

SONY

PrimeSupportElite



# VENICE Family

## Support Brochure



## VENICE Family Support Offer

With PrimeSupportElite, experience exclusive **VENICE/VENICE 2** Engineer Hotline which gives you access to dedicated **VENICE/VENICE 2** specialists. 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/VENICE 2 camera and CBK-3610XS VENICE Extension System** is bundled with **2 years of Elite as standard** - ensuring true peace of mind.

	Included	Optional
 PrimeSupport Elite		PSP.VENICE.G.1X
Duration	2 years	1-year extension
VENICE/VENICE2 Engineer Hotline Mon-Fri 9:00-17:00 CET	✓	✓
Fast-Track Repair	✓	✓
Logistics Covered	✓	✓



Register your VENICE/VENICE 2 camera now.

[pro.sony/productregistration](https://pro.sony/productregistration)

## Service Descriptions

### VENICE/VENICE 2 Engineer Hotline

Access to Specialist Engineers Monday – Friday:  
09:00 – 17:00 (CET), excludes local holidays.

Our dedicated hotline number will give you access to an engineer support service team. Our specialist engineers will be able to assist on Technical issues with your unit, providing quick resolution and minimal downtime.

### Fast-Track Repair

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).

### Logistics Covered

Units can be collected from and returned to any address within mainland areas of the following countries, \*Albania, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City and United Kingdom. For all other areas, please contact the helpdesk for further assistance.



## AXS Service

### AXS Recovery Service

For **VENICE/VENICE 2** cameras under 2-year bundled support cover, AXS Recovery Service is available at no extra cost. For other cases this service is chargeable.

To access the service call **VENICE/VENICE 2** Engineer Hotline using your exclusive PIN and telephone number while you're under support. If support for your unit has already expired contact PrimeSupport Helpdesk for assistance.

The issue will be diagnosed upon the receipt of AXS card, files will be recovered\* if needed. Customers under bundled support will receive a new replacement card if the issue cannot be resolved otherwise.



## PrimeSupportOn-Demand

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

### PSP.CAM.HC

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/VENICE 2 unit.

### PSP.ENGINEER.1 PSP.TRAINING.1

Get access to expert support when you need it most with PrimeSupport On-Demand services.

\*A 100% recovery cannot be guaranteed.



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.

Take advantage of the **free** half-day face-to-face session that will show you the essential benefits and features of the **VENICE/VENICE 2** camera. Contact **Training Services@eu.sony.com** for more information.

## Training Services



**20% OFF**

**VENICE/VENICE2 Training Courses** with this voucher. For more information please contact [TrainingServices@eu.sony.com](mailto:TrainingServices@eu.sony.com)

Terms and Conditions apply

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](mailto:TrainingServices@eu.sony.com)  
Travel expenses not included.

## CineAlta Club

Elite one-to-one or production crew training, in-person or online.

CineAlta Club is all about sharing expertise on getting the very best results – both creatively and in production efficiency – from Sony's world-leading VENICE and VENICE 2 motion picture camera systems. The team at DMPC Pinewood have unrivalled experience as on-set advisors for some of the world's biggest motion pictures. Now you can access this invaluable experience in free 2-hour sessions or paid 2-day training courses.

## 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](http://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/venice2>

<http://pro.sony/venice>