

THIS PRODUCT IS FOR PROFESSIONAL USE

## LIMITED PRODUCT WARRANTY

SONY ELECTRONICS INC. ("Sony") warrants this Product against defects in material or workmanship, as follows:

<b>A. Labor:</b>	For a period of one (1) year from the date of purchase, Sony will, at no charge, repair this Product if determined by Sony to be defective. After the warranty period, the Purchaser must pay all labor charges.		
<b>B. Parts:</b>	For a period of one (1) year from the date of purchase Sony will, at no charge, supply new or rebuilt replacements for parts determined by Sony to be defective. After the warranty period, the Purchaser must pay all parts charges.		
<b>C. Territory</b>	Warranty coverage is only valid within the United States, excluding territories.		
<b>D. Exceptions:</b>	Exceptions or limitations to the preceding labor and parts warranty coverage on selected Products are as follows:		
<b><u>PRODUCT MODEL SERIES</u></b>		<b><u>LIMITED WARRANTY COVERAGE PERIOD</u></b>	
<b>Studio Cameras</b>			
<ul style="list-style-type: none"> <li>• HDC Series Studio Cameras: HDC-4300, 3500, 3100/70, 5500</li> <li>• HDC Control Units: HDCU-4300, HDCU-3100/70</li> <li>• HXC-FB80 Series Cameras and Control Units.</li> <li>• Box Cameras: HXC-P70H, HDC-P43, HDC-P50</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	Two (2) years Two (2) years	
<b>Pan/Tilt/Zoom (PTZ) Cameras</b>			
<ul style="list-style-type: none"> <li>• BRC/SRG/EVI Series Cameras</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	One (1) year One (1) year, except Camera Block is warranted for two (2) years.	
<ul style="list-style-type: none"> <li>• BRC-X400, X400W</li> <li>• SRG-X400, X400W</li> <li>• SRG-XP1, SGR-XP1/W</li> <li>• SRG-XB25, SRG-XB25/W</li> <li>• SRX-X120, X120W</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	Two (2) years Two (2) years	
<b>Block Cameras</b>			
<ul style="list-style-type: none"> <li>• XC / XC-HR Series Camera</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	Three (3) years Three (3) years	
<b>Live Production Switchers and ELC</b>			
<ul style="list-style-type: none"> <li>• MVS Series Switchers</li> <li>• ICP Series Control Panels</li> <li>• MKS Accessories for MVS units</li> <li>• ELC Series Product Control Automation</li> <li>• XVS Series</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	Two (2) years Two (2) years	
<b>Recorders/Players</b>			
<ul style="list-style-type: none"> <li>• PDW-HR1, PDW-HR1/MK1, PDW-HD1550, F1600</li> </ul>	<ul style="list-style-type: none"> <li>• Parts</li> </ul>	One (1) year, except the Optical Drive System consisting of the BRD-BRD-P2, BRD-P200 assemblies, optical laser block, loader and seek motor which are warranted for seven (7) years parts & labor.	
<ul style="list-style-type: none"> <li>• PDW-U2, U4 Drive</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	Two (2) years Two (2) years	
<ul style="list-style-type: none"> <li>• PDW-70MD, 75 MD Recorder/Player</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	Two (2) years Two (2) years	
<b>Recording Media</b>			
[Tape] <ul style="list-style-type: none"> <li>• HDCAM SR</li> <li>• HDCAM</li> <li>• Digital BETACAM</li> <li>• Digital Master</li> <li>• Betacam SP / Betacam SX / MPEX IMX</li> </ul>	Repair or Replace	Ninety (90) days	
[EOL Products for Tape Media] <ul style="list-style-type: none"> <li>• Betacam SP / Betacam SX / MPEX IMX</li> </ul>			

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**LIMITED PRODUCT WARRANTY**

<p>[Optical Media]</p> <ul style="list-style-type: none"> <li>• Optical Disc Archive (ODA) Gen-1, 2, &amp; 3</li> <li>• Professional Disc</li> <li>• Professional RAID</li> </ul> <p>[EOL Products for Sony branded storage media]</p> <ul style="list-style-type: none"> <li>• AIT / AIT Turbo / S-AIT / DDS / DAT72 / DLT / Super DLT / LTO / 3.5" MO / 5.25" MO / D8 / Mammoth</li> </ul>	<p>Repair or Replace</p>	<p>Life of the product</p>
<ul style="list-style-type: none"> <li>• SxS Media (Pro +, ProX, -1)</li> </ul>		<p>Ten (10) years</p>
<ul style="list-style-type: none"> <li>• Professional HDD/SSD</li> </ul>		<p>Three (3) years</p>
<ul style="list-style-type: none"> <li>• Professional RAID</li> </ul>		<p>Three (3) years</p>
<p><b>Display</b></p>		
<ul style="list-style-type: none"> <li>• FW Series</li> <li>• FWD Series</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years Three (3) years Advanced Exchange</p>
<ul style="list-style-type: none"> <li>• BVM Series</li> <li>• PVM Series</li> <li>• SRM Series</li> <li>• LMD Series</li> <li>• BKM</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years Three (3) years</p>
<ul style="list-style-type: none"> <li>• LMD-DM (Series)</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Five (5) years Five (5) years except the panel which is warranted for five (5) years or 30,000 hours, whichever occurs first.</p>
<ul style="list-style-type: none"> <li>• VPL-FHZ/FWZ/PHZ/PWZ Series Laser Projectors</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Five (5) years or 12,000 hours, whichever occurs first Five (5) years or 12,000 hours, whichever occurs first  Advanced Exchange</p>
<ul style="list-style-type: none"> <li>• VPL-C/D/E/F/M/P/S Series Lamp Projector Products</li> <li>• Projector Accessories</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years, except (a) the lamp which has a ninety (90) day limited warranty period.  Advanced Exchange</p>
<ul style="list-style-type: none"> <li>• SRX-R Series Projector and Accessories</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Two (2) years on-site Two (2) years, except the LKR-X series projector lamps which are warranted from non-ignition or rupture as follows: 2.0 kW- 2400 hours 3.0 kW- 1000 hours 4.2 kW- 500 hours</p>
<ul style="list-style-type: none"> <li>• SRX-T Series Projector and Accessories</li> </ul>	<ul style="list-style-type: none"> <li>• Parts</li> </ul>	<p>One (1) year, except lamp which is warranted for 90 days or 200 hours, whichever occurs first.</p>
<ul style="list-style-type: none"> <li>• VPL-GTZ Series</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years or 12,000 hours whichever comes first. Three (3) years or 12,000 hours whichever comes first.</p>
<ul style="list-style-type: none"> <li>• ZRD-C12A/C15A</li> <li>• ZRD-B12A/B15A</li> <li>• ZRCT-300</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years Three (3) years On-site Labor not included in any standard or extended warranty. Warranty starts on installation date. Advanced Replacement on a failed/malfunctioning Controller. If cabinet or module fails, use spare module from kit, and send faulty module back to Sony. Module will be repaired, if possible, and returned to customer. If module unable to be repaired, replacement module will be issued.</p>

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		Failed cabinet part will be replaced and returned to customer spare inventory.
<b>Printer Products</b>		
<ul style="list-style-type: none"> <li>UP Series Printers</li> </ul>	<ul style="list-style-type: none"> <li>Parts</li> </ul>	One (1) year, except a.) Thermal Head, which is warranted for one (1) year or 10,000 prints, whichever occurs first.
<ul style="list-style-type: none"> <li>UPD-DF Series Digital Film Image</li> </ul>	<ul style="list-style-type: none"> <li>Parts</li> </ul>	One (1) year with exception of thermal head which is warranted for three (3) years or 50,000 prints, whichever occurs first
<b>Medical Display</b>		
<ul style="list-style-type: none"> <li>PVM (MD series)</li> <li>LMD (MD and MT Series)</li> <li>BKM accessories</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Three (3) years Three (3) years
<ul style="list-style-type: none"> <li>LMD-DM Diagnostic Display (Series)</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Five (5) years Five (5) years except the panel which is warranted for five (5) years or 30,000 hours, whichever occurs first.
<b>Medical Printers</b>		
<ul style="list-style-type: none"> <li>UP "MD" suffix Printers</li> <li>UP-D and UP-DR "MD" suffix Printers, UP-D898, UP-D89C, UP-D898SYN, UP-X898MD</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	One (1) year One (1) year, except Thermal Head, which is warranted for one (1) year or 10,000 prints, whichever occurs first.

During the labor warranty period, to repair the Product, Purchaser will either return the defective Product, freight prepaid, or deliver it to a Sony Service Center or to a service facility authorized by Sony. The Product to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection. Sony will return the repaired Product freight prepaid to Purchaser. All freight costs associated with replacement of warranty parts after expiration of the original labor warranty period are the responsibility of the Purchaser. Sony is not obligated to provide Purchaser with a substitute unit during the warranty period or at any time. For an additional fee, Sony field service and support at the Purchaser's location is available to Purchaser at Sony's prevailing per incident billable rates for such service subject to availability.

The limited warranty stated on this card is subject to all of the following terms and conditions.

### TERMS AND CONDITIONS

**1. NOTIFICATION OF CLAIMS; WARRANTY SERVICE:** If Purchaser believes that the Product is defective in material or workmanship, then written notice with an explanation of the claim shall be given promptly by Purchaser to Sony but all claims for warranty service must be made within the warranty period. If after investigation Sony determines that the reported problem was not covered by the warranty, Purchaser shall pay Sony for the cost of investigating the problem at its then prevailing per incident billable rate. No repair or replacement of any Product or part thereof shall extend the warranty period as to the entire Product. The specific warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the Product parts warranty, whichever is greater.

**2. EXCLUSIVE REMEDY; ACCEPTANCE:** Purchaser's exclusive remedy and Sony's sole obligation is to supply (or pay for) all labor necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall Sony refund to Purchaser the purchase price for such Product. Purchaser's failure to make a claim as provided in paragraph 1 above or continued use of the Product shall constitute an unqualified acceptance of such Product and a waiver by Purchaser of all claims thereto.

**3. EXCEPTIONS TO LIMITED WARRANTY:** Sony shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period which is subjected to any of the following: abuse, improper use; negligence, accident, modification, failure of the end-user to follow the operating procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual for the Product where a schedule is specified for regular replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; damage due to smoke exposure (cigarette or otherwise); operation of the Product outside of the published environmental and electrical parameters, or if such Product's original identification (trademark, serial number) markings have been defaced, altered, or removed. Sony excludes from warranty coverage Products sold AS IS and/or WITH ALL FAULTS and excludes used Products which have not been sold by Sony to the Purchaser. Sony also excludes from warranty coverage consumable items such as fuses and batteries.

All software and accompanying documentation furnished with, or as part of the Product is furnished "AS IS" (i.e., without any warranty of any kind), except where expressly provided otherwise in any documentation or license agreement furnished with the Product.

#### 4. CUSTOMER DATA

Customer shall be solely responsible for maintaining backup data necessary to replace Customer data lost or damaged from any cause.

**5. PROOF OF PURCHASE:** The Purchaser's dated bill of sale must be retained as evidence of the date of purchase and to establish warranty eligibility.

**6. PRODUCT REGISTRATION:** Registration of any Product or of this limited warranty is voluntary; failure to register will not diminish any rights available under this warranty.

### DISCLAIMER OF WARRANTY

**EXCEPT FOR THE FOREGOING WARRANTIES, SONY HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY AND/OR ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTY WITH REGARD TO ANY CLAIM OF INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE**



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## LIMITED PRODUCT WARRANTY

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STATE STATUTE. SONY HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH ANY COMBINATION OF NON-SONY PRODUCTS PURCHASER MAY CHOOSE TO CONNECT TO THE PRODUCT.

### LIMITATION OF LIABILITY

THE LIABILITY OF SONY, IF ANY, AND PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE. IN NO EVENT SHALL SONY BE LIABLE TO PURCHASER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER.

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For further information and the name of the nearest authorized Sony service facility contact:

United States of America  
Sony Electronics Inc.  
Imaging Products and Solutions - Americas  
Customer and Engineering Services  
115 West Century Road  
Suite 250, Paramus, New Jersey 07652  
(201) 930-1000

SONY ELECTRONICS INC. ("Sony") warrants this Product against defects in material or workmanship, as follows:

## CANADA POLICY

<b>A. Labor:</b>	For a period of one (1) year from the date of purchase, Sony will, at no charge, repair this Product if determined by Sony to be defective. After the warranty period, the Purchaser must pay all labor charges.		
<b>B. Parts:</b>	For a period of one (1) year from the date of purchase Sony will, at no charge, supply new or rebuilt replacements for parts determined by Sony to be defective. After the warranty period, the Purchaser must pay all parts charges.		
<b>C. Territory</b>	Warranty coverage is only valid within the United States, excluding territories.		
<b>D. Exceptions:</b>	Exceptions or limitations to the preceding labor and parts warranty coverage on selected Products are as follows:		
<b><u>PRODUCT MODEL SERIES</u></b>		<b><u>LIMITED WARRANTY COVERAGE PERIOD</u></b>	
<b>Studio Cameras</b>			
<ul style="list-style-type: none"> <li>HDC Series Studio Cameras: HDC-4300, 3500, 3100/70, 5500</li> <li>HDC Control Units: HDCU-4300, HDCU-3100/70</li> <li>HXC-FB80 Series Cameras and Control Units.</li> <li>Box Cameras: HXC-P70H, HDC-P43, HDC-P50</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Two (2) years Two (2) years	
<b>Pan/Tilt/Zoom (PTZ) Cameras</b>			
<ul style="list-style-type: none"> <li>BRC/SRG/EVI Series Cameras</li> <li>BRC-X400, X400W</li> <li>SRG-X400, X400W</li> <li>SRX-X120, X120W</li> </ul>	<ul style="list-style-type: none"> <li>Parts</li> <li>Labor</li> <li>Parts</li> </ul>	One (1) year, except Camera Block is warranted for two (2) years. Two (2) years Two (2) years	
<b>Block Cameras</b>			
<ul style="list-style-type: none"> <li>XC / XC-HR Series Camera</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Three (3) years Three (3) years	
<b>Live Production Switchers and ELC</b>			
<ul style="list-style-type: none"> <li>MVS Series Switchers</li> <li>ICP Series Control Panels</li> <li>MKS Accessories for MVS units</li> <li>ELC Series Product Control Automation</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Two (2) years Two (2) years	
<b>Recorders/Players</b>			
<ul style="list-style-type: none"> <li>PDW-HR1, PDW-HR1/MK1, PDW-HD1550, F1600</li> </ul>	<ul style="list-style-type: none"> <li>Parts</li> </ul>	One (1) year, except the Optical Drive System consisting of the BRD-P1, BRD-P2, BRD-P200 assemblies, optical laser block, loader and seek motor which are warranted for seven (7) years parts & labor.	
<ul style="list-style-type: none"> <li>PDW-U2, U4 Drive</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Two (2) years Two (2) years	
<ul style="list-style-type: none"> <li>PDW-70MD, 75 MD Recorder/Player</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Two (2) years Two (2) years	
<b>Recording Media</b>			
[Tape] <ul style="list-style-type: none"> <li>HDCAM SR</li> <li>HDCAM</li> <li>Digital BETACAM</li> <li>Digital Master</li> <li>Betacam SP / Betacam SX / MPEX IMX</li> </ul>	Repair or Replace	Ninety (90) days	
[EOL Products for Tape Media] <ul style="list-style-type: none"> <li>Betacam SP / Betacam SX / MPEX IMX</li> </ul>		Life of the product	
[Optical Media] <ul style="list-style-type: none"> <li>Optical Disc Archive (ODA) Gen-1, 2, &amp; 3</li> <li>Professional Disc</li> <li>Professional RAID</li> </ul>		Life of the product	
[EOL Products for Sony branded storage media] <ul style="list-style-type: none"> <li>AIT / AIT Turbo / S-AIT / DDS / DAT72 / DLT / Super DLT / LTO / 3.5" MO / 5.25" MO / D8 / Mammoth</li> </ul>		Ten (10) years	
<ul style="list-style-type: none"> <li>SxS Media (Pro +, ProX, -1)</li> <li>Professional HDD/SSD</li> <li>Professional RAID</li> </ul>		Three (3) years Three (3) years	
<b>Display</b>			
<ul style="list-style-type: none"> <li>FW Series</li> <li>FWD Series</li> </ul>	<ul style="list-style-type: none"> <li>Labor</li> <li>Parts</li> </ul>	Three (3) years Three (3) years Advance Exchange	

<ul style="list-style-type: none"> <li>• BVM Series</li> <li>• PVM Series</li> <li>• SRM Series</li> <li>• LMD Series</li> <li>• BKM</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years</p> <p>Three (3) years</p>
<ul style="list-style-type: none"> <li>• LMD-DM (Series)</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Five (5) years</p> <p>Five (5) years except the panel which is warranted for five (5) years or 30,000 hours, whichever occurs first.</p>
<ul style="list-style-type: none"> <li>• VPL-FHZ/FWZ/PHZ/PWZ Series Laser Projectors</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Five (5) years or 12,000 hours, whichever occurs first</p> <p>Five (5) years or 12,000 hours, whichever occurs first</p> <p>Advance Exchange</p>
<ul style="list-style-type: none"> <li>• VPL-C/D/E/F/M/P/S Series Lamp Projector Products</li> <li>• Projector Accessories</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years, except (a) the lamp which has a ninety (90) day limited warranty period.</p> <p>Advance Exchange</p>
<ul style="list-style-type: none"> <li>• SRX-R Series Projector and Accessories</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Two (2) years on-site</p> <p>Two (2) years, except the LKR-X series projector lamps which are warranted from non-ignition or rupture as follows:</p> <p>2.0 kW- 2400 hours</p> <p>3.0 kW- 1000 hours</p> <p>4.2 kW- 500 hours</p>
<ul style="list-style-type: none"> <li>• SRX-T Series Projector and Accessories</li> </ul>	<ul style="list-style-type: none"> <li>• Parts</li> </ul>	<p>One (1) year, except lamp which is warranted for 90 days or 200 hours, whichever occurs first.</p>
<ul style="list-style-type: none"> <li>• BZMD-1000 ImageCoreHD</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Two (2) years</p> <p>Two (2) years</p>
<ul style="list-style-type: none"> <li>• VPL-GTZ Series</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years or 12,000 hours whichever comes first.</p> <p>Three (3) years or 12,000 hours whichever comes first.</p>
<ul style="list-style-type: none"> <li>• ZRD-C12A/C15A</li> <li>• ZRD-B12A/B15A</li> <li>• ZRCT-300</li> </ul>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>	<p>Three (3) years</p> <p>Three (3) years</p> <p>On-site Labor not included in any standard or extended warranty.</p> <p>Warranty starts on installation date.</p> <p>Advanced Replacement on a failed/malfunctioning Controller.</p> <p>If cabinet or module fails, use spare module from kit, and send faulty module back to Sony.</p> <p>Module will be repaired, if possible, and returned to customer.</p> <p>If module unable to be repaired, replacement module will be issued.</p> <p>Failed cabinet part will be replaced and returned to customer spare inventory.</p>
<b>Printer Products</b>		
<ul style="list-style-type: none"> <li>• UP Series Printers</li> </ul>	<ul style="list-style-type: none"> <li>• Parts</li> </ul>	<p>One (1) year, except a.) Thermal Head, which is warranted for one (1) year or 10,000 prints, whichever occurs first.</p>
<ul style="list-style-type: none"> <li>• UPD-DF Series Digital Film Image</li> </ul>	<ul style="list-style-type: none"> <li>• Parts</li> </ul>	<p>One (1) year with exception of thermal head which is warranted for three (3) years or 50,000 prints, whichever occurs first</p>

Limited warranty described above (this “warranty”) is also subject to each and all of the following terms and conditions:

## TERMS AND CONDITIONS

**1. NOTIFICATION OF CLAIMS & WARRANTY SERVICE:** If Purchaser believes that the Product is defective in material or workmanship, then written notice, with an explanation of the claim in reasonably sufficient detail, shall be given promptly by Purchaser to Sony. All claims for warranty service must be made within the warranty period. If after investigation Sony determines that the reported problem was not covered by the warranty, Purchaser shall pay Sony for the cost of investigating the problem at Sony’s then prevailing per incident billable rate. No repair or replacement of the Product or part thereof shall extend the warranty period in respect of the Product as a whole. The specific warranty on a repaired or replaced part shall be in effect for (a) a period of NINETY (90) DAYS following the repair or replacement of that part, or (b) the remainder of the warranty period applicable in respect of the Product as a whole, whichever period expires first.

**2. SHIPPING OF PRODUCT:** To arrange for warranty service in respect of the Product, Purchaser must either return the Product, freight prepaid, or deliver it personally to a Sony Service Center or to a service facility authorized by Sony. The Product must be returned either in its original carton or in a similar package affording an equal degree of protection. Damage sustained in transit or shipment of the Product will not be repaired under warranty. Following an evaluation or repairs made to a Product under warranty, Sony will return the repaired Product freight prepaid to Purchaser. If after investigation Sony determines that the reported problem was not covered by the warranty, whether because of a warranty exclusion or the expiry of the warranty, Purchaser shall pay Sony for the cost of any repairs, parts, and the return of the Product to Purchaser. Sony is not obligated to provide Purchaser with a substitute unit during the warranty period or at any time. For an additional fee, Sony field service and support at Purchaser’s location is available to Purchaser at Sony’s then prevailing per incident billable rates and related costs and expenses for such service, subject to availability.

**3. EXCLUSIVE REMEDY & ACCEPTANCE:** Purchaser’s exclusive remedy and Sony’s sole obligation is for Sony to supply (or pay for) all labour necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for parts found to be defective during the warranty period. Furthermore, Sony shall be entitled to require Purchaser to return the Product to Sony at Purchaser’s expense when Purchaser makes a repair request, regardless of whether or not the requested repair is ultimately covered by this warranty. Purchaser’s failure to make a claim as provided in paragraph 1 above, or Purchaser’s continued use of the Product, shall constitute an unqualified acceptance of such Product and a waiver by Purchaser of all claims in respect of the Product.

**4. EXCEPTIONS TO LIMITED WARRANTY:** This warranty is limited to repairs or parts replacement necessitated by defective workmanship or materials within the applicable warranty period and does not extend to persons other than the original consumer who purchases the Product in unused condition from an authorized Sony dealer within Canada (such consumer referred to in this warranty as “Purchaser”). Sony shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period, which Product has been, in Sony’s sole discretion, subjected to any of the following: abuse, improper use, negligence, accident, modification, failure of any end-user, including Purchaser, to follow the operating procedures outlined in the user’s manual, failure of the end-user to follow the maintenance procedures in the service manual for the Product where a schedule is specified for regular replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule, attempted repair, service, modification or alteration by anyone other than an authorized Sony representative, operation of the Product outside of the published environmental and electrical parameters, or if such Product’s original identification (trade-mark, model name or serial number) markings have been defaced, altered, or removed. Sony

**THIS PRODUCT IS FOR PROFESSIONAL USE****LIMITED PRODUCT WARRANTY**

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excludes from warranty coverage any Products sold “AS IS” and/or “WITH ALL FAULTS” and excludes used Products which have not been sold by Sony to Purchaser. Sony also excludes from warranty coverage any Products located outside of Canada and consumable items such as fuses, batteries or other parts wearing out due to ordinary wear and tear. Any and all software and accompanying documentation furnished with, or as part of the Product is furnished “AS IS” without any warranty of any kind, except and to the extent where otherwise expressly provided in any documentation or license agreement furnished with the software. The opinion of Sony with respect to these matters will be final.

**5. PROOF OF PURCHASE:** Purchaser’s dated original bill of sale must be retained as evidence of the date of purchase and must be provided to Sony at the time of a repair request to establish warranty eligibility.

**DISCLAIMER OF WARRANTY**

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, SONY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, WHETHER ARISING BY LAW, BY STATUTE, BY COURSE OF DEALING OR USAGE OF TRADE, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SONY HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH ANY COMBINATION OF NON SONY PRODUCTS THAT MAY BE CONNECTED TO THE PRODUCT AFTER PURCHASE. SONY’S LIABILITY, IF ANY, AND THE SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OR FAILURE OF PERFORMANCE OF THE PRODUCT, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE, AND IN NO EVENT SHALL SONY BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER. SONY NEITHER ASSUMES NOR AUTHORIZES ANY REPRESENTATIVE OR OTHER PERSON TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY OTHER THAN AS IS EXPRESSLY SET FORTH HEREIN.

For further information and the name of the nearest authorized Sony service facility contact the BCS Service Manager at:

**115 Gordon Baker Road, Toronto, Ontario, M2H 3R6 (416) 496-5500**

**65 North Bend Street, Coquitlam, British Columbia, V3K 6N9 (604) 945-8088  
4787 Levy, St.-Laurent, Quebec, H4R 2P9 (514) 956-7669**



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## **LIMITED PRODUCT WARRANTY**

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### **WARRANTY REGISTRATION**

**Please register by submitting the following information in writing to Sony of Canada Ltd. at the address below: (i) Model No.; (ii) Serial Number; (iii) Date of Purchase; (iv) Vendor Name; (v) Your Name; and (vi) Your Address.**

Mailing Address:

Sony of Canada Ltd.  
Service and Engineering  
2235 Sheppard Avenue East  
Suite 700, Toronto, ON M2J 5B5  
Attn: PSG Warranty Dept.

THE INFORMATION OBTAINED FROM YOU MAY BE USED BY SONY OR ITS AFFILIATED COMPANIES FOR THE PURPOSE OF DIRECT MAIL, INCLUDING PRODUCT INFORMATION AND/OR SPECIAL OFFERS. IF YOU PREFER *NOT* TO RECEIVE SUCH DIRECT MAIL, PLEASE CLEARLY INDICATE "I PREFER NOT TO RECEIVE DIRECT MAIL" WHEN SUBMITTING OR REGISTERING YOUR WARRANTY INFORMATION.