

PXW-FX9 Support Offer



Included	Optional
PrimeSupport Pro	PrimeSupport Elite

PSP.FX9.X**

Duration	3 years upon registration*	1-5 years
Helpdesk access Mon-Fri 9:00-18:00 CET	✓	✓
Logistics covered	✓	✓
Standard Repair	✓	
Fast-Track Repair		✓
Loan Unit for repairs exceeding 7 days		✓



Register your camera now.
pro.sony/productregistration



Upgrade to Elite.
pro.sony/fx9elite

* 2 years of PrimeSupportPro are included free with every PXW-FX9 purchase. Register your PXW-FX9 camera within 60 days after purchase to benefit from an extra year of PrimeSupportPro for free (of an estimated value of €200).

** X indicates package duration (1-5 years).

PrimeSupportPro

Get an extra year of PrimeSupportPro for free by registering your FX9 camera here: pro.sony/productregistration

PrimeSupport Helpdesk

Helpdesk support services are available Monday to Friday 09:00-18:00 CET, excluding Local National Holidays. The multilingual team (English, French, German, Italian and Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service & Support enquires. Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.

Standard Repair

Where the issue cannot be resolved by the Helpdesk, We will arrange to collect the faulty unit for repair. We target to collect the faulty unit within two working days of escalation and we will repair the unit and return it to You.

Logistics Covered

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 labour costs will be covered subject to the standard terms and conditions.

PrimeSupportElite

Elite packages can be purchased up to a maximum of 5 years after the initial purchase of your PXW-FX9 unit. In the event of a technical issue, we'll keep you up and running with PrimeSupport Helpdesk access and our guaranteed fast-track repair service that includes all shipping costs.

Fast-track Repair

Where the issue cannot be resolved by the Helpdesk, We will arrange to collect, repair and return the unit to You within seven days from initial diagnosis. Collection will take place within two days of initial diagnosis. Critical repair parts are covered; Non-critical parts are covered as non-stock items and are subject to longer delivery times.

Loan Unit

If due to any reason the repair time is expected to exceed the target time (7 Days TAT), We will offer You a loan unit (subject to availability) until the repaired unit is returned to You. We will arrange collection of the Loan unit on the day we deliver your repaired unit back.

FAQs

How can I purchase a support package?

For all sales enquiries, please contact your dealer.

Where can I find more information about individual packages?

A more detailed description of what is included in each package can be found here:

pro.sony/fx9elite

From what date does my PrimeSupportElite package start from?

FX9 PrimeSupportElite package can be applied as an extension or an uplift.

If applied as an extension:

the start date will be the end of your current PrimeSupportPro period.

If applied as an uplift:

if purchased at point of sale with the FX9 the start date will be your product purchase date of your FX9 product.

if Elite package is purchased during PrimeSupportPro period the start date will be 30 days from purchase.

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