



Guide to pack your faulty CPU

English

Preface

This is your reference to a step by step guide on proper packing of faulty unit/s before sending to Intel. This guide is provided "AS IS" and without warranty of any kind. We have made every effort to offer current, correct, and clearly expressed information as possible. By providing this guide, Intel shall not be held liable, or undertake any responsibility whatsoever, for the content of linked sites, etc. Contents of this guide may not be republished without written permission. Other brands and companies mentioned in this guide may be claimed as properties of its respective owners.

Intended Audience

This guide is offered as a reference guide to customers worldwide.

What you need

1. Product(s) for return that has been approved for replacement.
2. Original packaging of the units. Please use the clamshell when returning the CPU. Wrap the product properly to prevent any shipping damages. Intel's Limited Warranty Policy does not cover damages incurred during shipping.
If you no longer have the original packaging, use any material that will ensure good protection to the unit while in transit. A bubble wrap should do, but refrain from using newspaper, wrapping paper or CD casing to pack the faulty item(s).
Depending on the courier used, courier may provide air-pouch, bubble wrap or foam. Please inquire with the courier at the time of scheduling pickup. Product must be packed and ready when the courier arrives.
3. LAND Side Cover (LSC), electrostatic discharge (ESD) bag, and packaging tape are also needed items which will not be provided by courier.
4. Write the order number (please refer to the commercial invoice from courier) and your address outside the box before sending through courier.
5. Follow the instructions listed on your confirmation letter sent via email for returning faulty parts.

Select packaging available with you

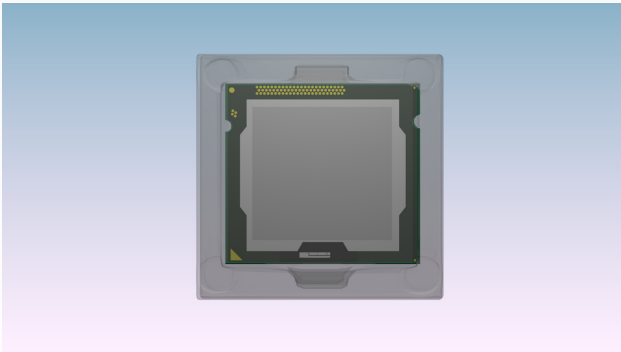
Follow the packaging guidelines applicable below based on availability of packaging materials:

- ◆ [Processor packaging Guidelines with clamshell \(plastic casing\)](#)
- ◆ [Processor packaging Guidelines if clamshell is not available](#)

Processor packaging guidelines with clamshell (plastic casing)

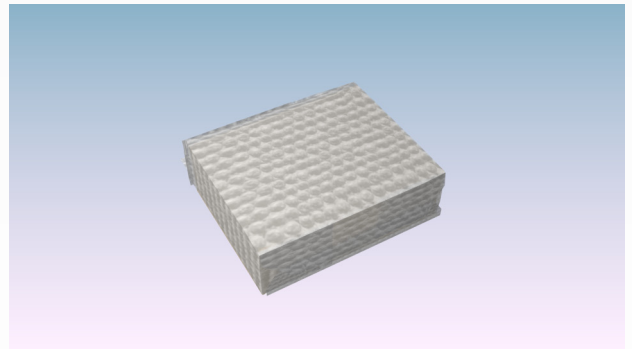
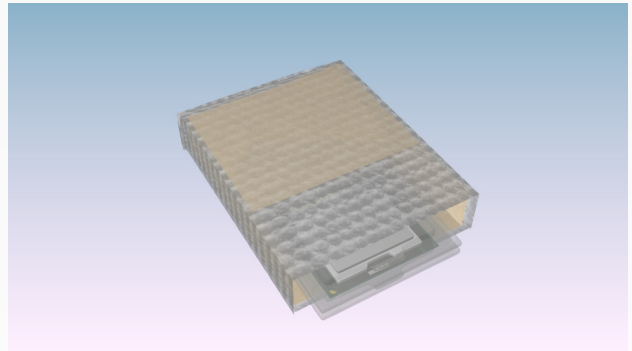
1

Pack the processor in the clamshell (plastic casing).



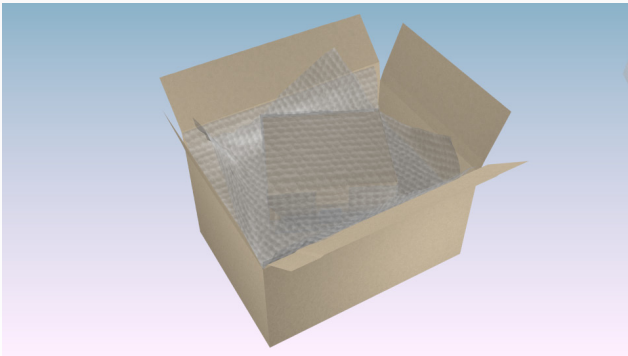
2

Put the clamshell in a box and wrap it with bubble wrap.



3

Pack the bubble wrapped processor in a brown box to ensure extra safety.



Important Note:

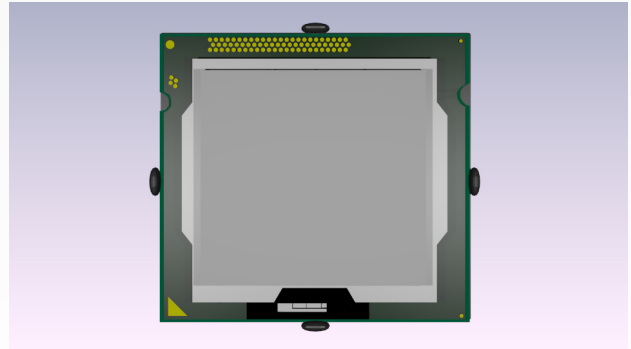
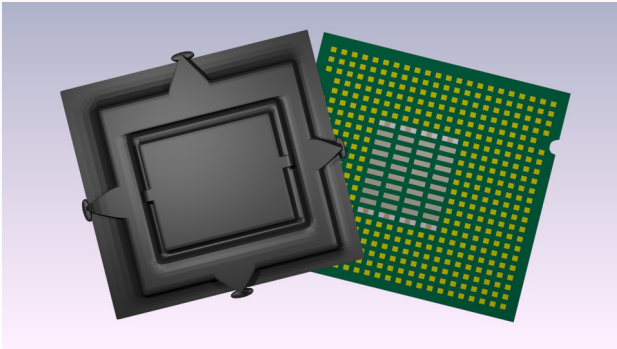
*For processor replacement, return only processor.
For fan heatsink (FHS) replacement, return only FHS. UNLESS OTHERWISE INSTRUCTED BY INTEL*

Processor packaging guidelines if clamshell is not available

If returning processor only

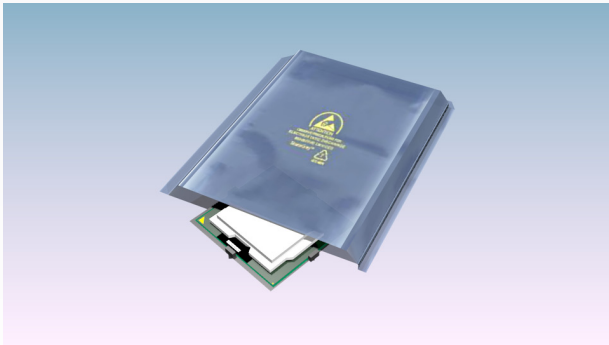
1

Place the LSC on the processor.



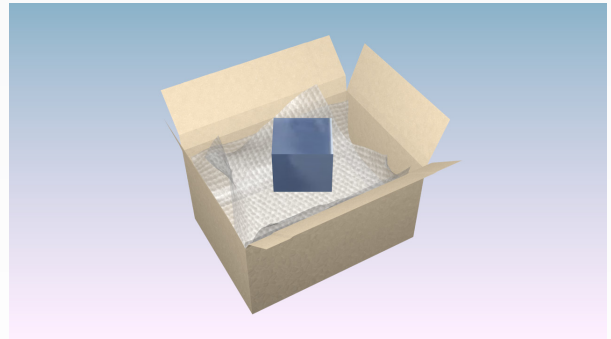
2

Pack the processor in an ESD cover to avoid ESD damage.



3

Place the Processor in a brown box. Fill the box with bubble covers to avoid the damage during in transit.



Important Note:

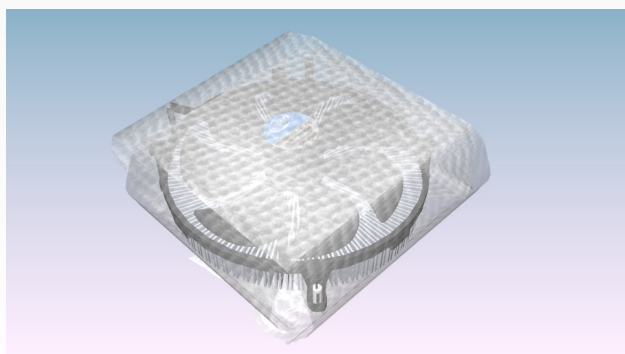
*For processor replacement, return only processor. For FHS replacement, return only FHS.
UNLESS OTHERWISE INSTRUCTED BY INTEL*

Fan Heat Sink packaging guidelines if clamshell is not available

If returning FHS only

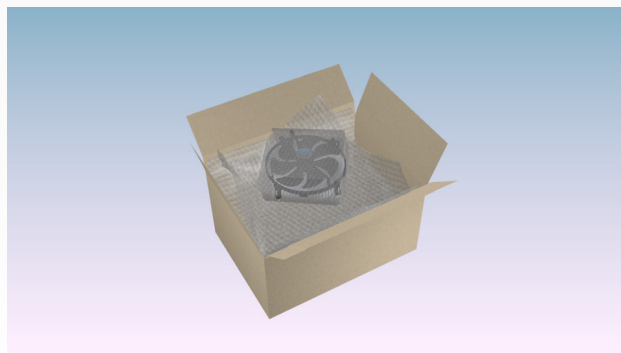
1

Wrap the FHS in bubble wrap.



2

Place the FHS in a brown box. Fill the box with bubble covers to avoid the damage during in transit.



Important Note:

*For processor replacement, return only processor. For FHS replacement, return only FHS.
UNLESS OTHERWISE INSTRUCTED BY INTEL*

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