

**THIS PRODUCT IS FOR PROFESSIONAL USE**

## LIMITED PRODUCT WARRANTY

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

|  |   |  |  |
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| <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<br>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> </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.<br>Two (2) years<br>Two (2) years  |  |
| <ul style="list-style-type: none"> <li>• SRGX400, SRGX400/W, SRGX400/N, SRGX400W/N</li> <li>• SRGX120, SRGX120/W, SRGX120/N, SRGX120W/N</li> <li>• SRGX40UH, SRGX40UH/W</li> <li>• SRGXB25, SRGXB25/W, SRGXB25/N, SRGXB25W/N</li> <li>• SRGXP1, SRGXP1/W, SRGXP1/N, SRGXP1W/N</li> <li>• REAC1000, REAC1000/SWPACK</li> <li>• SRGA40, SRGA40/N, SRGA40/W, SRGA40W/N</li> <li>• SRGA12, SRGA12/N, SRGA12/W, SRGA12W/12</li> </ul> | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>  | Five (5) years<br>Five (5) years   |  |
| <b>Installation Audio</b>  |   |  |  |
| <ul style="list-style-type: none"> <li>• MAS-A100</li> <li>• SLS-1A</li> </ul>   | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>  | Five (5) years<br>Five (5) 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>• MLS Series</li> </ul>  | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul>  | Two (2) years<br>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<br>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<br>Two (2) years   |  |
| <b>Recording Media</b>   |   |  |  |
| [Optical Media]<br><ul style="list-style-type: none"> <li>• Optical Disc Archive (ODA) Cartridge</li> <li>• Professional Disc</li> </ul>   | Repair or Replace   | Life of the product  |  |
| <ul style="list-style-type: none"> <li>• SxS Media (Pro +, ProX, -1)</li> </ul>  |   | Ten (10) years   |  |
| <ul style="list-style-type: none"> <li>• Professional HDD/SSD</li> </ul>   |   | Three (3) years  |  |
| <ul style="list-style-type: none"> <li>• Professional RAID</li> </ul>  |   | 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<br>Three (3) years   |  |

08/13/2024

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|   |  | Advance Exchange  |
| <ul style="list-style-type: none"> <li>• FWD /AL models</li> <li>• FWD -XA95L</li> </ul>  | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul> | One (1) year<br>One (1) year<br>Advance Exchange  |
| <ul style="list-style-type: none"> <li>• FW- BZ40L, BZ50L, and BZ53L Series</li> </ul>  | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul> | Five (5) years<br>Five (5) years<br>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> | Three (3) years<br>Three (3) years  |
| <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> | Five (5) years<br>Five (5) years except the panel which is warranted for five (5) years or 30,000 hours, whichever occurs first.  |
| <ul style="list-style-type: none"> <li>• VPL-FHZ/FWZ/PHZ/PWZ/CWZ Series Laser Projectors</li> </ul>   | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul> | Five (5) years or 12,000 hours, whichever occurs first<br>Five (5) years or 12,000 hours, whichever occurs first<br><br>Advance Exchange  |
| <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> | Three (3) years, except (a) the lamp which has a ninety (90) day limited warranty period.<br><br>Advance Exchange   |
| <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> | Two (2) years on-site<br>Two (2) years, except the LKR-X series projector lamps which are warranted from non-ignition or rupture as follows:<br>2.0 kW- 2400 hours<br>3.0 kW- 1000 hours<br>4.2 kW- 500 hours |
| <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>                  | One (1) year, except lamp which is warranted for 90 days or 200 hours, whichever occurs first.  |
| <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> | Two (2) years<br>Two (2) years  |
| <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> | Three (3) years or 12,000 hours whichever comes first.<br>Three (3) years or 12,000 hours whichever comes first.  |

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| <ul style="list-style-type: none"> <li>• CLED (ZRD &amp; ZRCT Series)</li> </ul>  | <ul style="list-style-type: none"> <li>• Labor</li> <li>• Parts</li> </ul> | Three (3) years<br>Three (3) years<br>On-site Labor not included in any standard or extended warranty.<br>Warranty starts on installation date.<br>Advanced Replacement on a failed/malfunctioning Controller.<br>If cabinet or module fails, use spare module from kit, and send faulty module back to Sony.<br>Module will be repaired, if possible, and returned to customer.<br>If module unable to be repaired, replacement module will be issued.<br>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>Nevion Products</b>  |  |   |
| <ul style="list-style-type: none"> <li>• All Nevion hardware</li> </ul>   |  | Two (2) years   |
| <ul style="list-style-type: none"> <li>• All Nevion hardware parts, assemblies and supplies to support hardware products previously sold to end users where the standard warranty period has expired</li> </ul> | <ul style="list-style-type: none"> <li>• Parts</li> </ul>                  | Ninety (90) days  |
| <ul style="list-style-type: none"> <li>• All Nevion software</li> </ul>   |  | Six (6) months, unless licensed separately, in which case the applicable license terms apply  |
| <ul style="list-style-type: none"> <li>• All Nevion services</li> </ul>   | <ul style="list-style-type: none"> <li>• Labor</li> </ul>                  | Ninety (90) days  |

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.

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**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

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

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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**

**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 (iv) 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.