



Press Release

Regarding Unexpected Issue of Xperia 1 VII Smartphones Free Unit Replacement will be provided to Affected Customers

Hong Kong, July 17, 2025 – As Sony announced on July 5, 2025, regarding unexpected power-offs, restarts, or inability to power on Xperia 1 VII smartphones, our investigation has identified an inadequacy in the manufacturing process for certain units that may cause a failure of the circuit board.

For affected units, we will provide free unit replacement from July 25, 2025. Customers can check whether their unit is eligible for replacement by confirming the IMEI number of the unit according to the instructions provided below. If customers' product is eligible, customers can make reservation for the unit replacement via below channels:

- Hong Kong Region: Sony WebChat in official website, or call Hotline 2833 5129
- Macau Region: Whatsapp message (852) 9508 5839

Please note that preparation for free replacement will require some time, and the actual replacement process is scheduled to start from July 25, 2025.

Until free replacement begins, please back up any important data and delete personal data. If customers have any other questions about the use of the product, please contact Sony Customer Service Center.

We sincerely apologize for any inconvenience caused to our customers.

[Affected Models]

- Xperia 1 VII

[Approach Details]

Free unit replacement will be provided for eligible products from July 25, 2025

[Contact Method and Replacement Location]

If your phone is within the affected serial number range, please contact the corresponding [Sony Customer Service Center](#) after reservation:

- **Hong Kong Customer:**
Customer Service Hotline: (852) 2833 5129
Service Hours: 09:00 - 18:00, Monday to Saturday (except Sun & Public Holiday)
Customer Service Centre: Unit 01, 8/F, Telecom Digital Tower, 58 Tsun Yip Street, Kwun Tong, Kowloon
Service Hours: 11:00 to 20:00 Monday to Saturday (except Public Holiday)

- **Macau Customer:**

Customer Service Hotline: Whatsapp text message (852) [9508 5839](tel:85295085839)

Service Hours: 09:00 - 18:00, Monday to Saturday (except Sun & Public Holiday)

Customer Service Centre: Xperia Care Authorized Service Centre

CTM Original Store

Rua Pedro Coutinho, 25, Ed. CTM, R/C, Macau

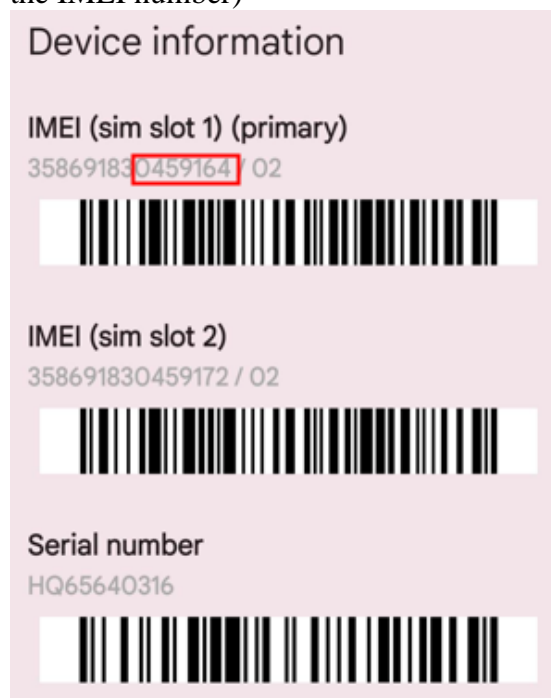
Service Hours: 10:30 to 19:30, Monday to Sunday

[How to Confirm the IMEI Number]

If the device can be powered on:

1. Tap the phone icon.
2. Tap the dial pad icon.
3. Enter [*#06#] on the dial pad.

The IMEI number (15-digit code) will be displayed. (The query method is to enter the last 7 digits of the IMEI number)



If the device cannot be powered on:

Please use one of the following methods to confirm the IMEI number:

[Confirming via Packaging Box]

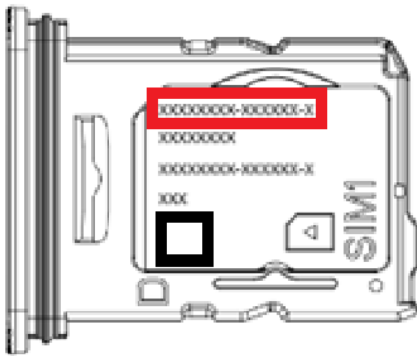
The IMEI number (15-digit code) is printed on the side of the sleeve that wraps around the packaging box. (The query method is to enter the last 7 digits of the IMEI number)



[Confirming via SIM Tray]

*Note: If the circuit board has been replaced during past repairs, the SIM tray may not have the printed IMEI number.

Pull out the SIM tray and confirm the number (15-digit code) printed on the top row. (The query method is to enter the last 7 digits of the IMEI number)



[How to Confirm Replacement Eligibility]

To check the IMEI numbers of affected units, please visit [here](#).

Please enter the last 7 digits of IMEI number in the designated field in the webpage and click the "Check" button to check whether the product is affected. This webpage only applies to official Hong Kong products.

About Hong Kong Marketing Company

Hong Kong Marketing Company (HKMC), a division of Sony Corporation of Hong Kong Limited, provides sales, marketing and after sales services for Sony's consumer electronics products as well as broadcast and professional products in Hong Kong and Macau. For more information on Sony's products and services, please visit our website at <http://www.sony.com.hk>.

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