

**SONY.**

# Guarantee and Service Support

**VAIO**

# GUARANTEE

**IMPORTANT:** Before any services are provided on this VGF-HS Home Server (hereinafter referred to as 'Product') and in the event that Sony might have to delete data, you must ensure that you back up the contents of your hard drive, including any data you have stored or software you have installed on the hard drive. Sony shall not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any Product service.

## **Dear Customer,**

Thank you for purchasing your Sony product. We hope you will be happy using it.

In the unlikely event that your product needs guarantee service, please contact VAIO-Link (<http://www.vaio-link.com>) or your dealer or a member of our authorized service network (ASN) in the European Economic Area (EEA) or other countries designated by this Guarantee or accompanying leaflets. To avoid any unnecessary inconvenience on your part, it is recommended that you read the documentation carefully before seeking guarantee service.

## **Your Guarantee**

This Guarantee applies to your Sony product if stated in the leaflets that accompanied your product provided that it was purchased within the Guarantee Area. By this Guarantee, Sony guarantees the product to be free from defects in materials and workmanship at the date of original purchase for a period of not less than ONE YEAR from that date. The Sony company that provides and will honour this Guarantee is designated in this Guarantee or accompanying leaflets under the country where you seek guarantee service.

If within the guarantee period the product is determined to be defective (at the date of original purchase) due to improper materials or workmanship, Sony or an ASN member in the Guarantee Area will, without charge for labour or parts, repair or (at Sony's discretion) replace the product or its defective parts subject to the terms and conditions below. Sony and ASN members may replace defective products or parts with new or refurbished products or parts. All products and parts replaced become the property of Sony.

## **Terms**

- 1 Guarantee services will be provided only if the original invoice or sales receipt (indicating the date of purchase, model name and dealer's name) is presented with the defective product within the guarantee period. Sony and ASN members may refuse free-of-charge guarantee service if these documents are not presented or if they are incomplete or illegible. This Guarantee will not apply if the model name or serial number on the product has been altered, deleted, removed or made illegible.
- 2 To avoid damage to or loss/erasure of removable data storage media or accessories, you must remove these before submitting your product for guarantee service.
- 3 This Guarantee does not cover transport costs and risks associated with transport of your product to and from Sony or an ASN member.
- 4 This guarantee does not cover:
  - periodic maintenance and repair or parts replacement due to wear and tear
  - damage or defects caused by use, operation or treatment of the product inconsistent with normal personal or domestic use
  - damage or changes to the product as a result of misuse, including:
    - treatment resulting in physical, cosmetic or surface damage or changes to the product or damage to liquid crystal displays
    - failure to install or use the product for its normal purpose or in accordance with Sony instructions on installation or use
    - failure to maintain the product in accordance with Sony instructions on proper maintenance
    - installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used
    - virus infections or use of the product with software not provided with the product or incorrectly installed software

- the condition of or defects in systems with which the product is used or incorporated except other Sony products designed to be used with the product
- use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Sony
- repair or attempted repair by persons who are not Sony or ASN members
- adjustments or adaptations without Sony's prior written consent, including:
  - upgrading the product beyond specifications or features described in the instruction manual, or
  - modifications to the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured
  - neglect
  - accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lightning, other external forces and impacts.
- 5** This guarantee covers only hardware components of the product. It does not cover software (whether of Sony or others) for which an end-user license agreement or separate warranty/guarantee statements or exclusions are provided or intended to apply.
- 6** We would like to inform you that the diagnostic fee of your product shall be paid by you if:
  - a) the diagnosis of your product performed by Sony or by an authorized Sony Service center proves that you will not be entitled to a repair under this guarantee (for whatever reason) to rectify the defect;
  - b) or your product is working properly and no fault was found.
 For the amount of the diagnostic fee please go to <http://www.vaio-link.com>.

### **Exclusions and limitations**

Except as stated above, Sony makes no warranties (express, implied, statutory or otherwise) regarding product or accompanying or constituent software quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, Sony excludes or limits its warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Guarantee.

Sony's only obligation under this Guarantee is to repair or replace products subject to these Guarantee terms and conditions. Sony is not liable for any loss or damage relating to products, service, this Guarantee or otherwise, including - economic or intangible losses - the price paid for the product - loss of profits, revenue, data, enjoyment or use of the product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to:

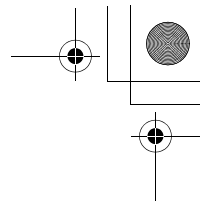
- impaired or non-operation of the product or associated products through defects or unavailability while with Sony or an ASN member, which caused downtime, loss of user time or business interruption
- inaccuracy of output from the product or associated products
- damage to or loss of software programs or removable data storage media, or
- virus infections and other causes.

This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied warranty, and strict liability (even where Sony or an ASN member has been advised of the possibility of such damages).

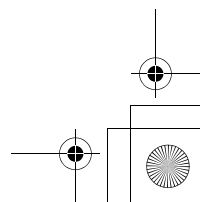
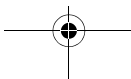
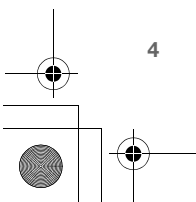
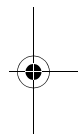
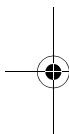
Where applicable law prohibits or limits these liability exclusions, Sony excludes or limits its liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, willful misconduct, deceit and similar acts. Sony's liability under this guarantee will in no case exceed the price paid for the product, but if applicable law permits only higher liability limitations, the higher limitations apply.

### **Your legal rights reserved**

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This guarantee does not affect statutory rights you may have nor those rights that cannot be excluded or limited, nor rights against the person from whom you purchased the product. You may assert any rights you have at your sole discretion.



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# Sony support services

VAIO-Link takes care of the technical after-sales support and can be reached either by eSupport or phone.

 You need to set up an Internet connection before you can access the online features described here.

## **eSupport**

### **What is eSupport?**

You have searched our user guides and website but have not found an answer to your question or issue?

eSupport is the ideal solution for you!

Our eSupport Web Portal is an interactive website on which you can submit any technical query you may have regarding your product and receive answers from our dedicated support team.

Every submitted query will result in a unique 'case number' to ensure smooth communication between yourself and the eSupport Team.

### **Who can use eSupport?**

All registered VAIO customers are entitled to unlimited access to VAIO-Link eSupport.

### **How can I access the VAIO-Link eSupport portal?**

When you register your VAIO product, you will automatically receive an email with the link to eSupport, your Customer ID and some basic explanation a few hours later. All you need to do is activate your account by clicking on the provided link in the email. You are now ready to create your first case!

You can access the VAIO-Link eSupport Portal from any computer with an active internet connection. A complete help file is available on eSupport to help you use our eSupport service.

### **Can I submit questions in my native language?**

Since you are interacting with our eSupport Team through a portal, which connects you directly to our central database, eSupport will only accept and deal with queries submitted in English, French or German.

### **Can I submit my questions at any time?**

Yes, you can submit your questions 24/7, but please keep in mind that our eSupport Team can only treat queries from Monday till Friday between 8am and 6pm.

### **Is there a cost involved for using eSupport?**

No, this is a complete free of charge service offered to all registered VAIO customers!

Internet connection costs are not covered.

### **How do I know when the eSupport Team has handled my query/case?**

As soon as your case has been dealt with by our eSupport Team, you will receive an email, notifying you that your case has been updated.

## **VAIO-Link customer support**

### **What is VAIO-Link?**

VAIO-Link is a service program developed by Sony to provide our VAIO Customers with a personal link to our extensive range of technical and customer support facilities. These facilities are intended to help you make the most of our VAIO product range and to provide you with the best possible service.


### **Service background**

Sony manufactures its products using quality materials, with a high degree of workmanship and a design for ease of use. Although it is Sony's goal that all customers will be satisfied with the products as purchased, it is recognised that due to the complexity of the technology, sometimes customers might encounter difficulties, which may require support and assistance from Sony. To service this need, Sony has created a service program called VAIO-Link. This program is backed up by a dedicated response centre and repair operation, which is staffed by highly qualified personnel. The staff is trained to provide you with the best possible service.

### **Who can use VAIO-Link?**

All registered customers who are covered by the VAIO guarantee will be entitled to use the VAIO-Link services.

For a VAIO out of warranty, premium rate numbers will be charged.

 Numbers can be subject to change and can be updated without prior notice.

### Registering your VAIO Product

Registration is very important to us in providing you with the best possible service, as it allows us to maintain records of your PC configuration and of all contacts you have had with us over the duration of your guarantee. It also allows us to automatically give you direct access to information or software updates. In short, it allows us to personalise our service to you.

If your VAIO has not been registered yet, please register with My Club VAIO (<http://club.vaio.sony.eu>).


 This option requires an Internet connection.

### Accessing the VAIO-Link services

To provide easy access to all our customers, VAIO-Link services can be reached as follows:

- http://www.vaio-link.com:** we have developed a very powerful website for your support with facilities to self-help. It allows you to search for solutions, updates, etc. Can't you find the solution? Via eSupport, you can create a case, follow it up, update and solve it. The website contains a knowledge base with thousands of answers to all types of questions as well as a downloading section.
- Telephone:** national phone numbers are provided for most countries in which our products are currently sold. You can access our World Wide Website 24 hours a day, 7 days a week. For phone support, VAIO-Link is available during the following hours:
  - 8am to 6pm (local time), Monday to Friday;
  - VAIO-Link is closed at weekends, December 25th and January 1st.

Below you will find the specific phone numbers. Details and updates of these are provided in the registration information and on our website.

 Numbers will be updated from time to time without notice.

Country	Language	Phone number	Call this number when your VAIO is ...
Ireland	English	01 407 3040	... in warranty.
		1530 501 002	... out of warranty. ... purchased outside the EU.
United Kingdom	English	0870 240 24 08	... in warranty.
		0905 031 00 06	... out of warranty. ... purchased outside the EU.

For contact information for other countries, go to [www.vaio-link.com](http://www.vaio-link.com).

### ***VAIO hardware repair services***

If you want more information on how this service is provided, go to the VAIO-Link website (<http://www.vaio-link.com>). While the majority of issues are resolved via the Internet or over the phone, sometimes resolving the problem might require intervention or repair.

Our Customer Support Analysts will establish whether a repair is necessary. Prior to calling VAIO-Link and in order to allow a better service, please ensure that the following guidelines are followed:

- Have the serial number of your VAIO or a case number ready at hand.
- If your VAIO has not been registered yet, please register on <http://club.vaio.sony.eu>.
- Have a reasonable and clear definition of your problem.
- Detail any specific changes you have made to the product and/or applications running on it and/or peripheral devices connected to it.
- Provide any other additional data as requested.

In case our Customer Support Analyst confirms the need for a repair, we would like to draw your attention to the following important remarks before we pick up your VAIO:

- Since you are responsible for backing up your data, it is essential that you back up all your files from your hard disk (onto a removable disc, for example), as Sony cannot guarantee the integrity of programs or data on your product during the repair process.
- Do not include any accessories in the shipment of the main unit unless advised otherwise by our Customer Support Analyst.
- A flat fee will be charged for out-of-warranty repairs if you choose not to go ahead with the repair.
- An address, telephone number and contact person reachable during office hours are compulsory to allow our delivery courier and back-office team to operate successfully.

<http://www.vaio-link.com>

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