



Guide to pack your faulty motherboard /single unit

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. 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 or wrapping paper to pack the faulty item(s). Depending on the courier used, courier may provide air-pouch or bubble wrap. Please inquire at the time of scheduling product pickup. Product must be packed and ready for pickup when the courier arrives. Write the order number (please refer to the commercial invoice from courier) and your address outside the box before sending through courier.
3. Pick and Place (PnP) cap, electrostatic discharge (ESD) bag, and packaging tape are also needed items which will not be provided by courier. Customer can request PnP cap when they file a ticket for replacement.
4. Follow the instructions listed on your confirmation letter sent via email for returning faulty parts.

Select packaging available with you

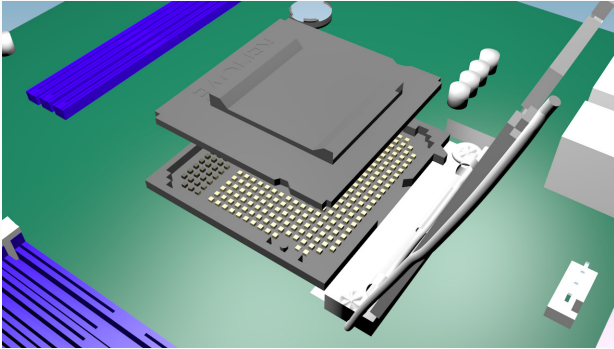
Follow the packaging guidelines applicable below based on availability of packaging materials:

- ◆ [Motherboard packaging Guidelines with Intel Warranty Replacement Box \(brown box\)](#)
- ◆ [Motherboard packaging Guidelines with courier box \(medium and large box\)](#)

Motherboard packaging guidelines with Intel Warranty Replacement (brown box)

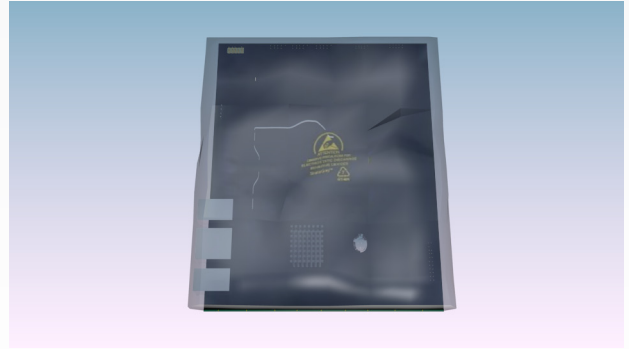
1

Place the PnP cap at the socket before pack into ESD bag.



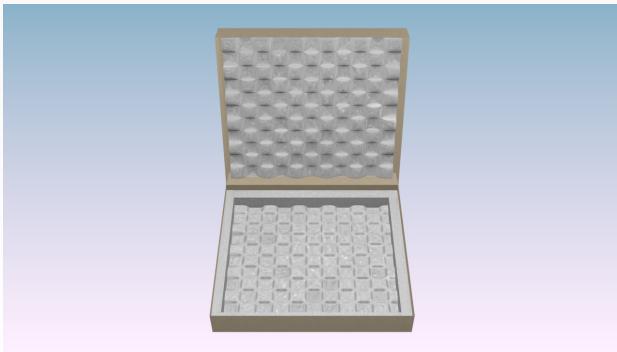
2

Pack motherboard in an ESD bag.



3

Please ensure the Intel box has foam at the bottom.



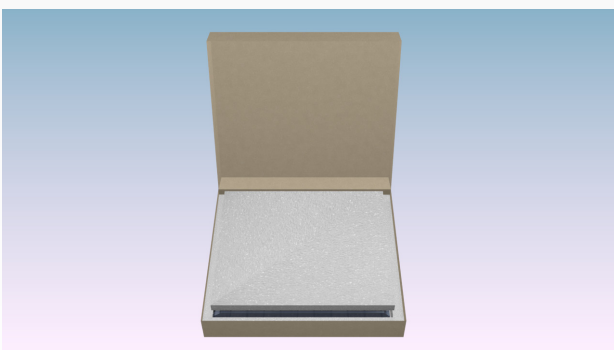
4

Place the motherboard inside the Intel box.



5

Place top foam to cover the motherboard.



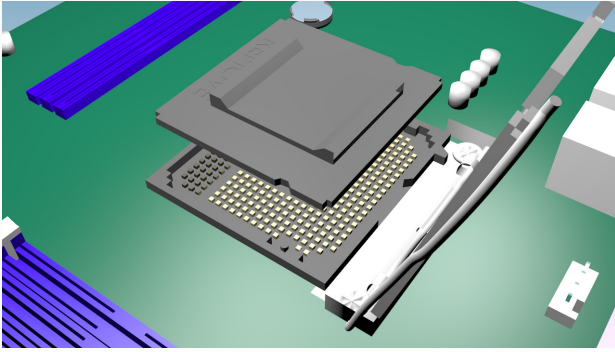
Important Note:

Touching the pins of the processor socket and/or applying pressure on the socket cover can cause bent pins. Warranty may be compromised for boards with bent pins.

Motherboard packaging guidelines with courier box (medium and large box)

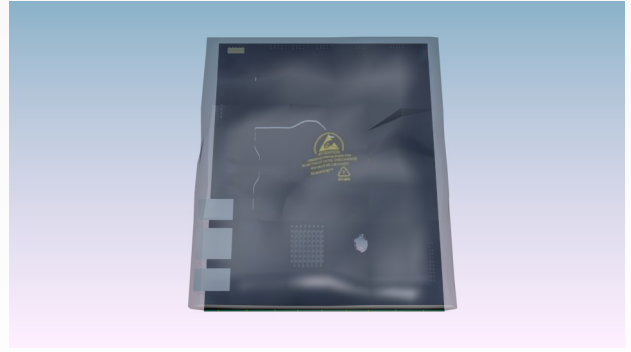
1

Place the PnP cap at the socket before pack into ESD bag.



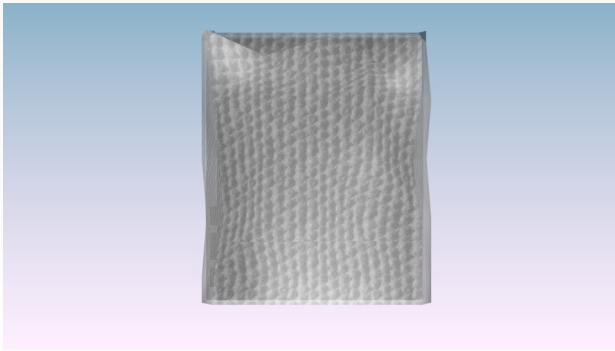
2

Pack motherboard in an ESD bag.



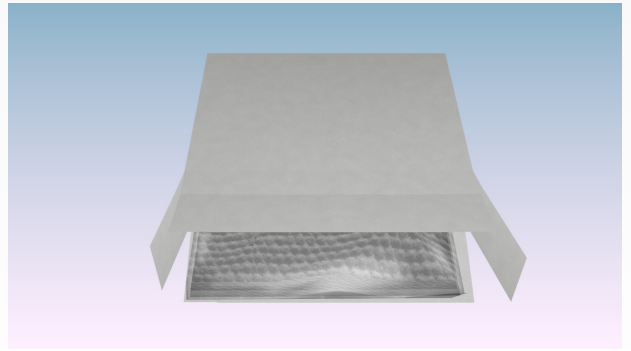
3

Fully wrap motherboard in a bubble wrap.



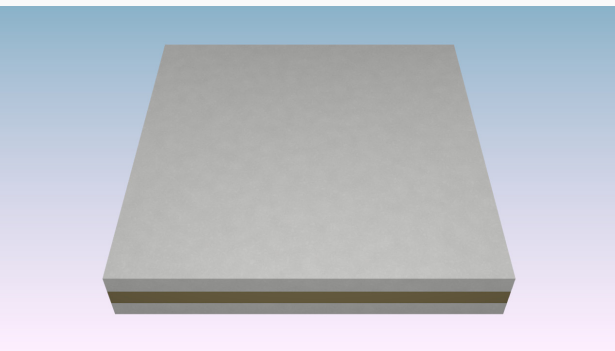
4

Carefully slide the motherboard into the box.



5

Please ensure the adhesive tape firmly seal the courier's box.



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Touching the pins of the processor socket and/or applying pressure on the socket cover can cause bent pins. Warranty may be compromised for boards with bent pins.

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