



SRG Support Offer

Remote Cameras

SRG-100 Series, SRG-300 Series and SRG-400 Series.



Included		Free upon registration*	Optional
● PrimeSupport Pro		● PrimeSupport Elite	● PrimeSupport Elite PSP.SRG.2X
Duration	3 years	3 years	2 years extension
Helpdesk access Mon-Fri 9:00-18:00 CET	✓	✓	✓
Standard Repair	✓		
Advanced Exchange		✓	✓
Logistics Covered	✓	✓	✓

Extension package commercial incentive: When purchasing the 2-year extension package (PSP.SRG.2X), the remainder of the warranty period (at the time of package purchase) will be uplifted to PrimeSupportElite: Standard helpdesk hours (Mon-Fri 9:00-18:00 CET). Advanced replacement unit in case of product fault. Logistics included.

*3 years of PrimeSupportPro are included free with every SRG purchase. Register your product within 60 days after purchase to benefit from a PrimeSupportElite uplift for free.



Register your SRG camera now.

pro.sony/productregistration

Service descriptions

PrimeSupport Elite

Register your product within 60 days after purchase to activate your 3-year PrimeSupportElite uplift for free: pro.sony/productregistration

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

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.

Advanced Exchange

Where the issue cannot be resolved by the Helpdesk, we will arrange for a replacement unit to be shipped to an agreed address. The faulty unit must be available for collection at the same time as delivery of the replacement unit. We target to dispatch the replacement unit the same day if diagnosed before 15:00 CET Monday to Friday. Please note that areas outside mainland Europe may incur in delays and be subject to longer delivery times.

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.

PrimeSupport Pro

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.

FAQs

How can I purchase a support package?

For all sales enquiries, please contact your dealer.

Have more questions?

Our FAQs explain everything you need to know about our support service for professional products: pro.sony/store/primesupport-frequently-asked-questions

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