

# starin

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## Sony LCD Projector On-Time Support Info

**Sonys On-Time Support Program provides you with the following flexible support services and repair options:**

**2-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 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 1-800-686-7669, option 2. 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