

PSE UK Warranty for Public Display Supported Products

Applicable for models sold before 1st August 2008

SCHEDULE OF SERVICES

All of the Support Services are available Monday to Friday 09:00-17:00 GMT excluding Local National Holidays.

Support Item	Standard Warranty
Supported Product	<ul style="list-style-type: none"> FWD and PFM series
Duration of warranty support	<ul style="list-style-type: none"> Sony warrants the product to be free from defects in materials and workmanship at the date of original purchase for a period of TWO YEARS
Hours of Cover	<ul style="list-style-type: none"> 09.00 – 17.00 Monday – Friday, excluding bank holidays n.b for Eire customers this excludes Irish bank holidays
Telephone Hotline Support	<ul style="list-style-type: none"> For advice on operation of units, please refer back to your dealer. To make a warranty claim please contact our Authorised Repair Centres For UK mainland customers - 0870 010 3220 For EIRE customers - + 353 (0) 1 8135316
Fault Repair	<ul style="list-style-type: none"> We will attend customer site to attempt a local repair. If we deem it necessary we will take the unit back to our workshop to repair it and then ship the unit back to the customer Parts, labour and return shipping are included in this warranty <p>Sony reserves the right to replace any items beyond economical repair with products of a similar specification</p>
Access to faulty units	<ul style="list-style-type: none"> Installation and de installation of a unit is not covered by this warranty. If the unit is under 1.6 metres from the floor and on a level surface we can assist with the de-installation End user is responsible for ensuring access to remove and replace the unit
Warranty Exceptions	<ul style="list-style-type: none"> Damage or changes to the product as a result of misuse, including; Treatment resulting in physical, cosmetic or surface damage or changes to the product or damage to liquid crystal displays. Screen burn due to retention of same information being displayed Failure to install or use the product for its normal purpose or in accordance to Sony instructions on installation or use Failure to maintain the product in accordance with Sony instructions on proper maintenance Installation in the use or the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed Products affected by a virus infection or used with software or firmware not provided with the product or incorrectly installed software or firmware.

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For further information please contact Sony at the following address:

Sony UK Sales Company

Professional Service and Support

Jays Close

Viables

Basingstoke

Hampshire

RG22 4SB

Tel: +44 1256 828828

Email: proservice.uk@eu.sony.com