



Sony Professional Services Europe
Authorized Service Centre Locations

Sony Professional Services Europe Authorised Service Network

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Note: Where your product is supported by a Sony PrimeSupport contract, please contact the Helpdesk on the telephone number quoted in your contract pack or call PrimeSupport general enquiries on +44 1256 683850 in the first instance.

Our Sony Professional Helpdesk can also be reached via :

E-mail: Primesupport@eu.sony.com

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Product Categories

Description	Category name	Sony Model Prefixes (examples)
Broadcast HD equipment (HD camera chains; HDCAM/SR, XDCAM SD & HD camcorders/VTRs)	BCAV-HD	1 HXC, HSC, HDC
		2 SRW, HDW
		3 PDW
Broadcast SD equipment (SD camera chains, camcorders, VTRs)	BCAV-SD	1 BVP, DXC
		2 DVW, MSW, J
Production switchers	Switchers	1 DVS, MVS, MFS, DFS
Digital Cinema & Simulation projectors	DCS	1 SRX
Business & Home Cinema projectors	FPJ	1 VPL
LCD & CRT monitors	MON	1 LMD
		2 LMD, BVM, PVM
Digital printers	PRN	1 UP
Medical monitors & printers	Medical	1 UP, LMD (MD)
Visual Security equipment	NVM	1 SSC, SNC
		2 NSR
Professional Audio equipment	ProAudio	1 PCM, UWP
Professional AV equipment and accessories	ProAV	1 PMW, HDC-X,
		2 DSR, HVR, HVO, DVO, HXR
		3 BRC, PCS
Public Displays, Digital Signage players	PUD	1 KDL
		2 VSP
		3 FWD, GXD

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AUSTRIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Audio Video Media Service GmbH Campus 21 Businesscenter Wien Süd Liebermannstraße F01.102 2345 Brunn am Gebirge</p> <p>Opening hours: Monday – Wednesday 0830-1700 Thursday 0800-1900 Friday 0830-1400</p>	+43 (1) 2364868	www.avms.at office@avms.at	<p>Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 Switchers FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio ProAV 1, 2, 3 PUD 1, 3</p>

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BENELUX > Netherlands

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Digital Video Service Fioringrasstraat 2 – 4 1313 LB Almere</p> <p>Opening hours: Monday – Friday 0830-1730</p>	+31 (0) 36-530 5020	<p>www.dvs-almere.nl</p> <p>info@dvs-almere.nl</p>	<p>Fully supported: BCAV-HD 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAudio ProAV 1, 2, 3 PUD 3</p>

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BENELUX > Belgium & Luxembourg

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>SBE Belgium Rijksweg 19 2880 BORNEM</p> <p>Opening hours: Monday –Thursday 0800-1645 Friday 0800-1515</p>	+32 (0)3 740 35 40	<p>www.sbe-belgium.com</p> <p>info@sbe-belgium.com</p>	<p>Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 1, 2 ProAudio ProAV 1, 2, 3</p> <p><i>Every ASC can be used as a drop-off point for all Sony Professional repairs.</i></p>

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Service Center Deinze Kapellestraat 95 B-9800 DEINZE</p> <p>Opening hours: Monday – Friday 0800-1800 Lunchtime 1200-1300</p>	+32 (0)9 386 7667	<p>www.scd.be</p> <p>info@scd.be</p>	<p>Fully supported: FPJ MON 1 PRN Medical NVM 1 ProAudio ProAV 1, 2, 3 PUD 1, 3</p> <p><i>Every ASC can be used as a drop-off point for all Sony Professional repairs.</i></p>

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BULGARIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
UVT SC Computer Tzarigradsko Shose 64 Mladost 1, Block 11 1750 Sofia Bulgaria Opening hours: Monday – Friday 0900-1700	+ 359 2 9743005	service@uvt.bg www.uvt.bg	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 Switchers FPJ MON 1, 2 ProAudio ProAV 1, 2, 3

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CROATIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>AVC doo Karlovacka Cesta 36b HR-10020 Zagreb Croatia</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+ 385 1 6008000	<p>www.avc.hr</p> <p>avc-info@avc.hr</p>	<p>Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 Switchers FPJ MON 1, 2 NVM 1, 2 ProAudio ProAV 1, 2, 3 PUD 2, 3</p>

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CYPRUS

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
New Era Electronics Solutions Ltd Dramas 9 1077 Nicosia	+35722762760	www.newera.com.cy	<u>Fully supported:</u> BCAV-HD 3 ProAV 1, 2 MON 1, 2

This agent is not yet a fully accredited Sony Authorised Service Centre.

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
GK Gogakis Electronics Ltd. P.P Germanou & Prof. Dikaiou 2414 Nicosia	+3572253259	www.gk-electronics.net	<u>Fully supported:</u> FPJ MON 1, 2 PRN Medical NVM 1 ProAV 3 PUD 3

This agent is not yet a fully accredited Sony Authorised Service Centre.

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CZECH REPUBLIC

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
ELVIA spol. S.r.o. Poděbradská 51 Praha 9 198 00 Opening hours: Monday – Friday 0900-1700	+420 220 311 180	www.elvia.cz	<u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN NVM 1, 2 ProAudio ProAV 1, 2, 3 PUD 1, 2, 3

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DENMARK

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Visual Service APS Park Allé 380 DK 2625 Vallensbæk	+45 88 91 50 00	www.visual-service.dk service@visual-service.dk	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAudio ProAV 1, 2 PUD 3

Sony Professional Services Europe Authorised Service Network

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Visual Service APS Jens Juulsvej 20 DK-8260 Viby J.	+45 88 91 50 00	www.visual-service.dk service@visual-service.dk	<u>Fully supported:</u> BCAA-HD 1, 2, 3 BCAA-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAudio ProAV 1, 2 PUD 3

FINLAND

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Simson Niinimaa Oy Karvaamokuja 1 00380 Helsinki	Tel: +358 (0)20 798 1100 fax: +358(0)20 798 1122	info@niinimaa.fi www.simson.fi	<u>Fully supported:</u> MON 1, 2 ProAV 1, 2, 3 PUD 3

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FRANCE

PARIS

BOULOGNE BILLANCOURT

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
MV2B 13, rue de La Rochefoucauld 92100 BOULOGNE BILLANCOURT Opening hours: Monday & Friday 1500-1900 Tuesday – Thursday 0900-1300 & 1500-1900 Or by appointment	+33 (0)1 46 21 64 64	www.mv2b.fr mv2b@mv2b.fr	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 2 ProAV 1, 2, 3

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EPINAY SUR SEINE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>QualTech France 191-193, Route de St Leu 93800 EPINAY SUR SEINE</p> <p>Opening hours: Monday – Thursday 0900-1800 Friday 0900-1700 Lunchtime 1230-1400</p>	+33 (0)1 48 13 10 66	<p>www.qualtech.eu</p> <p>sav@qualtech.eu</p>	<p>Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 2 ProAV 1, 2, 3 FPJ</p>

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RIBEAUVILLE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Sony France Centre de Technologie ALSACE ZA du Muelbach 68150 Ribeauvillé</p> <p>Opening hours: Monday –Friday 0900-1700 Lunchtime 1200-1300</p>	+33 (0)8 90 46 76 69	<p>www.sony-alsace.com</p> <p>PSE-Service@eu.sony.com</p>	<p>Fully supported: PRN MON 1 MEDICAL</p>

ERAGNY

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>2ES Ile de France Expert Electronic Service (ALERT TECHNIK Eragny) Parc d'Activité des Bellevues Bâtiment B 4, Avenue du Gros Chêne 95610 ERAGNY</p>	+33 (0)8 25 0155 52	<p>www.alert-technik.com</p> <p>sceclient95@2esassistance.com</p>	<p>Fully supported: NVM 1 NVM 2</p>

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RUNGIS

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>LM3S 18, rue des Pyrénées BP 60513 94623 RUNGIS Cedex</p> <p>Deposits, Takeaway, Deliveries : 39, rue des Vosges Zone SILIC 513 94623 RUNGIS Cedex</p> <p>Opening hours: Monday – Thursday 0830-1730 Friday 0830-1700 Lunchtime 1230-1330</p>	+33 (0)1 49 78 98 00	<p>www.lm3s.fr</p> <p>service@lm3s.fr</p>	<p>Fully supported: PUD 1, 3</p>

Sony Professional Services Europe Authorised Service Network

GERMANY

HAMBURG

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>AVC Audio-Video-Communication Service GmbH Jenfelder Allee 80 / Eingang Wöschenhof 2 22045 Hamburg</p> <p>Opening hours: Monday –Friday 0900-1700</p>	+49 (0) 40-853999-0	<p>www.avc.de</p> <p>hamburg@avc.de</p>	<p><u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 Switchers MON 1, 2 Medical ProAudio ProAV 1, 2</p> <p><u>Partially supported:</u> FPJ PRN NVM 1 NVM 2 ProAV 3</p>
Can also receive non- supported products for repair by different AVC Centre in Germany.			

Sony Professional Services Europe Authorised Service Network

HANNOVER

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>AVC Audio-Video-Communication Service GmbH Vahrenwalder Straße 221a 30165 Hannover</p> <p>Opening hours: Monday –Friday 0800-1700</p>	<p>+49-511-676997-0</p>	<p>www.avc.de</p> <p>hannover@avc.de</p>	<p><u>Fully supported:</u> BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio</p> <p><u>Partially supported:</u> BCAV-HD 1, 2, 3 ProAV 1, 2, 3</p> <p>AVPro Cam, B&I Cam.</p>
<p>Can also receive non- supported products for repair by different AVC Centre in Germany.</p>			

Sony Professional Services Europe Authorised Service Network

MÜNCHEN

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>AVC Audio-Video-Communication Service GmbH Mittenheimer Str. 62 85764 Oberschleißheim</p> <p>Opening hours: Monday –Friday 0830-1630</p>	+49-89-3750896-0	<p>www.avc.de</p> <p>münchen@avc.de</p>	<p>Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 2 ProAV 1, 2</p> <p>Partially supported: BCAV-SD 1, 2 FPJ MON 1 PRN Medical NVM 1, 2 ProAudio ProAV 3</p>
<p>Can also receive non- supported products for repair by different AVC Centre in Germany.</p>			

Sony Professional Services Europe Authorised Service Network

BERLIN

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>AVC Audio-Video-Communication Service GmbH Am Studio 20d 12489 Berlin</p> <p>Opening hours: Monday – Thursday 0900-1800 Friday 0900-1700</p>	+49-30-6781788-0	<p>www.avc.de</p> <p>berlin@avc.de</p>	<p><u>Fully supported:</u> NVM 1, 2 ProAudio ProAV 1, 2, 3 PUD 1, 3</p> <p><u>Partially supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical ProAudio ProAV 1, 2, 3</p>
Can also receive non- supported products for repair by different AVC Centre in Germany.			

Sony Professional Services Europe Authorised Service Network

OBERHAUSEN

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Technik - Rat & Hilfe GmbH Zum Eisenhammer 1B 46049 Oberhausen	+49 208 / 85 77 66	www.trh.de info@trh.de	Fully supported: PUD 1, 3

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GREECE

Athens

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Nea Technologia Galaxia 4 117 45 Athens	+302109210800	www.avidex.gr	Fully supported: PRN Medical NVM 1
This agent is not yet a fully accredited Sony Authorised Service Centre.			

BRILISIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Technologica L. Pentelis 11-13 152 35 Brilisia	+302106017620	www.technologica.gr	Fully supported: BCAA-HD 1, 2, 3 BCAA-SD 1, 2 ProAV 1, 2, 3 NVM 1 FPJ MON 1, 2 PRN Medical PUD 3
This agent is not yet a fully accredited Sony Authorised Service Centre.			

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IRAKLIO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Tzanidakis G. Georgiadi 48 713 05 Iraklio	+302810322744	www.tzanidakis.gr	<u>Fully supported:</u> FPJ MON 1, 2 PRN NVM 1 ProAV 1, 2, 3
This agent is not yet a fully accredited Sony Authorised Service Centre.			

N IONIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
General System Design Afroditi 55-57 142 35 N Ionia	+302102715916		<u>Fully supported:</u> BCAA-HD 1, 2, 3 BCAA-SD 1, 2 MON 1, 2 ProAV 1, 2, 3
This agent is not yet a fully accredited Sony Authorised Service Centre.			

Sony Professional Services Europe Authorised Service Network

THESSALONIKI

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Adel Tech S.A Sporadon 9 546 46 Thessaloniki	+302310422321	www.adeltech.gr	<u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAB-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAV 1, 2, 3 PUD 3

This agent is not yet a fully accredited Sony Authorised Service Centre.

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HUNGARY

BUDAPEST

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
RMD-Electronic Kft. Etele út 59-61 HU-1119 Budapest Hungary Opening hours: Monday – Friday 0900-1700	+ 36 1 481 1157	rmd- electronic@mta.mmsz.hu	Fully supported: FPJ MON 1, 2 PRN NVM 1 ProAudio ProAV 1, 2, 3 PUD 1, 2, 3

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ITALY

ANCONA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
TECNOVIDEO di Belvederesi s.n.c. Via B. Buozzi 29 60131 Ancona AN	+39 071 2865188	tecnovideo@tecnovideo.191.it	Fully supported: BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 Partially supported: BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

BARI

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
SIEL Prolung. Via Tuputi 30 70126 Bari BA	+39 080 5010547	www.siel.it giuseppe.palladino@siel.net.it	Fully supported: FPJ MON 2 PRN Medical ProAV 2

Sony Professional Services Europe Authorised Service Network

BOLOGNA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
R.EL. s.n.c. di Bonvicini Claudio & C. Via Giorgione 20 40133 Bologna BO	+39 051 389870 / 389874	www.relbologna.it relbologna@email.it	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 <u>Partially supported:</u> BCAV HD 1 ProAV 1, 2, 3

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CAGLIARI

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
CENTRO VIDEO SERVICE s.r.l. Via Tevere 2 09122 Cagliari CA	+39 070 2082070 / 2082024	www.cvs.191.it cvssrl@cvs.191.it	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 <u>Partially supported:</u> BCAV HD 1 ProAV 1, 2, 3

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FIRENZE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
GAMMA ELETTRONICA SERVICE s.n.c. Via Arnolfo 6-F/G/H/I 50121 Firenze FI	+39 055 667458	www.gammalink.it info@gammalink.it	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio <u>Partially supported:</u> BCAV HD 1 ProAV 1, 2, 3 PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

GENOVA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
VILL@ s.n.c. di Roberto Villa e Maria Teresa Adamo Via Santa Chiara 6R 16128 Genova GE	+39 010 5740318	www.villa-net.it info@villa-net.it	<u>Fully supported:</u> FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAV 2 PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

MILANO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
GHISLOTTI MASSIMO Via G. Ricordi 32 20131 Milano MI	+39 02 2840072	www.ghislotti.it mghislo@tin.it	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio <u>Partially supported:</u> BCAV HD 1 ProAV 1, 2, 3 PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

MILANO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
LIVOLSI GROUP s.r.l. Viale Certosa 231/233 20151 Milano MI	+39 02 3008191	www.livolsi.it info@livolsi.it	<u>Fully supported:</u> FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 <u>Partially supported:</u> BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

MILANO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
TEXEL ELETTRONICA di Giuseppe Zuccotti s.n.c. Via Teocrito 36 20128 Milano MI	+39 02 27006679	www.texel.pro info@texel.pro	<u>Fully supported:</u> BCAV HD 1, 2, 3 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical ProAudio <u>Partially supported:</u> NVM 1 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

MODENA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
VIDEO TIME SYSTEMS s.r.l. Via Zucconi 90 41100 Modena MO	+ 39 059 343330	www.vtssrl.it vtssrl.it	Fully supported: BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio ProAV 1, 2, 3 PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

NAPOLI

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
PALTEK s.r.l. Via Vecchia Poggioreale 10 80143 Napoli NA	+39 081 283000 / 266033	www.paltek.it paltek@paltek.it	Fully supported: BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 Partially supported: BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

PADOVA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>CENTRO VIDEO HI-FI s.n.c. di Zambon S. & C. Via Monte Sirottolo 12 35143 Padova PD</p>	<p>+39 049 620638 / 623187</p>	<p>www.centrovideohifi.net centrovideohifi@centrovideohifi.it</p>	<p>Fully supported: BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3</p> <p>Partially supported: BCAV HD 3 ProAV 1, 2, 3</p>

Sony Professional Services Europe Authorised Service Network

PALERMO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
MINEO SERVICE s.n.c. di Mineo Francesco Paolo & Giuseppe Via dei Cappuccini 269/271 90129 Palermo PA	+39 091 212556	www.mineoservice.it mineo@mineoservice.it	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 <u>Partially supported:</u> BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

ROMA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
AUDIOTEK s.r.l. Via Tazio Nuvolari 227 00142 Roma RM	+39 06 5036743	www.audiotekonline.it audiotek@audiotekonline.it	<p><u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3</p> <p><u>Partially supported:</u> BCAV HD 3 ProAV 1, 2, 3</p>

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ROMA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
COLOR VIDEO SERVICE s.r.l. Via C. Emery 47 00188 Roma RM	+39 06 3328358	cvservice@tiscali.it	Fully supported: BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical ProAV 1, 2

Sony Professional Services Europe Authorised Service Network

ROMA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
H MEDIA s.r.l. Via Anagnina 16 00173 Roma RM	+39 06 7223545	www.hmedia.it assistenza@hmedia.it	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 <u>Partially supported:</u> BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

SIENA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
E.P.L. ITALIA s.r.l. Strada Massetana Romana 50/A 53100 Siena SI	+39 0577 271550	www.eplitalia.com logi@eplitalia.com	<u>Fully supported:</u> BCAV HD 1, 2, 3 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio <u>Partially supported:</u> ProAV 1, 2, 3 PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

MALTA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
FORESTALS FGL BROADCAST & PROFESSIONAL Ltd Mriehel Bypass BKR3000 Mriehel Malta	00356 23436000	www.forestals.com sbianchi@forestals.com	<u>Fully supported:</u> BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 <u>Partially supported:</u> BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

TORINO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
TRE ESSE ELETTRONICA s.n.c. di Ribatto Luigi e Rossi Stefano Via Michele Coppino 96/e 10147 Torino TO	+39 011 2296000	tre.esse@treesseelettronica.it	Fully supported: BCAV SD 1 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 Partially supported: BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

UDINE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
PROFESSIONAL SERVICE s.n.c. di Miani Massimo & C. Viale Venezia 277/A 33100 Udine UD	+39 0432 531532	professi32@PROSERV. 191.it	Fully supported: BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 Partially supported: BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

VERONA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
AUDIOVIDEOVERONA SERVICE s.n.c. Via Piemonte 10 37060 Sona VR	+39 045 575599	www.audiovideoverona.it info@audiovideoverona.service.it	Fully supported: BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 ProAudio PUD 1, 2, 3 Partially supported: BCAV HD 3 ProAV 1, 2, 3

Sony Professional Services Europe Authorised Service Network

VINOVO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
SGA di Giaccone & C. s.r.l. Via Sestriere 121 10048 Vinovo TO	+39 011 9621432	www.sgavideo.it sgavideo@tin.it	Fully supported: BCAV HD 1, 2 BCAV SD 1, 2 FPJ MON 1, 2 PRN Medical Partially supported: BCAV HD 3 ProAV 1, 2, 3 PUD 1, 2, 3

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NORWAY

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Serviceproffen AS Hallagerbakken 10 NO-1256 Oslo	+47 22 76 69 69	www.serviceproffen.no service@serviceproffen.no	Fully supported: BCAV-HD 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAudio ProAV 1, 2, 3 PUD 3

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POLAND

WARSAW

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>PRAM s.c. Ul. Serocka 37 04-333 Warsaw Poland</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+48 22 4282910	<p>www.pram.com.pl</p> <p>serwis@pram.com.pl</p>	<p>Fully supported: FPJ MON 1, 2 PUD 1, 2, 3</p>

POZNAN

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Sontronic SP zoo ul. Czarnieckiego 9a 61-538 Poznan Poland</p> <p>Service can arrange pick-up from other locations too.</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+48 61 833 49 41	<p>www.sontronic.com.pl</p> <p>marek.mikorzewski@sontronic.com.pl</p>	<p>Fully supported: BCAV-HD 3 FPJ MON 1, 2 ProAudio ProAV 1, 2, 3 PUD 1, 2, 3</p>

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ROMANIA

BUCHAREST

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Service & Broadcast Solutions srl Str Elena Cuza 53 Sector 4 BUCHAREST Opening hours: Monday – Friday 0900-1700	+40 21 330 6653	teodorescugabi@gmail.com	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 Switchers MON 1, 2 ProAudio ProAV 1, 2, 3 PUD 2, 3

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
O-video srl Virgil Madgearu 16-18 014135 BUCHAREST Opening hours: Monday – Friday 0900-1700	+40 21 232 8945	www.o-video.ro marian@o-video.ro	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 1, 2 PRN Medical NVM 1, 2 ProAudio ProAV 1, 2, 3 PUD 2, 3

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SERBIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Vojin Varnai Deligradska 23 11000 Belgrade Serbia</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+381 11 3614658	vvarnai@gmail.com	<p><u>Fully supported:</u> BCAV-SD 1, 2 MON 1, 2 ProAudio ProAV 1, 2, 3</p>

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>NT Milnik doo Ustanicka 189 11000 Belgrade Serbia</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+381 64 1231892	vvarnai@gmail.com	<p><u>Fully supported:</u> MON 1, 2 PRN Medical</p>

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SPAIN

BARCELONA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Monfer C/ Diputacion 155 08011 Barcelona	+34 93 454.50 93	info@satmonfer.com	Fully supported: BCAV-HD 1, 2 BCAV-SD 1, 2 Switchers FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio Pro AV 1, 2 Partially supported: BCAV-HD 3 PRO AV 3 PUD 1, 2, 3

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Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Reset Berenguer de Palou, 129 08027 Barcelona	+34 93 243.02.85	reset@telefonica.net	<p><u>Fully supported:</u></p> BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio Pro AV 1, 2 <p><u>Partially supported:</u></p> BCAV HD 1, 2, 3 PRO AV 3 PUD 1, 3

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BARCELONA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Montigalá C/Apeninos, 44 Badalona 08917	+34 93 465.89.27 Fax: +34 93 465.70.33	lmoreno@satmontigala. es	Fully supported: BCAV-HD 1, 2 BCAV-SD 1, 2 Switchers FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio Pro AV 1, 2 Partially supported: BCAV-HD 3 PRO AV 3 PUD 1, 2, 3

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BILBAO

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
SOVITEL ELECTRÓNICA C/ Tellagorri 10 48012 Bilbao (Vizcaya)	+34 94 427 56 17	sovitel@terra.es	<u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAV- SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio PRO AV 1, 2 <u>Partially supported:</u> PRO AV 3

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LA CORUÑA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
ViproNor José Luis Bugallal Marchesi, 16 15008 La Coruña	+34 981 15.11.56	pacolopez@vipronor.com	Fully supported: BCAV-HD 1, 2, 3 BCAV- SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio PRO AV 1, 2 Partially supported: PRO AV 3 PUD 1, 2, 3

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MADRID

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Sonsur Embajadores 150 28045 Madrid	+34 91 474.83.16	sonsur@sonsur.com	Fully supported: BCAV-HD 1, 2 BCAV-SD 1, 2 Switchers FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio Pro AV 1, 2 Partially supported: BCAV-HD 3 Pro AV 3 PUD 1

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PALMA DE MALLORCA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Lavison Balear Avda. San Fernando, 33 07013 Palma de Mallorca	+34 971 45.44.66	lavisonbalear@telefonica.net	Fully supported: BCAV-HD 3 BCAV-SD 1, 2 FPJ MON 2 PRN PRO AV 2 PUD 1

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SEVILLA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Viprosur Avda. Kansas City, 47 – Local 3 41007 Sevilla	+34 95 498.88.88	servicio@viprosur.com	Fully supported: BCAV-HD 1, 2, 3 BCAV- SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio PRO AV 1, 2 Partially supported: PRO AV 3 PUD 1, 2, 3

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VALENCIA

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Sertek Profesional Avda Primero de Mayo 15 46100 Burjassot (Valencia)	+34 96 182 58 88	enriquebordas@sertek.es	Fully supported: BCAV-HD 1, 2, 3 BCAV- SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio PRO AV 1, 2 Partially supported: PRO AV 3 PUD 1, 2, 3

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SPAIN - CANARY ISLANDS

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Revitel Ctra Gral S.Cruz-Laguna, 131 38205 Santa Cruz de Tenerife	+34 922 632.389	revitel@rev.e.telefonica.net	<u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio PRO AV 1, 2 <u>Partially supported:</u> PRO AV 3 PUD 1, 2, 3

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Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Broadcast7 Carretera de Lomo Blanco, 34. local 4 35015 Las Palmas	+34 928 359.144	www.broadcast7.com info@broadcast7.com	<u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1, 2 Pro Audio PRO AV 1, 2 <u>Partially supported:</u> PRO AV 3 PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

SWEDEN

Stockholm

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Intervision Visual Service AB Hemvärnsgatan 13 SE-171 54 Solna	+46 8 656 00 50	www.intervision.se stockholm@intervision.se	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN NVM ProAudio ProAV 1, 2, 3 PUD

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Inside RTV Service AB Björnstigan 87 SE-170 72 Solna	+46 8 51 48 23 50	www.insidertv.se info@insidertv.se	Fully supported: BCAV-HD 3 FPJ Medical MON 1, 2 PRN ProAudio ProAV PUD 1, 2, 3

Sony Professional Services Europe Authorised Service Network

Malmö

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Intervision Visual Service AB Fosievägen 31 SE-214 31 Malmö	+46 40 672 8844	www.intervision.se mail@intervision.se	<u>Partially supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAudio ProAV 1, 2, 3 PUD

Sony Professional Services Europe Authorised Service Network

SWITZERLAND

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Sertronics AG Fegistrasse 5 8957 Spreitenbach</p> <p>Opening hours: Monday –Friday 0800-1700 Lunchtime : 1200-1300</p>	+41 (0) 56 417 73 20	<p>www.sertronics.com</p> <p>service@sertronics.com</p>	<p><u>Fully supported:</u> FPJ MON 1, 2 PRN Medical NVM 1 NVM 2 ProAudio ProAV 2, 3 PUD 1,2, 3</p>

Sony Professional Services Europe Authorised Service Network

TURKEY

ISTANBUL

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
ASC proservis Dereboyu Cad. No:108 Kat:1 Daire:2 Kağıthane Opening hours: Monday – Friday 0900-1700	+90 212 270 73 41	www.ascproservis.com info@ascproservis.com	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 1, 2 PRN Medical ProAV 1, 2, 3

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Horizon Elektronik Perpa Tic Mrk. B Blok Kat:10-11 No:1561 Okmeydanı. Opening hours: Monday – Friday 0900-1700	+90 212 222 44 09		Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON PRN Medical ProAV 1, 2, 3

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ISTANBUL

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Mes Medikal Küçükyali İş Merkezi Girne Mah Irmak Sok C Blok No11 Maltepe</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+90 216 573 06 13	<p>www.mesmedikal.com.tr</p> <p>info@mesmedikal.com.tr</p>	<p><u>Fully supported:</u> Medical</p>

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
<p>Teratek Fevzipasa CAD Gunel Plaza No: 57/5 Kucukbakkalkoy</p> <p>Opening hours: Monday – Friday 0900-1700</p>	+90 216 577 23 77		<p><u>Fully supported:</u> BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 1, 2 ProAV 1, 2, 3</p>

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UNITED KINGDOM - ENGLAND

BEDFORDSHIRE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Thear Technology TTL House Sheeptick End Lidlington Bedfordshire MK43 0SF	+44 (0) 1525 841 999	www.theartechnology.co.uk service@theartechnology.co.uk	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 NVM 1 ProAudio ProAV 1, 2, 3

BERKSHIRE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Broadcast Service Centre 2 Andromeda House Calleva Park Aldermaston Berkshire RG7 8 AN	+44 (0) 1189 810 804	www.bsc-online.co.uk ali@bscltd.co.uk	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 ProAudio ProAV 1, 2, 3

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CAMBRIDGESHIRE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Imotek International Limited West Newlands Industrial Estate Somersham Huntingdon Cambridgeshire PE28 3FF	+44 (0) 1487 843193	www.imotek.com service@imotek.com	Fully supported: PRN MON 1 Medical

DORSET

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Enterprise Visual Systems Ltd 54 Cobham Road Ferndown Industrial Estate Wimborne Dorset BH21 7QQ	+44 (0) 1202 861 727	www.evsvideo.co.uk admin@evsvideo.co.uk	Fully supported: BCAV-SD 1, 2 FPJ MON 1, 2 Medical NVM 1 ProAV 1, 2, 3 Note : Video conferencing (PCS)

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ESSEX

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Well trade Service Ltd 40b River Road Barking Essex IG11 0DW	+44 (0) 20 8594 3336	www.wtsbroadcast.com engineering@wtsbroadcast.com	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 1, 2 ProAV 1, 2, 3

HAMPSHIRE

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
AGX Holdings Ltd 46 Murrell Green Business Park London Road Hook Hampshire RG27 9GR	+44 (0) 870 787 3030	www.agxuk.com	Fully supported: PRN MON 1 Medical

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LONDON

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
PIKS Video Engineering Earlsfield Business Centre 9 Lydden Road London SW18 4LT	+44 (0) 20 8877 9669	www.piks.co.uk info@piks.co.uk	Fully supported: BCAA-HD 1, 2, 3 BCAA-SD 1, 2 MON 1, 2 ProAV 1, 2, 3

MIDDLESEX

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Audio Related Technology Unit 5 Phoenix Business Centre Higham Road Chesham Buckinghamshire HP5 2AJ	+44 (0) 208 908 6777 (old) +44 (0) 1494 794 286 (new per 20 feb 2012)	www.audiorelated.com info@audiorelated.com	Fully supported: ProAudio ProAV 1, 2, 3

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MIDDLESEX

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
CVP - Mitcorp Group London 23 Shield Drive West Cross Industrial Estate Brentford United Kingdom TW8 9EX	+44 (0) 208 380 7400	www.mitcorp.com info@mitcorp.co.uk	Fully supported: BCAA-HD 1, 2, 3 BCAA-SD 1, 2 MON 1, 2 ProAV 1, 2, 3

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Top Teks Ltd Bridge House, Royal Quay Park Lane Harefield Middlesex UB9 6JA	+44 (0) 1895 825 619	www.top-teks.co.uk	Fully supported: BCAA-HD 1, 2, 3 BCAA-SD 1, 2 MON 1, 2 ProAudio ProAV 1, 2, 3

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MIDDLESEX

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Visual Impact Ltd Units 3 & 4 Teddington Business Park Station Road Teddington Middlesex TW11 9BQ	+44 (0) 20 8977 1222	www.visuals.co.uk service@visuals.co.uk	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 FPJ MON 1, 2 PRN Medical NVM 1 ProAV 1, 2, 3 PUD

WEST MIDLANDS

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
Avery IT Foundry Lane Smethwick West Midlands B66 2LP	+44 (0) 845 246 6770	averyit@awtxglobal.com	Fully supported: PUD 1, 2, 3

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UNITED KINGDOM - IRELAND

DUBLIN

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
RepairServ Ireland Unit 1b Damastown Way Damastown Industrial Estate Damastown Dublin 15	+353 (0) 1 813 5301	www.repairserv.com workshop@repairserv.com	Fully supported: PUD 3

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UNITED KINGDOM - SCOTLAND

GLASGOW

Authorised Service Centre	Telephone Number	Web/Email Address	Product Categories Supported
CVP - Mitcorp Group Glasgow Unit 1 Millennium Court Burns Street Glasgow United Kingdom G4 9SA	+44 (0) 141 564 2710	www.mitcorp.com colin.mendham@mitcorp.co.uk	Fully supported: BCAV-HD 1, 2, 3 BCAV-SD 1, 2 MON 1, 2 ProAV 1, 2, 3