

# enhanced cover with specialist Service & Support

PrimeSupport<sup>+</sup>

Give extra peace of mind with PrimeSupport Plus on the Sony HSC Cameras including chain (CCU, RCP, MSU and Triax Adapter/Connector).

Build your Service and Support requirements:		Duration	Product order code
1	<b>Initial Set-up &amp; Configuration</b> The site visit will take place between Monday - Friday 09:00-18:00 CET, excludes local holidays. Covers up to 4 Cameras at the same location.	1 Day	PSP.INITIALSETUP.1
2	<b>Technical Support</b> Monday - Friday 09:00-21:00 CET, excludes local holidays. Call back within 60 minutes from a Specialist Engineer. Covers 1 Camera.	3 Years	PS.TECHSUPP1HSC3
		5 Years	PS.TECHSUPP1HSC5
3	<b>Extended Technical Support</b> Monday - Sunday 09:00-21:00 CET, 365 days a year. Call back within 60 minutes from a Specialist Engineer. Covers 1 Camera.	3 Years	PS.EXTECHSUPP1HSC3
		5 Years	PS.EXTECHSUPP1HSC5
4	<b>On-site Software &amp; Preventative Maintenance*</b> Annual site visit to perform preventative maintenance tasks. Monday - Friday 09:00 -18:00 CET, excludes local holidays. Covers up to 4 Cameras at the same location.	3 Years	PSP.ONSITESWPM3
		5 Years	PSP.ONSITESWPM5
5	<b>Off-site Priority Repair*</b> Priority repair, repair parts & logistics are included. Covers 1 Camera.	3 Years	PSP.REPAIRHSC3
		5 Years	PSP.REPAIRHSC5
6	<b>Off-site Priority Repair &amp; Loan Unit*</b> Priority repair, repair parts & logistics are included. Loan unit (camera only) shipped next business day for calls logged before 15:00 CET. Covers 1 Camera	3 Years	PS.LOANUNITHSC3
		5 Years	PS.LOANUNITHSC5
7	<b>On-site Engineer</b> The site visit will take place between Monday - Friday 10:00-17:00 CET, excludes local holidays. Days can be purchased when required.	N.S.W Europe	PSP.ENGINEER.1
		East Europe	PSP.ENGINEER.EAST1
8	<b>On-site Engineer - Extended Hours</b> The site visit will take place between Monday - Friday 17:00-22:00 and Saturday - Sunday 10:00-17:00 CET. Excludes local holidays. Days can be purchased when required.	N.S.W Europe	PSP.OOHRSENG.1
		East Europe	PSP.OOHRSENG.E1

\* Technical Support or Extended Support must be purchased with this product.

**SONY**