



January 15th, 2024

Dear Valued Customer,

Starting January 16, 2024, ASUS will begin providing technical and warranty support for 7th to 13th Gen NUC systems, except for Intel® branded NUC laptops, which will continue to be supported by Intel. Technical and warranty support for NUC Gen 5-6 will remain with Intel.

Software, Firmware and BIOS updates & support will also be provided by ASUS after January 16th transition date.

You may contact ASUS through the following channels to receive warranty, service & support:

- ASUS NUC Sales Contact: [ASUS NUC | Contact Sales](#)
- ASUS Official Support Site: <https://www.asus.com/support>
- Regional Hotline number: https://www.asus.com/support/nuc_service
- Online support & service: [Contact Us | ASUS](#)

The following table provides dates & additional details as the technical and warranty support transitions to ASUS. Intel will not accept any technical support cases or warranty claims after the transition date.

Key Timeline (in Local Time)	Activity
15 January 2024	Last Day for Intel to accept new technical support cases
	Last day for Intel to accept new warranty claims
	Last day for Intel to accept a refund claim
16 January 2024	First day for Asus to accept new technical support cases
	First day for Asus to accept new warranty claims
22 January 2024	Last day for customers to ship a defective unit for warranty claims opened before January 16

Thank you again for your support of the Intel® NUC business. If you have any questions, please contact your Intel Account Representative.

Sincerely,

INTEL CORPORATION

This letter contains forward-looking statements regarding the planned agreement between Intel and ASUS. Such forward looking statements involve a number of risks and uncertainties that could cause actual results to differ materially from those expressed or implied, including: the risk that the parties may be unable to reach a definitive agreement in a timely manner or at all; the risk that the expected benefits of the agreement, including the ability to effectively continue the NUC systems product line, may not be realized; the high level of competition and rapid technological change in the computer systems industry; and other risks and uncertainties described in Intel's earnings release dated April 27, 2023, 2022 Annual Report on Form 10-K and other filings with the SEC. All information in this press release reflects Intel management views as of the date hereof unless an earlier date is specified. Intel does not undertake, and expressly disclaims any duty, to update such statements, whether as a result of new information, new developments, or otherwise, except to the extent that disclosure may be required by law.

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