

NUC Warranty, Service and Support Transition FAQs

Updated Jan 15, 2024

Ordering NUC Products

Q1: When can I make my last order on the Intel site?

A1: Intel is no longer selling Intel® NUC products. Customers should contact ASUS for ordering details. ([ASUS NUC | Contact Sales](#))

Q2: Can I still reach out to an Intel Authorized Distributor about a NUC purchase?

A2: Customers may check with Intel Authorized Distributors for their needs or contact ASUS ([ASUS NUC | Contact Sales](#)) for ordering details

Q3: Is there a deadline for purchases of Intel NUC products from distributors?

A3: No, Intel does not exercise control over distributor inventory or ordering practices. To Intel's knowledge, Customers will be able to purchase Intel NUC Products from Intel Authorized Distributors as normal, as long as distributors have inventory available.

Q4: Can I still buy Intel NUC products and if so for how long?

A4: Intel and ASUS are developing plans for a smooth transition for NUC customers. For details on ASUS' plans including product availability and ordering, please contact ASUS ([ASUS NUC | Contact Sales](#)).

Q5: How can I see my previous NUC order information for NUCs purchased through Intel?

A5: Contact Intel for [Your Support Solutions](#)

Q6: My order appears to have a Confirmed Goods Issue Date (CGID) later than September 30th, 2023. Will my order ship?

A6: No. Any orders with a CGID beyond September 30th, 2023, were confirmed prior to Intel's announcement of ceasing direct investment in NUC. Any orders with a CGID beyond September 30th, 2023, will be unconfirmed.

Q7: What can customers expect in terms of supply continuity for products that are in production now?

A7: ASUS began taking orders starting September 1st, 2023. Please contact ASUS ([ASUS NUC | Contact Sales](#)) for further commentary.

Q8: Will ASUS change the Intel® NUC part #s or ordering code? Can customers or partners refer to Intel SKU numbers while placing orders to ASUS in the future, or will ASUS be sharing new SKUs?– Ask ASUS for response.

A8: NUCs sold after September 1, 2023 will be changed to an ASUS PN, please contact your ASUS account representative for the correct PN.

NUC sold before September 1, 2023 will remain the same Intel SKU #, and ASUS has created a corresponding PN for each NUC model. ASUS has a mapping table to crosscheck the PN information

Please make sure to keep Intel label clean and clear, it contains all the information ASUS needs for service support (Marked in red in the graphic below. It is also helpful to have the MM# label on the original packaging (pretty box).

Intel Label	Pretty box Label
 <p>intel. Intel® NUC 迷你電腦/迷你電腦 INTEL CORPORATION</p> <p>產品 / 產品 / Product Code: NUC13ANHIS000 型號 / 型號 / Regulatory Model: NUC13ANH 直流輸入 / 直流輸入 / Electrical Rating: 20V 6A 製造日期 / 製造日期 / Date of Manufacture: 06/2023 中國製造 / 中國製造 / Made in China BT</p> <p>R-R-CPU-NUC13ANH R-C-INT-AX211NGW</p> <p>使用前請仔細閱讀“用戶指南”注意事項 使用前請仔細閱讀“用戶指南”注意事項 Use only power supplies listed in the user instructions.</p> <p>S/N: BTAN32200988</p> <p>SA#: M96181-206</p> <p>MAC Address(LAN1):48210B58391E</p> <p>MAC Address(WiFi):AC198EEE6E52</p>	 <p>NUC SN to be linked with ASUS SN in SFIS system</p> <p>Regulatory Model: NUC13VYK Made in China BT MAC Address: 48210B5850C4 Date of Manufacture: 27JUN2023</p> <p>S/N: BTAN324002PC</p> <p>Version#: M98831-303</p> <p>SFG#: 99C9A5</p>

Support and Warranty

Q9: How do I contact ASUS for support after the January 16, 2024 transition date?

A9: The links to contact ASUS are provided below

- ASUS NUC Sales Contact: https://www.connect.asus.com/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:
<https://www.asus.com/support/Product/ContactUs/Services/questionform/?lang=en>

Q10: How do I find out the warranty status of my Intel NUC Gen 7–13 product purchased through Intel?

A10: Customers will need to contact ASUS Support at <https://www.asus.com/support>

Q11: How can I get technical support on my NUC Gen 7-13 product purchased from Intel?

A11: Customers will need to contact ASUS Support at <https://www.asus.com/support>

Q12: How do I get warranty support on my NUC Gen 7-13 product purchased from Intel?

A12: Customers will need to contact ASUS Support at <https://www.asus.com/support>. Intel, at its discretion, may continue to manage warranty cases opened prior to January 16, 2024. Intel support will not extend past January 30, 2024.

Q13: Will I have my warranty support for NUC Gen 7-13 products purchased through Intel?

A13: ASUS will provide support consistent with the terms and conditions of your purchase.

Q14: Where do I go for NUC 7-13 Software/Firmware/BIOS updates?

A14: Customers will need to contact ASUS Support at <https://www.asus.com/support> to get the latest Software/Firmware/BIOS. Gen 5-6 NUCs and NUC Laptops will continue to be supported by Intel.

Q15: Will process for submitting claims be different after Jan 15th?

A15: Contact ASUS for details regarding their claims process.

Q16: Will Intel Customer support (ICS) continue to support inquiries related to Intel NUC Gen 7-13 products? What type of support will be provided?

A16: No, Intel Customer Support will no longer be providing Support Services for NUC 7-13. Contact ASUS Support at <https://www.asus.com/support> for assistance.

Q17: You announced that ASUS will have a license to manufacture, sell, and support 10th to 13th Gen Next Unit of Compute (NUC) products. For those units not transitioning to ASUS (Intel® NUC 5th to 6th generation, Compute Sticks, NUC Laptops), how will Intel continue to support those customers? –

A17: Intel stands behind the product and will continue to provide technical and warranty support for those Intel NUC products.

Q18: Will ASUS continue my Intel Partner Alliance benefits?

A18: No, ASUS will not continue the IPA benefits. Contact ASUS for their latest offerings - <https://www.asus.com/support>

Q19: Will Intel Continue providing Community Support for any of the Intel NUC products

A19: No. Intel will no longer provide Community Support for any of the Intel NUC products starting Jan 16th.

Q20: I'm a distributor who has received stock rotation in the past. Is there any Stock Rotation on product that is purchased through ASUS?

A20: All stock rotation benefits will cease for NUC products by December 30, 2023, as they are unique Intel program benefits. Please contact Asus for more details on their support plans.

Q21: I'm a Distributor who receives sales credit notes for technical RMA, can I still receive sales credit notes for technical RMA purchased from Intel within the last year?

A21: You can apply for Technical RMA until January 15th, 2024. After that time, no Technical RMA sales credit notes will be offered by Intel. Technical RMA is a unique program for Intel Distributors and will not be continuing for NUC products through the transition to ASUS. Please contact Asus for more details on their support plans.

Q22: I'm a distributor who missed the Stock Rotation RMA submission date; can you help me to process my NUC request?

A22: Intel will not process Stock Rotation requests as the system submission window is closed.