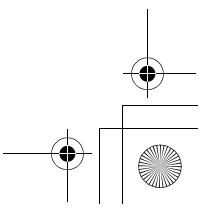
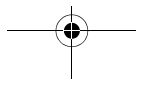
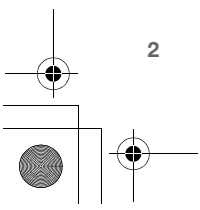
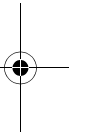
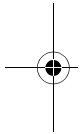
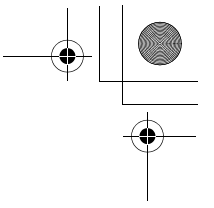
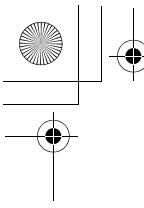


**SONY.**

**Regulations, Warranty, EULA  
and Service Support**

**VAIO**



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# Safety / Regulations Guide

## VAIO Computer Information

### Safety Information

- Opening or dismantling the main unit or any of its accessories, for whatever reason, could lead to damages that are not covered by the guarantee.
- To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- Audio and picture distortion may occur if this equipment is positioned in close proximity to any equipment emitting electromagnetic radiation.
- To prevent fire or shock hazard, do not expose your computer or any of its accessories to rain or moisture.
- Never install modem or telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using the modem during an electrical storm.
- Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.

Depending on the model, one or more optical drives may be built-in or separately supplied. The optical drive included with your VAIO model is classified as a CLASS 1 LASER PRODUCT and complies with the Laser Product Safety Standard EN 60825-1. Class 3B visible and invisible laser radiation when open; avoid exposure to the laser beam. Repair and maintenance only by authorized Sony technicians. Improper repairs and use can create safety hazards.

### For PCG-4L1M, PCG-5H1M and PCG-5H2M only

PCG-4L1M, PCG-5H1M and PCG-5H2M are classified as CLASS 1 LASER PRODUCTS and comply with the Laser Product Safety Standard EN60825-1.

Caution - CLASS 3B visible and invisible laser radiation when open; avoid exposure to the laser beam. Repair and maintenance only by authorized Sony technicians. Improper repairs and use can create safety hazards.

The CLASS 1 label is located on the bottom of the notebook near the model number.

The CLASS 3B warning label is located on the frame below the unit's keyboard or located inside the battery compartment.

- ! Caution - Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

### VAIO notebooks and VAIO desktops with external AC Adapters (VGC-LT1S, VGC-LT1M, VGC-LM1S, VGC-LM1E and VGC-LM1M)

VAIO notebooks are designed to operate only with genuine Sony batteries. Therefore, and in order to guarantee a safe usage of your VAIO notebook, only a genuine Sony rechargeable battery pack should be used. Also, it is highly recommended that you use a genuine Sony AC adapter that meets the quality assurance standard, and supplied by Sony for your VAIO notebook.

This AC adapter is intended for use with VAIO IT products only. Please do not use it for any other purpose. If the power cable of the AC Adapter bundled with your computer comes with a 3-pin plug, please make sure that the electrical connection will be properly earthed.

To disconnect your computer completely from mains voltage, unplug the AC adapter from mains.

The socket outlet shall be installed near the equipment and shall be easily accessible.

i.LINK, PC Card, Monitor, DVI, and USB connectors are not supplied with Limited Power Sources, if such connectors are provided.

Always keep the battery pack installed while the computer is in use.



To prevent possible damage and risk of ignition to your computer during transportation, first attach any supplied connector covers and slot protectors in their appropriate locations, and secure the battery pack in the battery bay.

### **VAIO desktops only:**

VAIO desktops are for indoor use only.

Some models have multiple country specific power cords supplied with them. Please use the power cord suited to the power outlet in your country.

To disconnect your VAIO desktop completely from mains voltage, unplug the power cable.

The socket outlet shall be installed near the equipment and shall be easily accessible.

### **Regulatory Information**

Sony hereby declares that this product, whether or not it includes a wireless kit - including a wireless keyboard and/or a wireless mouse and/or a wireless receiver, is in compliance with the essential requirements and other relevant provisions of European Directive 1999/5/EC.

To obtain a copy of the declaration of conformity (DoC) with the R&TTE Directive, please access the following URL: <http://www.compliance.sony.de/>

This product complies with EN 55022 Class B and EN 55024, for use in following areas: residential, commercial and light industrial.

This product has been tested and found compliant with the limits set out in the EMC Directive for using connection cables not longer than 3 metres (9.8 feet).

### **VAIO desktops with wired or wireless kit:**

Referring to the European standard EN 60825-1, the wired and wireless mice are classified as CLASS1 LED products. Referring to the R&TTE Directive, the wireless keyboard and the wireless mouse are classified as Class 1 products.

### **Disposal of the internal backup memory battery**

- ! Your VAIO product is equipped with an internal backup memory battery that should not have to be replaced during the lifetime of the product. When the battery needs to be replaced, please contact VAIO-Link.
- ! Danger of explosion if the battery is incorrectly replaced.
- ! Dispose of the battery properly at its end-of-life.
- ! In some areas the disposal of non-hazardous batteries in household or business waste may be prohibited.
- ! Please use the public collection system.

### **Disposal of AA batteries**

- ! Depending on the model, some accessories powered by AA batteries may be bundled with your VAIO computer.
- ! For installing the batteries, please refer to the instruction manual.
- ! Do not handle damaged or leaking batteries. Dispose of promptly and properly.
- ! Batteries may explode or leak if improperly recharged, disposed of in fire, mixed with other types of battery or improperly installed.
- ! Batteries may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 60°C (140°F) or incinerate.
- ! Replace only with the same or equivalent type recommended by the manufacturer.
- ! Keep away from children.
- ! Dispose of properly at end-of-life.
- ! In some areas, the disposal of batteries in household or business waste may be prohibited. Please use the appropriate public collection system.

### **VAIO notebooks only: Disposal of lithium ion batteries**

- ! Do not handle damaged or leaking lithium ion batteries. Dispose of promptly and properly.
- ! Danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.
- ! The battery pack used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 60°C (140°F) or incinerate.
- ! Dispose of used batteries promptly and properly.

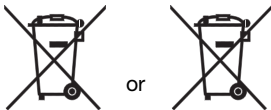
- ! Keep away from children.
- ! In some areas the disposal of lithium ion batteries in household or business waste may be prohibited.
- ! Please use the appropriate public collection system.

**Disposal of Old Electrical & Electronic Equipment (Applicable in the European Union and other European countries with separate collection systems)**



This symbol on the product or on its packaging indicates that this product shall not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The recycling of materials will help to conserve natural resources. For more detailed information about recycling of this product, please contact your local Civic Office, your household waste disposal service or the shop where you purchased the product.

**Disposal of waste batteries (applicable in the European Union and other European countries with separate collection systems)**



Pb

Either of the symbols shown next may appear on the battery or on the packaging to indicate that the battery provided with this product shall not be treated as household waste.

By ensuring these batteries are disposed of correctly, you will help prevent potentially negative consequences for the environment and human health which could otherwise be caused by inappropriate waste handling of the battery. The recycling of the materials will help to conserve natural resources.

In case of products that for safety, performance or data integrity reasons require a permanent connection with an incorporated battery, this battery should be replaced by qualified service staff only. To ensure that the battery will be treated properly, hand over the product at end-of-life to the applicable collection point for the recycling of electrical and electronic equipment.

For all other batteries, please view the section on how to remove the battery from the product safely. Hand the battery over to the applicable collection point for the recycling of waste batteries.

For more detailed information about recycling of this product or battery, please contact your local Civic Office, your household waste disposal service or the shop where you purchased the product.

The manufacturer of this product is Sony Corporation, 1-7-1 Konan Minato-ku Tokyo, 108-0075 Japan. The Authorized Representative for EMC and product safety is Sony Deutschland GmbH, Hedelfinger Strasse 61, 70327 Stuttgart, Germany. For any service or guarantee matters please refer to the addresses given in separate service or guarantee documents.

**CLASS 1  
LASER PRODUCT  
TO EN 60825-1**

**PCG-4L1M, PCG-5H1M and PCG-5H2M**

Located on the bottom panel of PCG-4L1M, PCG-5H1M and PCG-5H2M:

**CLASS 1 LASER PRODUCT  
PRODUIT LASER DE CLASSE 1  
LASER KLASSE 1 PRODUKT**

Located on the bottom panel of PCG-5H1M, PCG-5H2M:

<b>CAUTION</b>	CLASS 3B VISIBLE AND INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.
<b>ATTENTION</b>	RADIATIONS LASER VISIBLES ET INVISIBLES DE CLASSE 3B EN CAS D'OUVERTURE. EVITER TOUTE EXPOSITION DIRECTE AU FAISCEAU.
<b>VORSICHT</b>	KLASSE 3B SICHTBARE UND UNSICHTBARE LASERSTRAHLUNG WENN GEÖFFNET. DIREKTEN KONTAKT MIT DEM STRAHL VERMEIDEN.
<b>注意</b>	ここを開くとクラス3B可視放射および不可視レーザー光が出る。 ビームに人体をさらさないこと。
<b>危険</b>	拆开时会产生可视和不可视的3B类激光辐射。请避免光束照射。

Located inside the battery compartment of PCG-4L1M:

<b>CAUTION</b>	CLASS 3B VISIBLE AND INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.	<b>注意</b>	ここを開くとクラス3B 可視放射および不可視レーザー光が出る。 ビームに人体をさらさないこと。
<b>ATTENTION</b>	RADIATIONS LASER VISIBLES ET INVISIBLES DE CLASSE 3B EN CAS D'OUVERTURE. EVITER TOUTE EXPOSITION DIRECTE AU FAISCEAU.	<b>危険</b>	拆开时会产生可视和不可视的3B类激光辐射。 请避免光束照射。
<b>VORSICHT</b>	KLASSE 3B SICHTBARE UND UNSICHTBARE LASERSTRAHLUNG WENN GEÖFFNET. DIREKTEN KONTAKT MIT DEM STRAHL VERMEIDEN.		

# Modem Regulations Guide

## ***Internal modem***

Hereby Sony declares that the modem, built into your VAIO computer, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The internal modem is intended to be used for data and fax communications using DTMF (Dual Tone Multi Frequency) signaling (tone dialing) on the PSTN (Public Switched Telephone Network) networks in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

# Wireless LAN Regulations Guide

(only for models with built-in wireless LAN functions)

## Wireless LAN - Regulatory information

Sony hereby declares that this wireless LAN product is in compliance with the essential requirements and other relevant provisions of European Directive 1999/5/EC (R&TTE). To obtain a copy of the declaration of conformity (DoC) with the R&TTE Directive, please access the following URL:

<http://www.compliance.sony.de/> and enter the model number (i.e. PCG-xxx or PCV-xxx), found on the nameplate located on the product itself, in the search box as explained on the webpage.

The wireless LAN product is an intended radio device, using either of the 802.11a/b/g/n standards of IEEE. Conforming with R&TTE Directive 1999/5/EC, this equipment complies with EN 55022 Class B and EN 55024 for use in following areas: residential, business and light-industrial. Depending on the model, the Wireless LAN built-in into VAIO computers can only be used in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Conditions of use

When using the IEEE 802.11b/g/n Wireless LAN standard, channels 1 to 13 (2.4 GHz ... 2.4835 GHz) are selectable for both indoor and outdoor use, however with restrictive conditions applying in France and Italy, as follows:

- France: indoors, all channels can be used without restrictions. Outdoors, only channels 1 to 6 are allowed.  
This means that in Peer-to-Peer, the Wireless LAN feature can only be used outside if the peer sets up the communication on an authorised channel (i.e., between 1 & 6). In infrastructure mode, please make sure the access point is configured to a channel from 1 to 6 before setting up the connection.
- Italy: Usage of the apparatus is subject to the following decrees and amendments thereof:
  - Legislative decree 1.8.2003 nr.259, art 104 and art 105
  - Ministerial decree 28.5.2003. For the contact address, please refer to page 18 of this booklet.

When using the IEEE 802.11a/n Wireless LAN standard, channels 36 to 48 (5.15 GHz ... 5.25 GHz, active scanning) and channels 52 to 64 (5.25 GHz ... 5.35 GHz, passive scanning) are selectable for indoor use only, channels 100 to 140 (5.47 GHz ... 5.725 GHz, passive scanning) being selectable for both indoor and outdoor use.

In some situations or environments, the use of the Wireless LAN technology might be restricted by the proprietor of the building or responsible representatives of the organisation, for example on board airplanes, in hospitals or in any other environment where the risk of interference with other devices or services is perceived or identified as harmful. If you are uncertain about the policy applying to the use of Wireless LAN technology in a specific organisation or environment, you are encouraged to first ask for authorisation prior to switching it on. Consult your physician or the manufacturer of personal medical devices (pacemakers, hearing aids, etc.) regarding any restrictions on the use of Wireless LAN technology. Locations directly exposed to sunlight or heaters should be avoided. Internal overheating could result in fire or damage of the unit.

## Interferences

If the equipment does cause harmful interference to television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: reorient or relocate the receiving antenna, increase the distance between the sender and the receiver, consult the dealer or an experienced radio/TV technician for help.

## Disclaimer

Sony will not be responsible for any radio or television interference nor for any other undesired effect due to inappropriate channel selection by the user. The correction of interference caused by such inappropriate channel selection will be the sole responsibility of the user.

# Wireless WAN Regulations Guide

(only for models with built-in wireless WAN functions)

## **Wireless WAN - Regulatory information**

Sony hereby declares that this wireless WAN (Wide Area Network) product is in compliance with the essential requirements and other relevant provisions of European Directive 1999/5/EC (R&TTE). To obtain a copy of the declaration of conformity (DoC) with the R&TTE Directive, please access the following URL: <http://www.compliance.sony.de/> and enter the model number (i.e. PCG-xxx or PCV-xxx), found on the nameplate located on the product itself, in the search box as explained on the webpage.

The wireless WAN product is an intended radio device.

Conforming with R&TTE Directive 1999/5/EC, this equipment complies with EN 55022 Class B and EN 55024 for use in following areas: residential, business and light-industrial.

## **Transmission**

**UMTS/HSDPA:** 2100MHz

**GSM/GPRS/EDGE:** 900/1800 MHz

## **Radio wave exposure and Specific Absorption Rate (SAR) information**

Your VAIO computer has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardized methods with the computer transmitting at its highest certified power level in all used frequency bands.

While there may be differences between the SAR levels of various VAIO computer models, they are all designed to meet the relevant guidelines for exposure to radio waves.

## **Conditions of use**

This equipment is intended to be used at a distance greater than 15 mm between the LCD screen and the user.

Do not operate Wireless WAN in an environment that may be susceptible to radio interference resulting in danger to yourself or to others, specifically:

- Areas where prohibited by law. Follow any special rules and regulations and obey all signs and notices.
- Do not operate Wireless WAN in any area where a potentially explosive atmosphere may exist. Do not operate Wireless WAN while at a refueling point or service station, near fuel depots (fuel storage and distribution areas), chemical plants or in areas undergoing blasting operations.
- The use of Wireless WAN is not permitted in the following environments: near medical and life support equipment (in hospitals, private clinics, etc.). Medical equipment may be susceptible to radio interference.
- On an aircraft, either on the ground or airborne.
- While operating a vehicle.

**Disclaimer**

Due to the transmission and reception properties of wireless communications, data can occasionally be lost or delayed. This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path.

Sony will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received via Wireless WAN, or failure of Wireless WAN to transmit or receive such data.



PCG-5J1M, PCG-5J4M, PCG-8Z1M, PCG-8Z2M,  
PCG-391M, PCG-393M, PCG-5H1M & PCG-5H2M

# Bluetooth® Regulations Guide

(only for models with built-in Bluetooth® functions)

## **Bluetooth® wireless technology - regulatory information**

Sony hereby declares that the built-in Bluetooth® wireless technology is in compliance with the essential requirements and other relevant provisions of European Directive 1999/5/EC.

To obtain a copy of the declaration of conformity (DoC) with the R&TTE Directive, please access the following URL: <http://www.compliance.sony.de/>

Intended for wireless communication with other Bluetooth® enabled devices, the internal Bluetooth® technology operates in the 2.4 GHz frequency band (2.400GHz - 2.4835GHz).

Conforming with R&TTE Directive 1999/5/EC, this equipment complies with EN 55022 Class B and EN 55024 for use in the following areas: residential, business and light-industrial.

In some situations or environments, the use of Bluetooth® wireless technology might be restricted by the proprietor of the building or responsible representatives of the organization, for example onboard airplanes, in hospitals or in any other environment where the risk of interference with other devices or services is perceived or identified as harmful.

If you are uncertain of the policy that applies to the use in a specific organisation or environment, you are encouraged to ask for authorization to use Bluetooth® wireless technology prior to switching it on.

Consult your physician or the manufacturer of personal medical devices (pacemakers, hearing aids, etc.) regarding any restrictions on the use of Bluetooth® wireless technology.





# GUARANTEE

**IMPORTANT:** Before any services are provided on the 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, we recommend 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. For the exact period of validity of your guarantee please refer to p. 15 of this document or go to <http://www.vaio-link.com>. 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 limitations 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
  - consumables (components that are expected to require periodic replacement during the lifetime of a product such as batteries)
  - 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 lighting, 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>.

**7 Faulty Pixels Policy:**

The permitted number of defective pixels in flat panel displays that meet the requirements of ISO 13406-2 represents less than 0.0005% of the total. The VAIO-Link website Hot News | Latest Updates section (<http://www.vaio-link.com>) includes a "Faulty Pixels Policy" topic which allows you to verify the Faulty Pixels Policy applicable to your VAIO computer.

**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.

Sony Vaio of Europe,  
a division of Sony Service Centre (Europe) N.V.  
The Corporate Village  
Da Vincilaan 7 - D1  
B-1935 Zaventem - Belgium

<b>Sony guarantee period for new and refurbished (sold) VAIO products</b>	
	<b>VAIO notebook and desktop</b>
Austria	2 years guarantee period
Belgium	2 years guarantee period
Denmark	1 year guarantee period
Finland	1 year guarantee period
France	1 year guarantee period
Germany	2 years guarantee period
Greece	1 year guarantee period
Ireland	1 year guarantee period
Italy	2 years guarantee period
Luxembourg	1 year guarantee period
Netherlands	2 years guarantee period
Norway	1 year guarantee period
Portugal	2 years guarantee period
Spain	2 years guarantee period
Sweden	1 year guarantee period
Switzerland	1 year guarantee period
Czech Republic	2 years guarantee period
Turkey	2 years guarantee period
United Kingdom	1 year guarantee period
Ukraine	1 year guarantee period
Poland	1 year guarantee period
Romania	1 year guarantee period

# End User Software License Agreement

This End User Software License Agreement (the "EULA") is a legal agreement between you and Sony Corporation (hereinafter referred to as "SONY"), a corporation organized under Japanese Law, the manufacturer of your SONY computer system (the "SONY HARDWARE") and each of Sony's third party licensors of any of the SONY SOFTWARE ("THIRD PARTY LICENSORS"). Please read this EULA carefully before installing or using the Sony software and any third party software distributed together with this EULA (the "SONY SOFTWARE"). By installing or using the SONY SOFTWARE, you agree to be bound by the terms of this EULA. You may use the SONY SOFTWARE only in connection with the use of the SONY HARDWARE. SONY SOFTWARE is licensed not sold.

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- 6** Governing Law. This EULA shall be governed by and construed in accordance with the laws of Japan. Should you have any questions concerning this EULA or this limited warranty, please contact VAIO-Link.

# Sony support services

Sony provides several support options for your computer, including:

- e-Support;
- VAIO-Link customer support;
-  You need to set up an Internet connection before you can access the online features described here.

## **e-support**

### **What is e-Support?**

You have searched our user guides and website but have not found an answer to your question or issue? e-Support is the ideal solution for you!

Our e-Support Web Portal is an interactive website on which you can submit any technical query you may have regarding your VAIO 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 e-Support Team.

### **Who can use e-Support?**

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

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

When you register your VAIO computer, you will automatically receive an email with the link to e-Support, 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 e-Support Portal from any computer with an active internet connection.

A complete help file is available on e-Support to help you use our e-Support service.

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

Since you are interacting with our e-Support Team through a portal, which connects you directly to our central database, e-Support 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 e-Support Team can only treat queries from Monday till Friday between 8am and 6pm.

### **Is there a cost involved for using e-Support?**

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 e-Support Team has handled my query/case?**

As soon as your case has been dealt with by our e-Support 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 produces its PC based 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 your computer 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 e-Support, 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 ...
Austria	German	0179 56 73 33	... in warranty.
		0900 270 31505	... out of warranty. ... purchased outside the EU.
Belgium	Dutch	02 7173218	... in warranty.
		0900 51 503	... out of warranty. ... purchased outside the EU.
	French	02 7173219	... in warranty.
		0900 51 501	... out of warranty. ... purchased outside the EU.
Cyprus	English	800 91150	... in warranty. ... out of warranty. ... purchased outside the EU.
Denmark	English	070 112105	... in warranty. ... out of warranty. ... purchased outside the EU.
Finland	Finnish	0969-379450	... in warranty.
	English		... out of warranty. ... purchased outside the EU.
France	French	08 25 33 33 00	... in warranty.
		08 92 39 02 53	... out of warranty. ... purchased outside the EU.
Germany	German	0180 577 67 76	... in warranty.
		09001 101 986	... out of warranty. ... purchased outside the EU.
Greece	Greek	00800 4412 1496	... in warranty. ... out of warranty. ... purchased outside the EU.
Ireland	English	01 407 3040	... in warranty.
		1530 501 002	... out of warranty. ... purchased outside the EU.

<i>Country</i>	<i>Language</i>	<i>Phone number</i>	<i>Call this number when your VAIO is ...</i>
Italy	Italian	848 801 541	... in warranty. ... out of warranty. ... purchased outside the EU.
Luxembourg	French	342 08 08 538	... in warranty.
		342 08 08 380	... out of warranty. ... purchased outside the EU.
The Netherlands	Dutch	020 346 93 03	... in warranty.
		0900 04 00 278	... out of warranty. ... purchased outside the EU.
Norway	English	23162592	... in warranty. ... out of warranty. ... purchased outside the EU.
Portugal	Portuguese	808 201 174	... in warranty.
		707 200 672	... out of warranty. ... purchased outside the EU.
Russian Federation	Russian	495 258 76 69	... in warranty. ... out of warranty. ... purchased outside the EU.
Spain	Spanish	914 534 087	... in warranty.
		803 111 933	... out of warranty. ... purchased outside the EU.
Switzerland	German	01800 93 00	... in warranty.
		0900 000 033	... out of warranty. ... purchased outside the EU.
	French	01800 97 00	... in warranty.
		0900 000 034	... out of warranty. ... purchased outside the EU.
Sweden	Swedish	08 58 769 220	... in warranty. ... out of warranty. ... purchased outside the EU.
Turkey	Turkish	444 82 46	... in warranty.
		444 04 70	... 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.
Ukraine	Russian	(44) 390 8246	... in warranty. ... out of warranty. ... purchased outside the EU.
Czech Republic	Czech	+420 2 9676 0422	... in warranty. ... out of warranty. ... purchased outside the EU.
Romania	Romanian	020 3138872	... in warranty. ... out of warranty. ... purchased outside the EU.
Poland	Polish	0 801 382 462	... in warranty. ... out of warranty. ... purchased outside the EU.



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

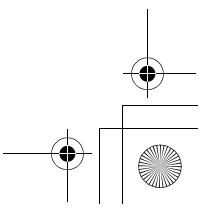
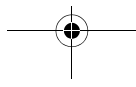
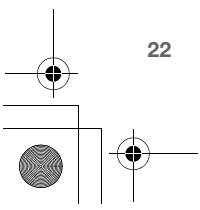
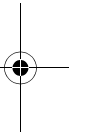
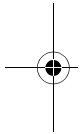
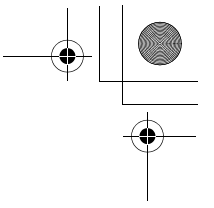
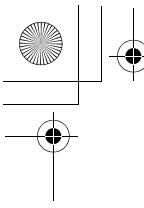
If you want more information on how this service is provided, go to the VAIO-Link website (<http://www.vaio-link.com>). While the majority of issues are resolved via the Internet or over the phone, sometimes resolving the problem might require intervention or repair.

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 with VAIO Online Registration which is installed on your computer.
- Have a reasonable and clear definition of your problem.
- Detail any specific changes you have made to the PC system and/or applications running on the computer and/or peripheral devices connected to the computer.
- 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:

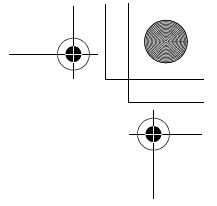
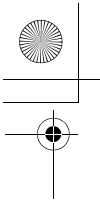
- Since you are responsible for backing up your data, it is essential that you back up all your files from your hard disk (onto a removable disc, for example), as Sony cannot guarantee the integrity of programs or data on your computer during the repair process.
- Do not include any accessories in the 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.



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



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