

# Safety Regulations and Support Information



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# Safety / Regulations Guide

## VAIO Computer Information

**For models which support the IEEE 802.11a/n (5 GHz)/ac (draft) wireless LAN standard**



**For models with the built-in wireless LAN function which does not support the IEEE 802.11a/n (5 GHz)/ac (draft) wireless LAN standard**



### Safety information



Warning: This apparatus must be earthed. (Except the products with a 2-pin type plug.)

When holding the computer, be sure to wait until it cools down. The surface around the air exhaust vent may be extremely hot.

It is recommended that you do not use your computer directly on your lap. The temperature of the base of the unit may rise during normal operation and over time could result in discomfort or burns.

Do not place the AC adapter in contact with your skin. Remove the AC adapter away from your body if it becomes warm and causes discomfort.

VAIO computers are designed to operate only with genuine Sony batteries. Therefore, and in order to guarantee a safe usage of your VAIO computer, only a genuine Sony rechargeable battery pack should be used.

It is highly recommended that you use a genuine Sony AC adapter supplied by Sony for your product.

This AC adapter is intended for use with 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.

This AC adapter is 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.
- ❑ Turning off your computer with the ⏻ (power) button does not disconnect the computer completely from mains voltage. To disconnect it completely, unplug the AC adapter or the power cable from mains. The socket-outlet shall be installed near the equipment and shall be easily accessible.
- ❑ 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.
- ❑ To prevent fire or shock hazard, do not expose your computer or any of its accessories to rain or moisture.
- ❑ 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 compartment if it is removable.
- ❑ Always keep the battery pack installed while the computer is in use (for models with the removable battery pack).
- ❑ Do not short-circuit the metal terminals of the battery pack or wet them with any liquid, for example water, coffee or juice.
- ❑ Locations directly exposed to sunlight or heaters should be avoided. Internal overheating could result in fire or damage of the unit.
- ❑ Do not block the air exhaust or intake vents while the computer is in operation.
- ❑ Blocking the air vents leads to restriction on air circulation, which can cause internal overheating, resulting in deformation of the computer, a malfunction, or a fire hazard.
- ❑ Observe the following precautions to provide adequate air circulation and to ensure normal reliable operation.
  - ❑ Do not use the computer on any cloth-covered surfaces such as rugs, cushion or blankets, near draperies, or on dusty surfaces that may block its air vents. Always use the computer on flat surfaces.
  - ❑ Do not use the computer and/or the AC adapter while covered or wrapped in cloth. Ensure the AC adapter operates in a clear environment.
  - ❑ Before putting your computer in a bag, turn off the computer or place it into Sleep mode. If the computer is equipped with the power indicator, make sure the power indicator light is off.
- ❑ This apparatus is also designed for IT power distribution system with phase to phase voltage 230V, for customers in Norway.
- ❑ Audio and picture distortion may occur if this equipment is positioned in close proximity to any equipment emitting electromagnetic radiation.
- ❑ Emissions from this inductive device could cause interference to nearby receivers of other radio services (for models with NFC).
- ❑ When travelling to and within the United States of America, please be aware that the U.S. Department of Transportation (DOT) recently published new regulations that apply to passengers travelling with lithium metal batteries and lithium ion batteries.

For detailed information, visit  
[http://safetravel.dot.gov/whats\\_new\\_batteries.html](http://safetravel.dot.gov/whats_new_batteries.html).

- ❑ Do not clean your computer with aerosol products (air dusters, aerosol sprays, etc.) that contain flammable gas. Doing so may fill the inside of the computer with gas and if the motors, the switch contacts, or other internal parts of the computer spark, the gas may ignite and it could cause an explosion or fire.
- ❑ Keep magnetically sensitive items, such as a magnetic card and ticket, away from magnetic components of your computer and wireless keyboard (wireless keyboard supplied models only). Magnetic components may cause data corruption of magnetically sensitive items.
- ❑ Keep your computer and wireless keyboard (wireless keyboard supplied models only) away from an implanted pacemaker. The computer and wireless keyboard contain magnetic components. Magnetic components may cause a pacemaker to malfunction.

Check for and respect restrictions on use of wireless capabilities.  
If use of the wireless function is prohibited on the airline, disable all wireless connections before boarding.

For the Windows 8 model, open the charms by pointing to the top right corner of the screen, then move the pointer down and select the **Settings** charm. Select the network icon and then turn on **Airplane mode**.

For the Windows 7 model, right-click the **VAIO Smart Network** icon in the desktop notification area and select the option to disable all wireless connections.

If you urgently need to disable the wireless function, turn off the computer.  
For models with a wireless keyboard and/or a wireless mouse, turn off the wireless devices as well.  
Radio waves may cause a malfunction of the aircraft's equipment, resulting in a serious accident.

## On viewing 3D images

- ❑ Be sure to follow the instructions in the manuals that came with the 3D display you use when viewing 3D images.
- ❑ Some people may experience discomfort (such as eye strain, fatigue, or nausea) while watching 3D video images or playing stereoscopic 3D games. Sony recommends that all viewers take regular breaks while watching 3D video images or playing stereoscopic 3D games. The length and frequency of necessary breaks will vary from person to person. You must decide what works best. If you experience any discomfort, you should stop watching the 3D video images or playing stereoscopic 3D games until the discomfort ends; consult a doctor if you believe necessary.  
You should also see the instruction manual of any other device or software used with this computer.  
The vision of young children (especially those under six years old) is still under development. Consult your doctor (such as a pediatrician or eye doctor) before allowing young children to watch 3D video images or play stereoscopic 3D games. Adults should supervise young children to ensure they follow the recommendations listed above.

## **Laser Caution (for VAIO computers with the optical disc drive)**

The optical disc drive of your computer is classified as a CLASS 1 LASER PRODUCT and complies with the Laser Products Safety Standard IEC/EN 60825-1.

Caution - Repair and maintenance of this equipment should be made only by Sony authorized technicians. Improper repairs and use can create safety hazards.

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

For incorporated optical disc drive

Caution - Class 3B visible and invisible laser radiation when open. Avoid direct exposure to the beam.

- Maximum power:  $390\mu\text{W}$  ( $\lambda 650\text{nm}$ ),  $563\mu\text{W}$  ( $\lambda 780\text{nm}$ ),  $39\mu\text{W}$  ( $\lambda 405\text{nm}$ )
- Beam divergence: 0.6 ( $\lambda 650\text{nm}$ ), 0.45 ( $\lambda 780\text{nm}$ ), 0.85 ( $\lambda 405\text{nm}$ )
- Pulse duration: Continuous wave

## 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 address: <http://www.compliance.sony.de/>

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 meters.

## Cautions on using/disposal

### For models with the removable battery pack



#### Caution

Danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

The battery pack used in this device may present a fire or chemical burn hazard if mistreated.

Do not crush, disassemble, heat above 60°C or incinerate.

Dispose of used batteries promptly and properly.

Keep away from children.

Do not short-circuit the metal terminals of the battery pack or wet them with any liquid, for example, water, coffee, or juice.

Do not handle damaged or leaking lithium ion batteries.

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

### For models with the backup memory battery

Your 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 an authorized Sony service/support center.

**For models used with dry batteries**

**Caution**

- Danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.
- Depending on the model, some accessories powered by dry batteries may be bundled with your product. For installing the batteries, please refer to the instruction manual.
- Do not handle damaged or leaking batteries.
- 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 or incinerate.
- Dispose of used batteries promptly and properly.
- Keep away from children.
- Do not short-circuit the metal terminals of the batteries or wet them with any liquid, for example, water, coffee, or juice.
- Dispose of the batteries properly at the end of their life.
- In some areas, the disposal of batteries in household or business waste may be prohibited. Please use the appropriate public collection system.

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



This symbol on the product, the battery or on the packaging indicates that the product and the battery shall not be treated as household waste.

On certain batteries this symbol might be used in combination with a chemical symbol. The chemical symbols for mercury (Hg) or lead (Pb) are added if the battery contains more than 0.0005% mercury or 0.004% lead. By ensuring these products and 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. 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 and the electrical and electronic equipment will be treated properly, hand over these products 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 or battery.

This product has been manufactured by or on behalf of Sony Corporation, 1-7-1 Konan Minato-ku Tokyo, 108-0075 Japan. Inquiries related to product compliance based on European Union legislation shall be addressed to the authorized representative, Sony Deutschland GmbH, Hedelfinger Strasse 61, 70327 Stuttgart, Germany. For any service or guarantee matters, please refer to the addresses provided in the separate service or guarantee documents.

# Wireless LAN Regulations Guide

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

## Wireless LAN - Regulatory information

The wireless LAN product is an intended radio device, using either of the 802.11a/b/g/n/ac (draft) standards of IEEE.

### **For models which support the IEEE 802.11a/n (5 GHz)/ac (draft) wireless LAN standard**

Depending on the model, the wireless LAN built-in into this product can only be used in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Conditions of use

### **For models except VAIO Tap 11 SVT112 and VAIO Fit 11A/13A/14A/15A SVF11N/SVF13N/SVF14N/SVF15N**

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

### **For VAIO Tap 11 SVT112 and VAIO Fit 13A/14A/15A SVF13N/SVF14N/SVF15N**

This equipment is intended to be used at a distance greater than 15 mm between the equipment and the user. (excluding: Limbs).

When using the IEEE 802.11a/n/ac (draft) Wireless LAN function, channels in the frequency range 5.15 GHz to 5.35 GHz and 5.47 GHz to 5.725 GHz are selectable for indoor use only.

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 organization, 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 organization or environment, you are encouraged to first ask for authorization 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.

## **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)

## Transmission

**LTE:** 800/900/1800/2600 MHz (only for models with built-in LTE functions)

**UMTS/HSPA:** 900/2100 MHz

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

## Conditions of use

### For VAIO Tap 11 SVT112

This equipment is intended to be used at a distance greater than 15 mm between the equipment and the user. (excluding: Limbs).

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.

# BLUETOOTH Regulations Guide

(only for models with built-in BLUETOOTH functions)

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

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).

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 organization 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 an authorized Sony service/support center (<http://www.sony.eu/support/>) 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. 20 of this document or go to <http://www.sony.eu/support/>. 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). Please note that by this guarantee, Sony guarantees that the battery which is included in your Sony product at the date of original purchase is free from defects in materials and workmanship for a period of 6 months (for countries except Czech Republic, Slovenia, Estonia, Latvia, and Lithuania), 1 year (for Slovenia), or 2 years (for Czech Republic, Estonia, Latvia, and Lithuania) from that date
- damage or defects caused by use, operation or treatment of the product inconsistent with normal personal or domestic use
- cleaning of the internal components of the product
- damage or changes to the product as a result of misuse, including:
  - neglect
  - accidents, excessive heat, fire, flooding, liquids, chemicals, dust, other substances, improper ventilation, shakes, vibrations, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts
  - 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 follow Sony User Guide instructions
  - failure to follow Sony Safety Regulations instructions
  - 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

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 hardware fault could be diagnosed.
- 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 Support web site Hot News section (<http://www.sony.eu/support/>) includes a "Faulty Pixels Policy" topic which allows you to verify the Faulty Pixels Policy applicable to your VAIO computer.
- 8 This clause 8 is only applicable in certain European countries. Please contact an authorized Sony service/support center for further questions:

In the event you have officially requested the removal of the Microsoft® operating system, all your rights under this Sony Guarantee Terms and Conditions will no longer apply to your VAIO computer and will become void. After the uninstallation of the Microsoft® operating system, Sony shall not assume any responsibility for the proper functioning of any other pre-installed software application in conjunction with operating system other than Microsoft® operating system. In the event of any recall or voluntary recall action concerning a VAIO computer of same product category as your VAIO computer, your VAIO computer will no longer be entitled to be subject to any Sony inspection.

## 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 Europe Limited,

Trading as Sony Belgium, bijkantoor (branch) Sony Europe Limited.

A company registered in England and Wales.

Registered office: The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom

Registered company number: 2422874

BTW: BE0452161045

Local Address: Da Vincilaan 7 - D1, 1935 Zaventem, Belgium

<b>Sony guarantee period for new VAIO products</b>	
	<b>Personal computer</b>
Austria	2 years guarantee period
Belgium	2 years guarantee period
Bulgaria	2 years guarantee period (applies only to CEM model versions)
Croatia	2 years guarantee period
Czech Republic	2 years guarantee period
Denmark	2 years guarantee period
Estonia	2 years guarantee period
Finland	2 years guarantee period
France	Models with Windows 8.1 Pro, Windows 8 Pro, Windows 7 Professional or Windows 7 Ultimate preinstalled : 2 years guarantee period All other models : 1 year guarantee period
Germany	2 years guarantee period
Greece	2 years guarantee period
Hungary	2 years guarantee period
Ireland	Models with Windows 8.1 Pro, Windows 8 Pro, Windows 7 Professional or Windows 7 Ultimate preinstalled : 2 years guarantee period All other models : 1 year guarantee period
Italy	2 years guarantee period
Latvia	2 years guarantee period
Lithuania	2 years guarantee period
Kazakhstan	2 years guarantee period
Luxembourg	2 years guarantee period
The Netherlands	2 years guarantee period

<b>Sony guarantee period for new VAIO products</b>	
Norway	2 years guarantee period
Poland	2 years guarantee period
Portugal	2 years guarantee period
Romania	2 years guarantee period
Russia	2 years guarantee period
Serbia	2 years guarantee period
Slovakia	2 years guarantee period
Slovenia	2 years guarantee period
Spain	2 years guarantee period
Sweden	2 years guarantee period
Switzerland	2 years guarantee period
Turkey	2 years guarantee period (applies only to CEU model versions)
Ukraine	2 years guarantee period
United Kingdom	<p>Models with Windows 8.1 Pro, Windows 8 Pro, Windows 7 Professional or Windows 7 Ultimate preinstalled : 2 years guarantee period</p> <p>All other models : 1 year guarantee period</p>

# Sony Support Services

## VAIO After-Sales Support

### 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 personalize our service to you. You can register your VAIO at [http://campaign.odw.sony-europe.com/hub/product\\_registration.html](http://campaign.odw.sony-europe.com/hub/product_registration.html).



This option requires an Internet connection.

### Accessing the VAIO Support services

#### <http://www.sony.eu/support/>

Our model-based web site will provide you with the information relevant to the VAIO model you are using. If you are looking for a driver update, only the drivers created for your VAIO will be displayed. Also our Support Team will provide easy-to-follow troubleshooting guides and how-to documents, based on the questions most frequently asked to our contact centre.

#### **Telephone**

We strongly recommend you to visit <http://www.sony.eu/support/> prior to calling our contact centre, as the solution you are looking for is probably readily available in our knowledge base.

The VAIO phone support is available on Monday to Friday, opening hours depend on the country. For the exact opening hours for the country you reside in, please visit <http://www.sony.eu/support/>.

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



Refer to the serial number of your VAIO computer when you call VAIO Support help lines. The serial number is located on the bottom, the back panel, or inside the back panel or the battery compartment of your VAIO computer.



Numbers may be updated from time to time without notice.

Country	Language	Phone number
Austria	German	01206091786
Belgium	Dutch/French	070222130
Bosnia and Herzegovina	Croatian	033943600
Bulgaria	Bulgarian	070017669
Croatia	Croatian	014694823
Cyprus	Greek	080091150
Czech Republic	Czech	0246019146
Denmark	Danish	070112105
Estonia	Estonian	06543484
Finland	Finnish	0969379450
France	French	0155903434
Germany	German	030585812345
Greece	Greek	080044142962
Hungary	Hungarian	017779151
Ireland	English	014131771
Italy	Italian	0199151146
Latvia	Latvian	067046049
Lithuania	Lithuanian	080040008
Luxembourg	French	+3270222130
Kazakhstan	Russian	088000507669
The Netherlands	Dutch	0206581888
Norway	Norwegian	023162592
Poland	Polish	0801382462
Portugal	Portuguese	0808200185
Romania	Romanian	0213138872
Russia	Russian	088002007667
Serbia	Serbian	0112283300
Slovakia	Slovak	0552302801
Slovenia	Slovenian	015881154
Spain	Spanish	0902402102

Country	Language	Phone number
Switzerland	German	0227614182
	French	0227614183
	Italian	0227614184
Sweden	Swedish	0858769220
Turkey	Turkish	02124447669
United Kingdom	English	08448466555
Ukraine	Russian	0800307669

For contact information for other countries, go to <http://www.sony.eu/support/>.

## VAIO hardware repair services

If you want more information on how this service is provided, go to the VAIO Support web site (<http://www.sony.eu/support/>). While the majority of issues are resolved via the Internet or over the phone, sometimes resolving the problem might require intervention or 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 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.
- 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.

Write down the following information about your VAIO computer. The information will be required when the computer is in need of repair.

Model name and serial number:

Dealer and stamp:

Purchase date:

Name and address of customer:





VAIO Support Homepage  
<http://www.sony.eu/support/>

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