

# Sony PrimeSupport Pro - Extended service agreement

replacement (for projector lamp) - 2 years (2nd/3rd year) - for LMP-C121 - C161 - C162 - C163 - C190 - C200 - C240 - C280 - F230 - F270 - F271 - F272 - F330 - F331

Group	Output Service & Support
Manufacturer	Sony
Manufacturer item no.	PS.LMP.FC SERIES.2Y
EAN/UPC	5013493231030



## Description

Where the issue cannot be resolved by the Helpdesk, they will arrange to collect the faulty unit for repair. They target to collect the faulty unit within two working days of escalation and they will repair the unit and return it to You. They reserve the right to replace items beyond economic repair with a refurbished model of a similar specification. If diagnosis shows that the laser is emitting no light, then they will issue a replacement laser. Note: The natural reduction of Laser brightness over time does not constitute failure. Only lasers which have zero brightness are deemed to be failed. They will arrange to collect the faulty unit for replacement. Their repair center will inspect the unit. If they find the unit suffers from accidental damage or no fault is found they may invoice You for the cost of shipment & labor. Units can be collected from and returned to any address within mainland areas of EU countries, Norway and Switzerland. For all other areas, please contact the helpdesk for further assistance. Regardless of repair route chosen by the helpdesk, all parts and labor costs will be covered under this agreement subject to the standard terms and conditions. Some geographical locations outside the EU, may cause shipment delays, which will result in a longer resolution time.

## Main features

Product Description	Sony PrimeSupport Pro - extended service agreement - 2 years - 2nd/3rd year
Type	Extended service agreement
Service Included	Replacement
Full Contract Period	2 years
Support Period	2nd and 3rd year
Covered Configurations	Projector lamp
Designed For	LMP-C121, C132, C133, C161, C162, C163, C190, C200, C240, C280, F230, F250, F270, F271, F272, F330, F331

## Extended details

General	
Service Included	Replacement
Full Contract Period	2 years
Support Period	2nd and 3rd year
Covered Configurations	Projector lamp

### Details

Service & Support

Extended service agreement - replacement - 2 years | Technical support - phone consulting - 2 years - availability: 9 hours a day (9:00 AM - 6:00 PM) / Monday-Friday

**Compatibility Information**

Designed For

Sony LMP-C121, C132, C133, C161, C162, C163, C190, C200, C240, C280, F230, F250, F270, F271, F272, F330, F331

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