

SONY®



PlayStation®5 Digital Edition

Safety Guide

WARNING

Electrical shock

To avoid electrical shock, do not open the enclosure. Refer servicing to qualified personnel only.

Moving fan blades

Keep body parts away from fan blades.



Seizures induced by light stimulation (Photosensitive Epilepsy)

If you have an epileptic condition or have had seizures, **consult your doctor prior to using this console.**

Some individuals are sensitive to flashing or flickering lights or geometric shapes and patterns, may have an undetected epileptic condition and may experience epileptic seizures when playing videogames or watching video content.

DISCONTINUE USE IMMEDIATELY and consult your doctor if you experience any of the following health problems or symptoms when exposed to flashing or flickering lights or other light stimulation whilst playing video games or watching video content: eye soreness, altered vision, migraine, muscle twitching, convulsion or other involuntary movements, blackout, loss of awareness, confusion, or disorientation.

In addition to the above, DISCONTINUE USE IMMEDIATELY when you experience any of the following symptoms: headache, dizziness, nausea, fatigue, similar symptoms to motion sickness, or discomfort or pain in any body part such as eyes, ears, hands, arms, or feet whilst playing. If the condition persists, **seek medical attention.**

Radio waves

Radio waves may affect electronic equipment or medical devices (for example, pacemakers), which may cause malfunctions and possible injuries.

- If you use a pacemaker or other medical device, consult your doctor or the manufacturer of your medical device before using the wireless networking feature (Bluetooth® and wireless LAN).
- Do not use the wireless networking feature in the following locations:
 - Areas where wireless network use is prohibited, such as in hospitals. Abide by medical institution regulations when using the console on their premises.
 - Areas near fire alarms, automatic doors and other types of automated equipment.

Magnets

These products have magnets which may interfere with pacemakers, defibrillators and programmable shunt valves or other medical devices. Do not place these products close to such medical devices or persons who use such medical devices. Consult your doctor before using these products if you use such medical devices.


Use of Headsets or Headphones

Permanent hearing loss may occur if headsets or headphones (not included) are used at high volume. Set the volume to a safe level. Over time, increasingly loud audio may start to sound normal but can actually be damaging to your hearing. If you experience ringing or any discomfort in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the sooner your hearing could be affected.

Handling lithium-ion batteries

Do not handle damaged or leaking lithium-ion batteries. If the internal battery fluid leaks, stop using the product immediately and contact technical support for assistance. If the fluid gets on to your clothes, skin or into your eyes, immediately rinse the affected area with clean water and consult your physician. The battery fluid can cause blindness.

Lithium batteries

	<p>WARNING: This console contains a lithium button / coin cell battery.</p> <ul style="list-style-type: none">• The battery is hazardous. New or used batteries should be kept out of reach of children.• If swallowed or placed inside any part of the body the lithium button cell battery can cause severe or fatal injuries in 2 hours or less.• If you think the battery may have been swallowed or placed inside any part of the body, you must seek immediate medical attention.
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Do not handle damaged or leaking lithium-ion batteries. If the internal battery fluid leaks, stop using the product immediately and contact technical support for assistance. If the fluid gets on to your clothes, skin or into your eyes, immediately rinse the affected area with clean water and consult your physician. The battery fluid can cause blindness.

Compliance



This product has been manufactured by or on behalf of Sony Interactive Entertainment Inc., 1-7-1 Konan Minato-ku Tokyo, 108-0075 Japan.

System software

Use of this PlayStation®5 console means acceptance of Sony Interactive Entertainment Inc.'s system software licence agreement. Refer to doc.dl.playstation.net/doc/ps5-eula/ for further details.

If you cannot update over the internet, you can also use a USB drive. For details, visit playstation.com/help.

By updating the system software of the PS5™ console, you can enjoy additional features, improved usability, and enhanced security. Always update to the latest version.

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Precautions

Before using this product, carefully read this manual and retain it for future reference. Parents and guardians of children should read this manual and make sure that children follow all safety precautions.

Safety

This product has been designed with the highest concern for safety. However, any electrical device, if used improperly, has the potential for causing fire, electrical shock or personal injury. Observe all warnings, precautions, and instructions.

Stop use and disconnect the AC power cord immediately if the product functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.

Use of the AC power cord

- Regularly inspect the AC power cord for damage and dust build-up around the power plug or electricity supply.
- Stop use, unplug the AC power cord from the electricity supply and disconnect any other cables immediately if the device functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.

Use of the vibration of the wireless controller

- If the wireless controller is sitting on a flat surface, the vibration of the wireless controller during gameplay may cause it to fall, leading to injury or malfunction.
- Do not use the vibration or trigger effect function if you have any ailment or injury to the bones, joints or muscles of your hands or arms. If you have an ailment or an injury, do not play titles with these features using the controller unless you have set those functions to "Off". To enable or disable the features, select **Settings** ⚙️ > **Accessories** from the home screen.

Use of the cover

- Do not use the console without the cover. Doing so may cause fire, electrical shock, or malfunction.

Young children injuries

- Keep this product out of the reach of young children. Young children may swallow small parts or may wrap the cables around themselves, which may inflict injury or cause an accident or a malfunction.

Volume level

- To protect your hearing, limit the amount of time you use the headset or headphones at high volume.
- Avoid raising the volume to block out noisy surroundings.
- Lower the volume if you can't hear people speaking near you.

Console use and handling

Console location

- The console should be installed and operated with a minimum distance of 20 cm away from your body.
- Do not use the console in a closed cabinet or other locations where heat may build up. Doing so may cause the console to overheat and may lead to fire, injury or malfunction.
- If the console becomes too hot, you will see a notification message on your screen. Continued use while the message displays may lead to the console becoming non-operational. If you see the message, turn off the console and wait until it cools down. After the console cools down, move it to a well-ventilated location that is not subject to high temperatures. Check to make sure the console vents are not blocked, and if you installed an M.2 SSD to the console, be sure that the heat-dissipation parts haven't detached from the M.2 SSD. See "Install an M.2 SSD" (➡ page 8) for more information on heat-dissipation parts.
- Do not expose the console, accessories or battery to high temperatures, high humidity or direct sunlight during operation, transportation and storage.

Well-lit area

- Use in a well-lit area and keep a safe distance from the TV screen.

Breaks

- Avoid prolonged use of the console. Take a 15-minute break during each hour of play.
- Avoid playing when you are tired or need sleep.
- Stop using the console immediately if you begin to feel tired or if you experience discomfort or pain in your hands or arms while operating the wireless controller. If the condition persists, consult a doctor.
- If you experience any of the following health problems, discontinue use of the console immediately. If symptoms persist, consult a doctor.
 - Dizziness, nausea, fatigue or symptoms similar to motion sickness
 - Discomfort or pain in a part of the body, such as eyes, ears, hands or arms

Liquid, dust, smoke and steam

- Do not touch product during an electrical storm.
- Do not use the product near water.
- Do not allow liquid, small particles or other foreign objects to get into the product.
- Do not expose product to dust, smoke or steam. Also, do not place the console in an area subject to excessive dust or cigarette smoke. Dust build-up or cigarette smoke residue on the internal components may cause the console to malfunction.

Use of the base

- Use the included base to set up the console as directed. If you do not use the base and set up the console in ways other than directed, there is a risk of injury, damage, or malfunction. For instructions on attaching the base, see the Quick Start Guide.

- Where you set up the console in a vertical position, you'll need to secure the base to the console with the screw. After using the console, the screw may get hot. Be careful when removing the base or carrying the console immediately after use.

Use of the cover

- Do not use the console without the cover. Doing so may cause fire, electrical shock, or malfunction. Do not remove the cover of the console immediately after use. The main unit of your PS5 console may still be hot immediately after use, and continued handling with the cover off may cause burns. If you need to remove the cover, turn off your PS5 console, unplug the AC power cord and cables, and wait for it to cool down.

Placing and handling

- Be careful when carrying the console. If you do not have a good grip, the console may drop causing potential damage or injury. Do not carry the console by the cover only. When attaching the base to the console, hold the console securely and not by the cover only.
- Do not move the console or adjust its position when the power indicator is lit or blinking. Data may be lost or corrupted, or the console may be damaged.
- Do not stand on or put objects on the console, and do not stack the console with other devices.
- Do not place the console and connected accessories on the floor or in a place where they may cause someone to trip or stumble.
- Do not touch the connectors of the console or accessories.

Power off

- Do not turn off the console while data is being saved on or loaded from the SSD or USB drives.
- Do not remove the AC power cord from the electricity supply until the power indicator has turned off. If you disconnect the AC power cord while the power indicator is lit or blinking, data may be lost or corrupted, or the console may be damaged.

Low-temperature burns

- Do not allow bodily contact with the console or air from the console vents for an extended period of time while in use. Extended contact under these conditions may cause low-temperature burns.

Static shock

- When using headsets or headphones in particularly dry air conditions, you may sometimes experience a small and quick (static) shock on your ears. This is a result of static electricity accumulated in the body, and is not a malfunction of your headset or headphones.

Safe use for children

- Parents are encouraged to monitor children in online activities to ensure safe and responsible internet usage. Refer to [playstation.com/safety](https://www.playstation.com/safety) for further details.

Vents

Do not block any vents. To maintain good ventilation, follow the guidelines below:

- Place the console at least 10 cm away from a wall surface.
- Do not place on a carpet or rug with long fibres.
- Do not place in a narrow or cramped space.
- Do not cover with cloth.
- Do not allow dust to build up on the vents. Use a cleaning tool such as a handheld vacuum cleaner to remove dust buildup. It is also recommended to remove the covers, and then use a handheld vacuum cleaner to remove the dust trapped underneath. For details on covers, see "Remove and attach covers" (▶▶ page 7).

Storage conditions

Placing the console, AC power cord, battery or accessories during operation, transportation and storage in the following locations may cause fire, electrical shock, injury, damage, or malfunction.

- An area exposed to smoke, steam or excessive dust.
- An area subject to high humidity direct sunlight or any other area subject to high temperatures, such as near heating equipment or an area where heat may build up.
- A surface that is unstable, tilted or subject to vibration.

Wireless controller use

Built-in battery

- **Caution** – using the built-in battery:
 - The wireless controller contains a Lithium-Ion rechargeable battery.
 - Before using the wireless controller, read all instructions for handling and charging the battery and follow them carefully.
 - Take extra care when handling the battery. Misuse can cause fire and burns.
 - Never attempt to open, crush, heat or set fire to the battery.
 - Do not leave the battery charging for a prolonged period of time when the wireless controller is not in use.
 - Always dispose of used batteries in accordance with local laws or requirements.

Motion sensor

- When using the motion sensor function of the wireless controller, be cautious of the following points. If the controller hits a person or object, it may cause accidental injury or damage.
 - Before using the motion sensor function, make sure you have enough space to move around.
 - Firmly grip the wireless controller to prevent it from slipping out of your grasp and causing damage or injury.

- If using a wireless controller that is connected to the PS5 console with a USB cable, make sure there is enough space for the cable so that the cable will not hit a person or object.

Compatibility

- Controllers intended for use with PlayStation®, PlayStation®2, and PlayStation®3 consoles, such as the analogue controllers (DUALSHOCK® and DUALSHOCK®2) and the DUALSHOCK®3 wireless controller, are not compatible with the PS5 console. The DUALSHOCK®4 wireless controller is compatible with PlayStation®4 format software on the PS5 console, but not with PS5 format software on the PS5 console.

Light bar

- Do not stare at the light bar on the controller when it is blinking. If you experience discomfort or pain anywhere in or on your body from light stimulation, discontinue use immediately.

Charging

- Charge in an environment where the temperature range is between 10 °C and 30 °C. Charging may not be as effective when performed in other environments.
- When the wireless controller is not used for an extended period of time, it is recommended that you fully charge it at least once a year in order to maintain battery functionality.

Limited lifespan

- The battery has a limited lifespan. Battery duration will gradually decrease with repeated usage and age. Battery life also varies depending on the storage method, usage state, environment and other factors.

AC power cord and cables

- Do not use the cord or cables if they are damaged or modified.
- Do not use a power cord other than the included AC power cord. The AC power cord is designed specifically for use with this console only, and should not be used with other electrical devices.
- Do not touch the plug or connector with wet hands.
- Do not walk on the cord or cables or pinch them, particularly at plugs, receptacles, connectors and where they exit from the console.
- Do not expose the cord or cables to heat or place them near heating appliances.
- Do not place heavy items on the cord or cables.
- Do not pull or bend the cord or cables with excessive force.
- Do not connect the AC power cord to a voltage transformer or inverter. Connecting the cord to a voltage transformer for overseas travel or an inverter for use in a vehicle may cause it to heat up in the console and may cause burns or a malfunction.
- Before connecting or plugging in the AC power cord, check that there is no dust or small particles in or on the plug or connectors or the AC IN connector on the console.

- Unplug the cord and cables if you want to clean or move your console or do not intend to use it for an extended period of time. When disconnecting, hold the cord by the plug and pull straight out of the socket. Never pull by the cord and do not pull out at an angle.

Never disassemble or modify the console or accessories

Use the console and accessories according to the instructions in the product documentation. No authorisation for the analysis or modification of the console or accessories, or the analysis and use of its circuit configurations, is provided. Unauthorised modification of the console or accessories will void your warranty. There are no user serviceable components inside the console.

Network

- An internet connection is required to connect to a network.
- You are responsible for internet service fees. For details, refer to the information provided in your service contract or contact your internet service provider.
- Use only an Ethernet cable compatible with 10BASE-T, 100BASE-TX or 1000BASE-T networks. Do not use a cord for a standard residential telephone line or cables of types other than those mentioned here. Using the wrong type of cord or cable can cause more electrical current than necessary to flow through the LAN port, which may lead to heat build-up, fire or malfunction.

Wireless networking feature

- The frequencies used by the wireless networking feature of the console are the 2.4 GHz (WLAN, Bluetooth®)/5 GHz (WLAN) ranges. The 2.4 GHz range of radio waves is shared by various devices. The console has been designed to minimise the effect of other devices using the same range. However, in some cases, interference from other devices may reduce the connection speed, shorten the signal range, or cause the connection to be terminated unexpectedly.
- Operation in the 5150-5350 MHz band is restricted to indoor use only.
- When using the console scan function to select a wireless LAN access point, access points that are not intended for public use may be displayed. Only connect to an access point that you are authorised to use, or one that is available through a public wireless LAN or hotspot service.

Moisture condensation

If the console is brought directly from a cold location to a warm one, moisture may condense inside the console. Should this occur, the console may not operate properly. In this case, turn off and unplug the console until the moisture evaporates (this may take several hours). If the console still does not operate properly, contact the appropriate PlayStation® customer service helpline which can be found within the guarantee section.

Cleaning

For safety reasons, before cleaning the console or connected accessories, disconnect the AC power cord from the electricity supply.

Exterior surfaces (plastic cover of console and wireless controller)

- Wipe down with a soft, dry cloth.
- To prevent the surface of your console or peripherals from changing colour and quality, follow the guidelines below.
 - Do not spray with or apply insecticides or volatile substances, including paint thinner, benzene, or alcohol. Do not wipe with chemically treated cloths.
 - Do not rest or store your controller or headset on top of your console.

Ports/connectors


Do not use ports/connectors on the console if they are dirty. They may not conduct electricity properly. When they are dirty, wipe them with a dry cloth.

Remove and attach covers

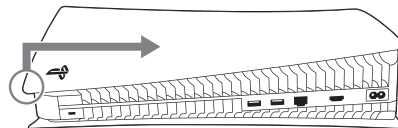
Remove the covers when you care for your console or install an M.2 SSD. Place your console on a soft cloth spread over a flat surface before removing or attaching the covers.

⚠ Caution

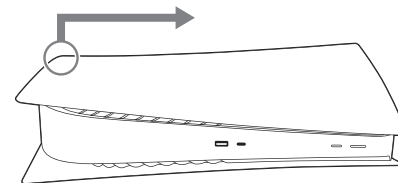
- Keep out of reach of young children. Small parts such as screws may accidentally be swallowed and cause choking.
- After you have turned off your PS5 console and unplugged the AC power cord and cables, wait for your console to cool down before removing and attaching the covers. The main unit of your PS5 console may still be hot immediately after use, and continued handling of your console may cause burns.
- Be careful not to pinch your fingers in the gaps between parts, and not to hurt your hands and fingers on the corner of parts.
- When turning on your console, make sure the covers are installed correctly. If the covers are not installed correctly, it may cause the main unit to overheat.

- 1 Go to the control centre and select **Power**  > **Turn Off PS5**.
The screen goes blank, the power indicator flashes white, and then turns off.
- 2 Remove the AC power cord and cables, and then wait for the PS5 console to cool down.
The main unit of your console is hot immediately after use.
- 3 Remove the base.
- 4 Remove the covers by slightly pulling up on them in the direction of the arrow.

Top cover

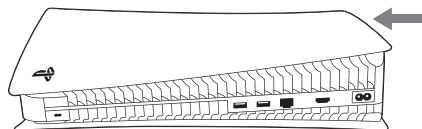


Bottom cover

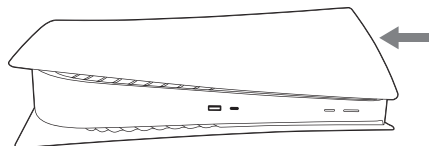


- 5 To attach the covers, firmly push them in the direction of the arrow until you hear a “click”.

Top cover



Bottom cover



- 6 Attach the base, connect the AC power cord and cables, and then turn on the power.

Install an M.2 SSD

M.2 SSD is storage that uses flash memory. Install a commercially available M.2 SSD in your PS5 console for more storage for your game and app data.

Types of M.2 SSD

You can use an M.2 SSD with the following specifications:

Interface	PCI-Express Gen4x4 supported M.2 NVMe SSD (Key M)
Storage	250 GB – 4 TB
Supported sizes	2230, 2242, 2260, 2280, 22110
Size including heat-dissipation mechanism	Width: up to 25 mm Length: 30/42/60/80/110 mm Thickness: up to 11.25 mm (up to 8.0 mm from above the board, up to 2.45 mm from below the board)

Notices

- Both single-sided devices and double-sided devices are supported.
- M.2 SATA SSD is not supported.
- Allocation of host memory to HMB (Host Memory Buffer) supported devices is not supported.
- Carefully review drive specifications prior to purchase and contact the vendor or manufacturer if you need further information. SIE cannot guarantee that all M.2 SSD devices meeting the specifications above will work with your console and assumes no responsibility for the selection, performance or use of third-party products.

About M.2 SSD heat-dissipation

The M.2 SSD that can be used with this device has a fast transfer speed and is therefore subject to reaching high temperatures. If the M.2 SSD does not include a heat-dissipation mechanism, attach a heat conductor, such as a heat sink, a heat transfer sheet, or both. For information on how to attach the heat conductor, refer to its manual. If you use your device without heat-dissipation parts, or the heat-dissipation parts come off during use, the main unit may overheat, and continued use may cause operation failure.

Install or remove an M.2 SSD

Safety warnings

⚠ Caution

When turning on your console, make sure the cover and expansion slot cover are installed correctly. If the cover and expansion slot cover are not installed correctly, it may cause the main unit to overheat.

Notices

- Before proceeding with the installing or removing process, touch a metal-grounded object to remove any static electricity from your body. Failure to do so may cause damage to an M.2 SSD or PS5 console. In particular, an M.2 SSD uses parts sensitive to static electricity, so please use caution.
- Do not touch the terminal of an M.2 SSD or your PS5 console's expansion connector.
- When attaching or removing screws, use a screwdriver that matches the sizes of the screws. If the sizes do not match, the screw may become stripped.
- Be careful not to drop small parts such as screws and spacers in the main unit of your PS5 console. If small parts do fall in the main unit, do not turn on the power, and instead consult the support website (➡ back cover).

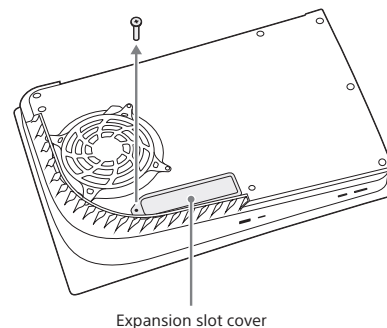
Install an M.2 SSD

For safety warnings when installing an M.2 SSD or for details about covers, see "Remove and attach covers" (➡ page 7).

- You can use M.2 SSD storage with system software versions 21.02-04.00.00 and later.
- Place your console on a soft cloth spread over a flat surface before installing the M.2 SSD.

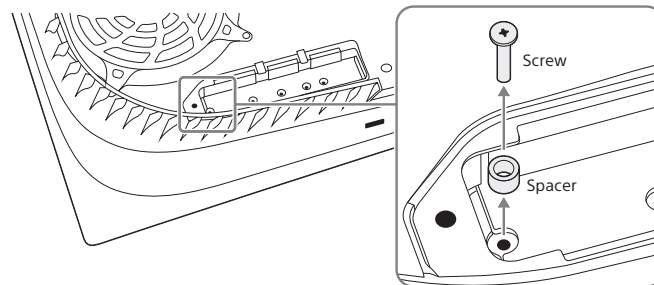
1 Remove the bottom cover (➡ page 7).

2 Remove the screw from the expansion slot cover and then remove the cover.

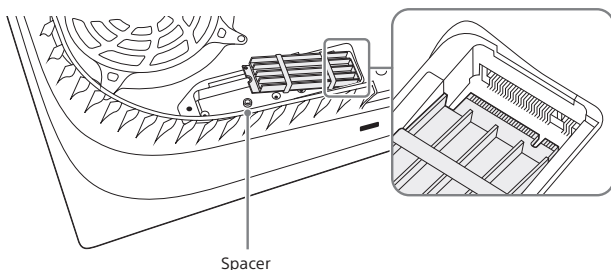


3 Install the M.2 SSD to the expansion connector.

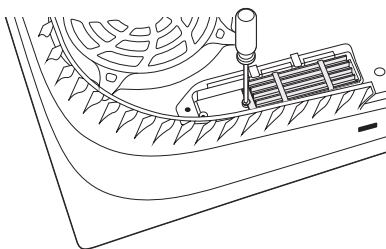
- ① Remove the screw and spacer, and then adjust the spacer to the size of the M.2 SSD.



- ② Holding the edge of the M.2 SSD, align it with the notch on the expansion connector. Tilt the M.2 SSD diagonally upward, and firmly insert it all the way into the expansion connector. The following shows an M.2 SSD with a heat sink and heat transfer sheet attached.



- ③ Tilt the M.2 SSD down and fasten it with the screw.



Remove an M.2 SSD

Place your console on a soft cloth spread over a flat surface. You can then remove the M.2 SSD.

- 1 Remove the bottom cover (➡ page 7).
- 2 Remove the screw from the expansion slot cover, and then remove the cover.
- 3 Remove the fastened M.2 SSD screw.
- 4 Slightly lift up the M.2 SSD, and then hold the edge and pull diagonally upward.
- 5 Fasten the screw back on the spacer.
- 6 Attach the expansion slot cover and fasten the screw.
- 7 Attach the bottom cover (➡ page 7).

- 4 Attach the expansion slot cover and fasten the screw.
- 5 Attach the bottom cover (➡ page 7).
- 6 Attach the base, connect the AC power cord and cables, and then turn on the power.
When your PS5 console turns on, the formatting guide appears. Follow the on-screen instructions and format the M.2 SSD.

Hints

- Consult our support website if you lose parts such as the expansion slot cover, screws, and spacers (➡ back cover).
- For information about how to save your game data on M.2 SSD storage and the types of data you can save, see the User's Guide (➡ back cover).

Specifications

Design and specifications are subject to change without notice. Depending on the software version in use, the console may operate differently than described in this manual.

PlayStation®5 console

Main Processor	Single-chip custom processor CPU: x86-64-AMD Ryzen™ *Zen2*, 8 cores/16 threads GPU: 10 TFLOPS, AMD Radeon™ RDNA-based graphics engine
Memory	GDDR6 16 GB
Storage	825 GB Custom SSD*1
Input/output*2	USB Type-A port (Hi-Speed USB) USB Type-A port (SuperSpeed USB 10Gbps) ×2 USB Type-C® port (SuperSpeed USB 10Gbps) Expansion connector (Key M)
Networking	Ethernet (10BASE-T, 100BASE-TX, 1000BASE-T) IEEE 802.11 a/b/g/n/ac/ax Bluetooth® 5.1
AV output	HDMI® OUT port*3
Electrical rating	220–240 V ~ 1.60 A 50/60 Hz
Maximum rated power	340 W
External dimensions (excluding projecting parts)	Approx. 390 × 92 × 260 mm (width × height × depth)
Mass	Approx. 3.4 kg
Operating temperature	5 °C to 35 °C

*1 A portion of the SSD capacity is reserved for use in connection with console administration, maintenance and additional options. As a result, the availability of SSD capacity may vary.

*2 Usability of all connected devices is not guaranteed.

*3 Use the included HDMI cable.

Wireless controller

Input power rating	5 V \Rightarrow 1,500 mA
Battery type	Built-in lithium-ion battery
Battery voltage	3.65 V \Rightarrow
Battery capacity	1,560 mAh
Operating temperature	5 °C to 35 °C
Mass	Approx. 280 g

GUARANTEE

Thank you for buying this Product. We hope you enjoy using it.

The term "Product" means (i) your PlayStation® console, and (ii) any official PlayStation® peripherals supplied in the box with your PlayStation® console, and (iii) any official PlayStation® peripherals sold separately which contain a warranty statement on the peripheral's packaging or in its instruction manual.

Please note: the system software pre-installed in the Product or subsequently provided via updates or upgrade releases is licenced to you, not sold, and is for use only as part of the Product. The terms of such system software licence are at playstation.com/legal.

This Guarantee is given to you, the first user of the Product by Sony Interactive Entertainment Europe Limited ("SIEE") of 10 Great Marlborough Street, London, W1F 7LP, United Kingdom. It is personal to you and cannot be used by anyone else. This Guarantee is in addition to your statutory consumer rights (under applicable law) and does not affect them in any way.

Our Guarantee to you: SIEE guarantees that this Product is free from defects in materials and workmanship that result in Product failure during normal usage in accordance with the terms set out below and will, for a period of 1 (one) year from the date of original purchase (the "Guarantee Period"), repair or, at SIEE's option, replace any component part of this Product, free of charge, where it is faulty due to defective materials or workmanship. Replacement will be with a new or, at SIEE's option, refurbished component or console, which is guaranteed for the longer of 3 (three) months and the remainder of the original Guarantee Period. This Guarantee does not cover your data; any software or PlayStation® games whether or not packaged or included with the Product; any PlayStation® peripherals that are not manufactured by or for SIEE; or any PlayStation® accessories.

IMPORTANT

1. If you need to claim under this Guarantee, please use your local Customer Service helpline or email address shown in this manual for return instructions.
2. Where SIEE has put this Product on the market in Australia, New Zealand or Fiji, this Guarantee is valid in Australia, New Zealand and Fiji provided the original sales receipt or invoice or other proof of purchase indicating the date of purchase and retailer's name, which has not been altered or defaced since the date of original purchase, is presented together with the Product within the Guarantee period.
3. SIEE reserves the right to reject a claim under this Guarantee where:
 - a. any Guarantee seal and the serial number on the Product has been damaged, altered, defaced or removed; and
 - b. there is evidence that any attempt (successful or otherwise) has been made to open or remove the casing of the Product.
4. Under this Guarantee, SIEE may elect at its option to repair or replace the Product or a component of the Product within 21 days of receiving the defective Product from you. All replaced Products and/or components shall become the property of SIEE.
5. Repair or replacement may involve installation of the latest software or firmware updates for the Product.

6. Products with Removable Hard Disk Drive ("HDD")
 - a. Products with a removable HDD must be returned with the original HDD when arranging for warranty service under this Guarantee.
 - b. Repair or replacement of the Product will involve reformatting that HDD.
 - c. You understand and agree that reformatting of the HDD will result in loss of your stored data, files and software. To avoid loss of any software, data or files which you wish to retain, before submitting the Product with the HDD for guarantee service you should, where possible, back these up and remove them from the HDD. Signing out of PlayStation™Network on your PlayStation® console will help protect any information you consider confidential.
7. Products with a Solid State Drive ("SSD")
 - a. Repair or replacement of the Product will involve reformatting that SSD.
 - b. You understand and agree that reformatting of the SSD will result in loss of your stored data, files and software. To avoid loss of any software, data or files which you wish to retain, before submitting the Product for guarantee service you should, where possible, back these up and remove them from the SSD. Signing out of PlayStation™Network on your PlayStation® console will help protect any information you consider confidential.
 - c. Products that have been fitted with additional SSD will need to be returned without the additional SSD when arranging for warranty service under this Guarantee.
8. To avoid damage to or loss or erasure of other removable data storage media, peripherals, accessories or non-original components, you must remove them before submitting the Product for Guarantee service.
9. This Guarantee does not cover stored data, files or software. SIEE is not liable to you for any loss or corruption of your data, files or software in connection with your exercise of this Guarantee.
10. You should back up your HDD regularly to prevent loss or alteration of data, files or software although some content cannot be backed up and must be reinstalled by the user.
11. You may not claim under this Guarantee when the Product is damaged as a result of:
 - a. commercial use, accident, negligence, abuse, or misuse (including, without limitation, failure to use this Product for its normal purpose and/or in accordance with instructions on proper use and maintenance, or installation or use in a manner inconsistent with applicable local technical or safety standards);
 - b. use in conjunction with any unauthorised peripheral or component (including, without limitation, game enhancement devices, HDDs, adaptors and power supply devices);
 - c. any adaptation or adjustment to, or alteration of, the Product carried out other than in accordance with instructions on proper use and maintenance of the Product;
 - d. maintenance or repair or attempted maintenance or repair carried out other than by a SIEE-authorised service facility;
 - e. use of unauthorised software, virus infection, fire, flood or other natural calamity; or
 - f. operation or treatment of the Product inconsistent with normal personal or domestic use or operation outside the Product specifications.
12. You may not claim under this Guarantee where you are in material breach of your system software licence (see playstation.com/legal).
13. To the extent permitted by applicable law, this Guarantee will be your sole and exclusive remedy in relation to defects in this Product and all other guarantees, warranties, terms and conditions, express or implied by statute or otherwise, in respect of this Product are excluded and neither SIEE nor any other Sony entity or its or their suppliers or authorised service facilities, will be liable for any special, incidental, indirect or consequential loss or damage including loss of data, howsoever arising.
14. SIEE does not warrant or guarantee any third party products or services which may be offered in connection with the Product.

If this Product needs any repair which is not covered by this Guarantee, please call your local Customer Service helpline for advice. If your home country is not one of those listed, please contact your retailer.

Notice for Consumers in Australia and New Zealand:

In Australia, this Product comes with statutory guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation of any other reasonably foreseeable loss or damage. You are also entitled to have the Product repaired or replaced if the Product fails to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, the New Zealand Consumer Guarantees Act 1993 provides certain statutory guarantees and other legal rights in relation to the quality and fitness for purpose. These statutory guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act.

The above statutes will identify the party or parties against which you can exercise your statutory rights.

Our Guarantee is in addition to these statutory rights and does not affect them in any way.

Customer Service Helpline Contacts

AU

Australia



1300 365 911
Calls charged at local rate



support@playstation.co.au

FJ

Fiji



support@playstation.co.au

NZ

New Zealand



09 801 1235
National Rate



general_enquiries@playstation.co.nz

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Quick Start Guide

Learn how to set up your PS5 console and how to use basic functions in the included Quick Start Guide.

User's Guide

Find out about everything your PS5 console can do. Learn how to configure settings and how to use each function. To see the User's Guide, you'll need an internet connection.

From your PS5 console's home screen, go to **Settings** ⚙️ > **User's Guide, Health and Safety, and Other Information** > **User's Guide**.

Customer Support Website

Find online support information such as step by step troubleshooting and frequently asked questions by visiting playstation.com/help.



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