



VENICE Support Brochure

PrimeSupport Elite

Fast-track repairs with extended helpdesk hours. Every VENICE camera comes with **2 year Elite Gold coverage***

PrimeSupport On-Demand

Direct support as-and-when you need it, with support for setup, healthchecks or any unexpected issues.

Gold		
Helpdesk access	Extended hours (Mon-Fri, 9:00-21:00 CET), access to product specialists	×
Repair	Guaranteed 1 week fast-track repair, shipping covered by us. Collected & returned to you.	×
Package codes	PS.PACK3.FAST.2 PSP.VENICE.G.1X	PSP.ENGINEER.1 PSP.TRAINING.1

*If you would like to eliminate costly downtime completely please contact primesupportelite@eu.sony.com for **Platinum** upgrade to include loan unit during repair.



PrimeSupportElite

With PrimeSupport Elite, experience extended helpdesk access to our product specialists beyond normal business hours. In the event of a technical issue we'll keep you up and running with our guaranteed fast-track repair service that includes all shipping costs.

Each VENICE camera is bundled with 2 years of Elite Gold as standard - ensuring true peace of mind.

Service descriptions

PrimeSupport Helpdesk

Helpdesk support services are available Monday to Friday 09:00-21:00 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.

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 including camera body, viewfinder (DVF-EL200) and recorder (AXS-R7).

Fast-track Repair

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.

Sony Training Services offers a wide range of learning opportunities from free e-Learning, workshops and webinars to industry-leading, certified face-to-face training courses. Whether you are an end-user customer or partner, the training available will prepare you for success in the craft, operation and administration of our products whilst also broadening your knowledge on a number of key technologies.

Training Services

Bundled PrimeSupport

Included	Package codes	Duration	Helpdesk access	Fast-track repair	Logistics covered	Training Services
	PS.PACK3.FAST.2	2 year pack	Extended hours (Mon-Fri 9-21:00 CET)	✓	✓	✓

PrimeSupportElite extension

If your 2 years of standard cover has expired, consider extending your warranty. Following a successful healthcheck, 1 year extensions can be purchased up to a maximum of 5 years after the initial purchase of your VENICE unit.

Extension	Package codes	Duration	Helpdesk access	Fast-track repair	Logistics covered	Training Services
	PSP.VENICE.G.1X	1 year Extension	Extended hours (Mon-Fri 9-21:00 CET)	✓	✓	✓

TrainingServices



Take advantage of the **free** half-day face-to-face session that will show you the essential benefits and features of the VENICE camera. Contact **TrainingServices@eu.sony.com** for more information.

Package codes	Description
TRN.VENICEOp.P.1	Learn the function and operation of every control, indicator and connector. See how all the camera's menus work and how they affect the camera's operation.
TRN.VENICECraft.P.1	Learn how to get the best from your VENICE camera. You will learn about the essential details of the camera to create a particular set of looks in the final recording.

† For enquiries/bookings on all chargeable courses please contact: **TrainingServices@eu.sony.com**
Travel expenses not included.

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.eu/pro/products/support-prime-support

I have owned my product for several years. Am I still eligible for a support package?

Depending on how long you have owned your product for, you can purchase cover for your product for up to a maximum of 5 years. Contact your dealer for more information.

From what date does the duration of my package start from?

For any PrimeSupport extension, the cover begins from the expiration date of the last package. For a PrimeSupportElite upgrade package, the cover starts on the date of package purchase. Please note: your unit can only be covered for up to 5 years after the date that the unit was purchased.

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<http://pro.sony/venice>