a valid credit card number prior to advance shipping a loaner unit. Requests for loaner units received prior to 5:00 PM, will be shipped the same day, freight prepaid, to the registered end-user via Federal Express P1 overnight delivery. Requests received after 5:00PM may be subject to an additional 24 hour delay. Loaner units not returned within ten (10) calendar days or lost, will be charged against the registered end-user's credit card at the then published list price. Loaner units returned damaged or inoperative will be repaired and charged against the registered end-user's credit card at actual time and material costs. Loaner units returned damaged and unrepairable, as determined by Sony, will be replaced and charged against the registered end-user's credit card at the then published list price.

Out of warranty repairs require payment by check or credit card at the time you ship the product to Sony and are not eligible for loaner units or two (2) business days expedited repairs. Repair cost estimates and turnaround time will be provided by the service center upon request.

Sony reserves the right to change or discontinue the program without notice.

SONY

Sony Electronics Inc.
One Sony Drive
Park Ridge, NJ 07656

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