SONY

PlayStation®5 Pro

Safety Guide

CFI-7002

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Health and Safety

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.
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.

⚠ WARNING

ELECTRICAL SHOCK

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

LASER (Only when the console has a disc drive installed)

This appliance is classified as a CLASS 1 LASER product under IEC60825-1:2014.

Caution
Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.
The use of optical instruments with this product will increase eye hazard.

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 AND MEDICAL DEVICES

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.

VOLUME LEVEL

Permanent hearing loss may occur if headsets or headphones 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 your hearing. If you experience ringing, 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.
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.

LITHIUM BATTERIES

WARNING: This console contains a lithium button / coin cell battery.
- 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. Do not ingest battery, Chemical Burn Hazard.
- If you think the battery may have been swallowed or placed inside any part of the body, you must seek immediate medical attention.

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 doctor. The battery fluid can cause blindness.

The controller contains a lithium-ion rechargeable battery.

Do not allow the battery to come into contact with fire or subject it to extreme temperatures such as in direct sunlight, in a vehicle exposed to the sun or near a heat source. Never attempt to open, crush, heat, or set fire to the controller or the battery. Do not leave the battery charging for a prolonged period of time when the controller is not in use.

YOUNG CHILDREN INJURIES

Keep the product out of the reach of young children. Young children may swallow small parts, pull on cables and cause the console or the controller to fall, or wrap the cables around themselves, which may inflict injury or cause an accident or a malfunction.

NEVER DISASSEMBLE OR MODIFY THE PRODUCT OR ACCESSORIES

There is a risk of fire, electric shock, or injury.

⚠ Precautions

Use of the AC power cord

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.

Well-lit area

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

Taking breaks

- Avoid prolonged continuous use of this product. Generally we recommend that you take 15-minute breaks for every 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 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

Vibration function

- If the controller is sitting on a flat surface, the vibration of the 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 body parts such as the bones, joints, or muscles of the hand or arm or that may be affected by this vibration function. To disable the features, select **Settings** ⚙ > **Accessories** from the home screen.

Static shock

When using a headset 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. This effect could be reduced by wearing clothes made from materials that do not easily generate static shock.

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.

High temperature message

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.

Motion sensor

When using the motion sensor function of the 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 controller to prevent it from slipping out of your grasp and causing damage or injury.
- If using a 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.

Light bar

Do not stare at the light bar on the controller when it is blinking. Stop using the controller immediately if you experience any discomfort or pain.

Liquid, dust, smoke, steam, and heat

- Always ensure the product and its connectors are free of liquid, excess dust and small particles.
- Do not leave the product in the following areas during use, storage, or transportation.
  - Areas exposed to smoke or steam
  - Areas with high humidity, dust, or cigarette smoke
  - Areas near heating appliances, areas exposed to direct sunlight, or areas that retain heat

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.

Set up and handling

- 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.
- Do not touch product during an electrical storm.
- Do not expose the console, accessories or battery to high temperatures, high humidity or direct sunlight during operation, transportation and storage.
- Do not place the console or accessories on surfaces that are unstable, tilted or subject to vibration.
- Use the included horizontal stand feet to set the console in the horizontal position. If you do not use the feet and set the console in a position other than instructed, there is a risk of injury, damage, or malfunction. For instructions on attaching the feet, please see the Quick Start Guide. To set the console in the vertical position, you'll need to use the vertical stand.
- When setting up or carrying the console, be careful to securely hold the main body of the console. Do not hold, carry, or lift the console by only the cover; doing so could cause the cover to detach and the console to fall, leading to potential injury or damage.
- 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.
- 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.
- The console should be installed and operated with a minimum distance of 20 cm away from your body.
- Do not use the product near water.
- Do not move or change the position of the console with a disc inserted. The vibration may result in scratching of the disc or the console.

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.

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.

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.

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 for further details.

Remove and attach covers

Remove the covers when performing maintenance on your console, or when installing an M.2 SSD or disc drive.

Safety warnings

Before removing or attaching the covers, please read the following safety precautions.

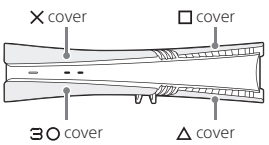
⚠ Caution

- Keep out of reach of young children. Young children may swallow small parts which may inflict injury.
- 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.

Remove and attach covers

Place your console on a soft cloth spread over a flat surface before removing or attaching the covers.

- Each cover has different shapes.
  To ensure you attach the cover in the correct position, use the △/○*/✕/□ marks on the inside of the cover as a guide (see illustration on the right).
  * This mark may be ○ depending on the model.
- All covers can be removed and attached in the same way.

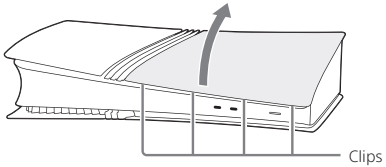


1 Go to the control centre and select **Power** ⏻ > **Turn Off PS5**.
The screen goes blank, the power indicator flashes white, and then turns off.

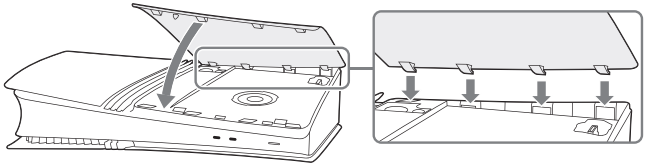
2 Remove the AC power cord and cables, and then wait for the PS5 console to cool down.
The main unit of your console is hot immediately after use.

3 Place the console with the bottom facing up and the front side facing you, and then remove the feet.

4 Remove the cover.
Slightly lift the cover away from the console to detach its clips and remove it.



5 Attach the cover.
Align the cover's clips with the corresponding holes on the console and push in until you hear a "click".



6 Attach the feet, 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 to 8 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 M.2 SSD may overheat, and continued use may cause operation failure.

Install or remove an M.2 SSD

Safety warnings

Before installing or removing an M.2 SSD, please read the following safety precautions.

⚠ Caution

- Keep out of reach of young children. Young children may swallow small parts which may inflict injury.
- 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

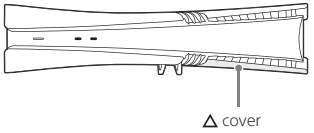
- Before proceeding with the installing or removing process, touch a metal-grounded object to remove any static electricity from your body. Failure to do so may cause damage to an M.2 SSD or PS5 console. In particular, an M.2 SSD uses parts sensitive to static electricity, so please use caution.
- Do 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

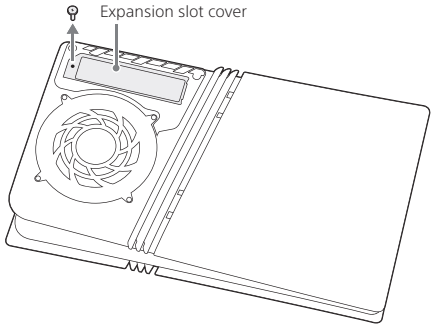
Place your console on a soft cloth spread over a flat surface before installing the M.2 SSD.

1 Remove the △ cover (page 7).

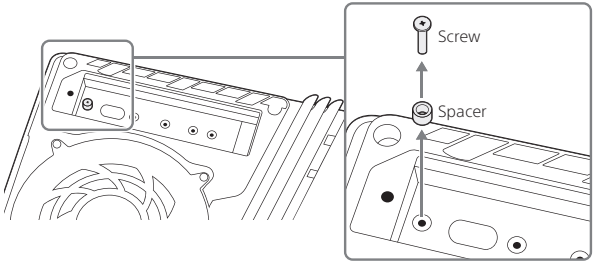
For safety warnings or details about removing or attaching covers, see "Remove and attach covers".



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

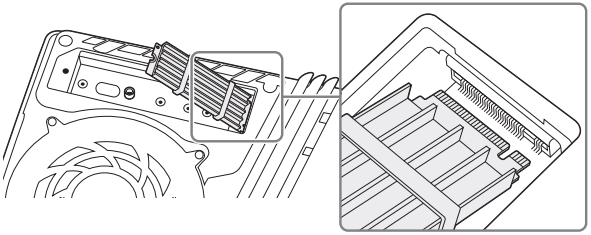


3 Remove the screw and spacer, and then adjust the spacer to the size of the M.2 SSD.

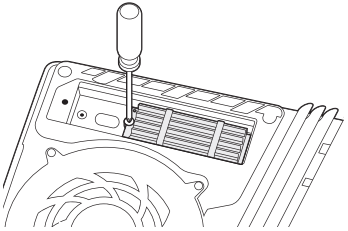


4 Holding the edge of the M.2 SSD, align it with the notch on the expansion connector. Tilt the M.2 SSD diagonally upward, and firmly insert it all the way into the expansion connector.

The following shows an M.2 SSD with a heat sink and heat transfer sheet attached.



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



6 Attach the expansion slot cover and fasten the screw.

7 Attach the △ cover (page 7).

8 Attach the feet, connect the AC power cord and cables, and then turn on the power.

If you're using the M.2 SSD on your console for the first time, the formatting guide appears when your PS5 console turns on. Follow the on-screen instructions and format the M.2 SSD.

- 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).

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 △ 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 △ cover (page 7).

Attach or remove the disc drive

Attach a disc drive (sold separately) to play disc-based games, Blu-ray™ discs and DVDs.

Safety warnings

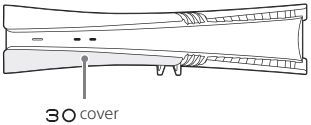
Before attaching or removing the disc drive, please read the following safety precautions.

Notices
- Before attaching or removing the disc drive, touch a metal-grounded object to remove any static electricity from your body. Failure to do so may cause damage to the disc drive or PS5 console.
- Do not touch the terminal of your disc drive or your PS5 console's corresponding terminal.

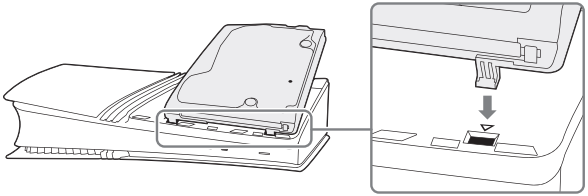
Attach the disc drive

Place your console on a soft cloth spread over a flat surface before attaching your disc drive.

1 Remove the ∋○ cover (page 7).
For safety warnings or details about removing or attaching covers, see “Remove and attach covers”.



2 Align the disc drive’s clips with the 2 holes (marked with ▽), and then firmly push in until you hear a “click”.



3 Attach the ∋○ cover (page 7).
Make sure to attach the cover for consoles with the disc drive installed.

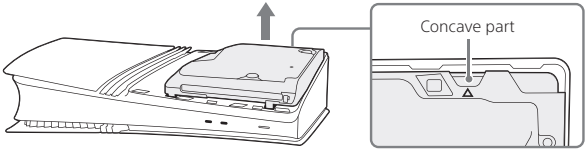
4 Attach the feet (long), connect the AC power cord and cables, and then turn on the power.
Make sure to attach the feet for consoles with the disc drive installed.

Remove the disc drive

Place your console on a soft cloth spread over a flat surface before removing your disc drive.

1 Remove the ∋○ cover (page 7).
For safety warnings or details about removing or attaching covers, see “Remove and attach covers”.

2 Use your finger to lift up the concave part of the disc drive and remove it.



3 Attach the ∋○ cover (page 7).
Make sure to attach the cover for consoles without a disc drive installed.

4 Attach the feet (short), connect the AC power cord and cables, and then turn on the power.
Make sure to attach the feet for consoles without a disc drive installed.

Replace the coin battery

This product contains a coin battery. If your console's time and date desynchronizes, there is a chance that you will need to replace your battery.

Safety warnings

Before replacing the coin battery, please read the following safety precautions.

⚠ Warning

- Replace the coin battery out of the reach of young children. Young children may swallow the coin battery or other small parts. DEATH or serious injury can occur if ingested. In the event that a child swallows the coin battery, immediately seek medical attention.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- Risk of explosion if the battery is replaced by an incorrect type. Dispose of properly.
- Do not disassemble, modify subject to excessive heat, recharge, or short circuit the battery. Doing so may result in leakage, explosion, heat, or fire.

Notices

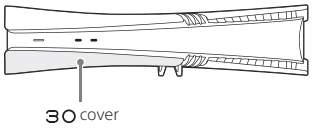
- Before replacing the coin battery, touch a metal-grounded object to remove any static electricity from your body. Failure to do so may cause damage to the console.
- Do not touch the terminals and connectors of your console.
- When attaching or removing screws, use a screwdriver that matches the sizes 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).

Replace the coin battery

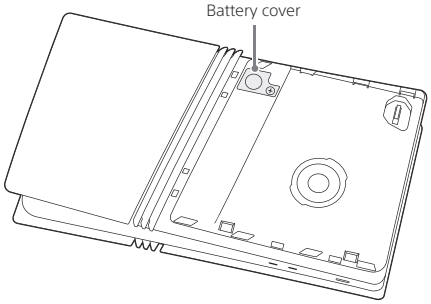
Place your console on a soft cloth spread over a flat surface before replacing the coin battery.

1 Remove the ƎO cover (page 7).

For safety warnings or details about removing or attaching covers, see "Remove and attach covers".

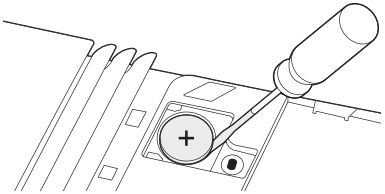


2 Loosen the battery cover's screw, then remove the battery cover.



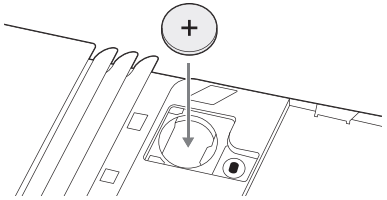
3 Remove the old coin battery.

If using a flat-head screwdriver or other metallic object to remove the battery, make sure to apply electrical tape to the screwdriver head. Failure to do so may cause a short-circuit.



4 Insert the new battery with the (+) facing upwards.

Please use a commercially available CR2032 lithium coin battery. Pay attention to battery terminals when inserting it.



5 Attach the battery cover and tighten the screw.

6 Attach the ∃O cover (page 7).

7 Attach the feet, connect the AC power cord and cables, and then turn on the power.

8 Set the time and date.

The time and date settings on your console reset after replacing the coin battery. To reconfigure your time and date settings, from the home screen, select **Settings** ⚙ > **System** > **Date and Time**.

- Follow local regulations when disposing of the old coin battery.
- Consult our support website if you lose parts such as the battery cover (back cover).

Use and handling

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.
Additionally, there is a risk of electrical shock and, when a disc drive is attached, exposure to laser radiation.

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 product are the 2.4 GHz (WLAN, Bluetooth®)/5 GHz (WLAN)/6 GHz (WLAN) ranges. The 2.4 GHz range of radio waves is shared by various devices. The product 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.

Handling the controller

- 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.
- 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.
- When the 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.

Care instructions

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 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.

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).

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.

Disc handling (Only when the console has a disc drive installed)

Note on compatibility

Some media may have region or territorial restrictions and may not work with your console. See media packaging for details.

Handling

Fingerprints, dust, dirt or scratches on the disc can distort the picture or reduce sound quality. Please note the following.

- Do not touch the disc surface when handling a disc.
- Do not stick paper or tape onto discs and do not write on discs.

Storage

- Do not expose discs to high temperatures, high humidity or direct sunlight.
- When discs will not be used for an extended period of time, store them in their cases. Stacking uncased discs or storing them at an angle can cause them to warp.

Cleaning method

- Clean discs with a soft cloth, lightly wiping from the centre outwards.
- Do not use solvents, record cleaners, anti-static spray or other chemicals as these can damage the discs.

End of life product recycling

The products are made of many materials that may be recycled. Follow local regulations when disposing of the products.

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 Pro console

Main Processor	Single-chip custom processor CPU: x86-64-AMD Ryzen™ "Zen2", 8 cores/16 threads GPU: 16.7 TFLOPS, AMD Radeon™ RDNA-based graphics engine
Memory	GDDR6 16 GB DDR5 2 GB
Storage	2 TB Custom SSD*1
Input/output*2	USB Type-A port (SuperSpeed USB 10Gbps) ×2 USB Type-C® port (Hi-Speed USB) USB Type-C® port (SuperSpeed USB 10Gbps) M.2 SSD expansion connector (Key M) Disc drive port
Networking	Ethernet (10BASE-T, 100BASE-TX, 1000BASE-T) IEEE 802.11 a/b/g/n/ac/ax/be Bluetooth® 5.1
AV output	HDMI™ OUT port*3
Electrical rating	220–240 V ∼ 1.9 A 50/60 Hz
Maximum rated power	390 W
External dimensions (excluding projecting parts)	Approx. 388 × 89 × 216 mm (width × height × depth)
Mass	Approx. 3.1 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.

DualSense® wireless controller

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

Disc drive (Only when the console has a disc drive installed)

Playable discs	PlayStation®5 format Ultra HD Blu-ray™ *1 Supported PlayStation®4 format Blu-ray™ *2 Ultra HD Blu-ray™ BD-ROM BD-R BD-RE*3 DVD-ROM DVD+R/RW DVD-R/RW AVCHD
Optical drive (read-only)	BD-ROM (66 GB/100 GB) ~10×CAV BD-ROM (25 GB/50 GB) ~8×CAV BD-R/RE (25 GB/50 GB) ~8×CAV DVD ~3.2×CLV
Laser	Type: Semiconductor, continuous BD Wavelength: 395–415 nm Power: Max. 1 mW DVD Wavelength: 640–675 nm Power: Max. 1 mW

*1 PlayStation® format software, PlayStation®2 format software, and PlayStation®3 format software cannot be played from a disc.

*2 Some functionalities available on PS4® may be absent when played on PS5. Your PS5 may need to be updated to the latest system software. Internet connection required.

*3 Playback of BD-RE ver. 1.0 discs is not supported.

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 game disc or 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.

Guarantee

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

The term "Product" means (i) your PlayStation® console, (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 in the instruction manual that comes in the peripheral package.

Please note: the system software pre-installed in the Product or subsequently provided via updates or upgrade releases is licensed 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 (which may entitle you to remedies from the seller free of charge) 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 leaflet for return instructions.
2. Where SIEE has made this Product available for sale in Australia, New Zealand or Fiji, this Guarantee is valid in all those countries 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.
   c. there is evidence that any attempt (successful or otherwise) has been made to disassemble the Product, unless authorised in the manual.
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.com.au

FJ Fiji

support@playstation.com.au

NZ New Zealand

09 801 1235
National Rate

general_enquiries@playstation.co.nz

Compliance information

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

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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** ⚙ > **Guide & Tips, Health and Safety, and Other Information** > **Guide and Tips** > **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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Sony
Interactive
Entertainment

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