



Guide to pack your faulty motherboard /4 & 10 multi-slot box

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

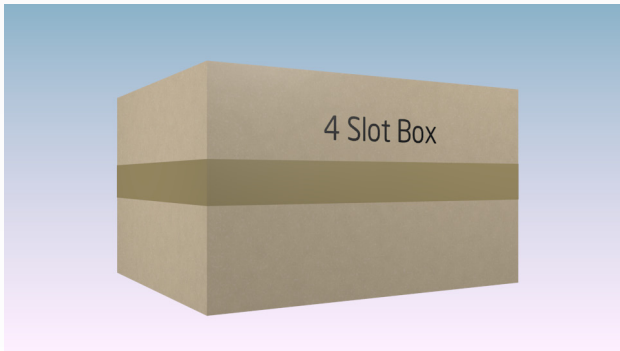
1. Product(s) for return that has been approved for replacement.
2. Original packaging of the units. Wrap the product properly to prevent any shipping damages. Intel's Limited Warranty Policy does not cover damages incurred during shipping. If you no longer have the original packaging, use any material 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.

Which multi-slot box to use?

If you have 2-4 motherboards for return:
use 4 Slot Box

If you have number of units not mentioned in this document, use combinations of 4-slot and 10-slot boxes following the minimum and maximum capacity of each box.

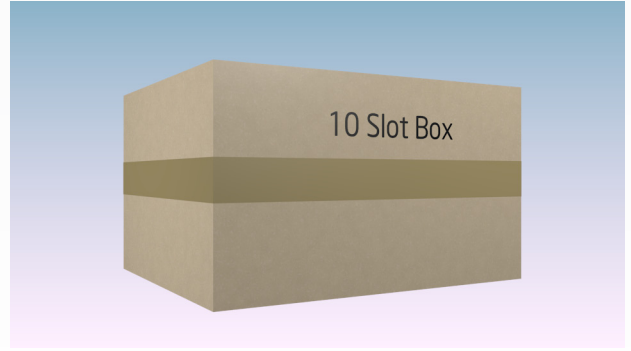
Minimum to be populated 2 motherboards
Maximum to be populated 4 motherboards



If you have 7-10 motherboards for return:
use 10 Slot Box

If you have number of units not mentioned in this document, use combinations of 4-slot and 10-slot boxes following the minimum and maximum capacity of each box.

Minimum to be populated 7 motherboards
Maximum to be populated motherboards



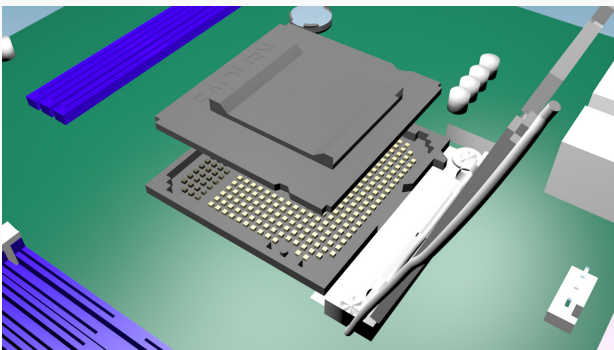
Motherboard packaging guidelines with Intel Warranty Replacement (brown box)

⚠ 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. Contact us immediately if you find any form of damage on your Intel® Desktop Board prior to packing.

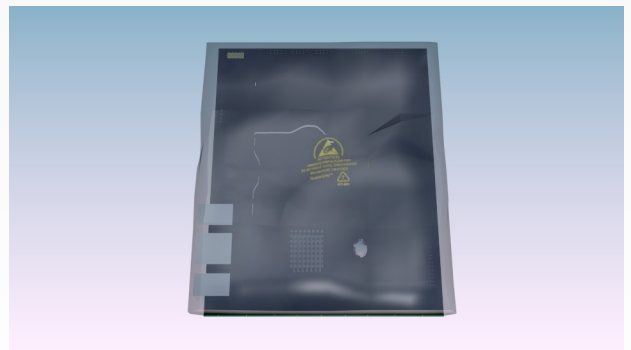
1

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



2

Pack motherboard in an ESD bag.



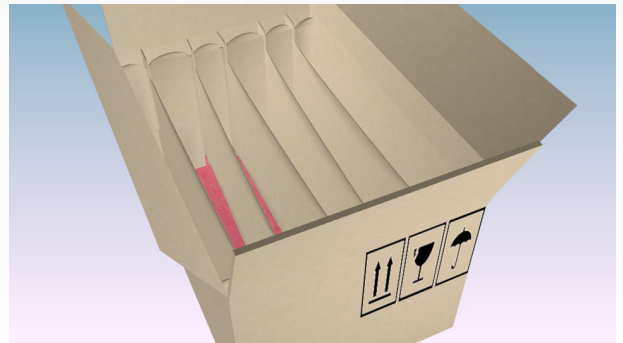
3

Ensure the bottom of box is sealed with tape.



4

Turn the box over and ensure glass and umbrella symbols are upright.



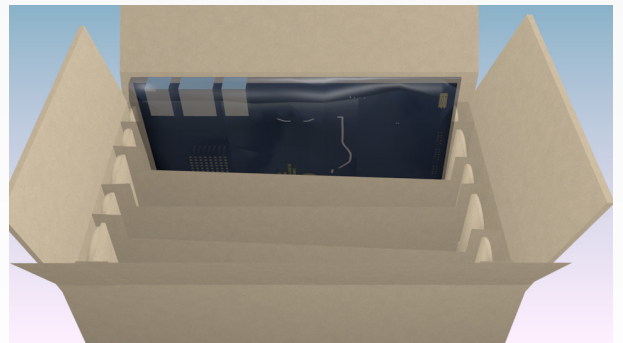
5

Ensure pink foam is in place at the bottom of the box. Ensure that slots on extremes are left empty.



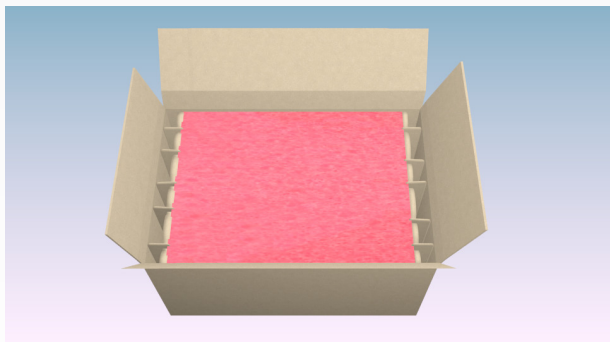
6

Insert motherboard with heat sink on the wider side of slot.



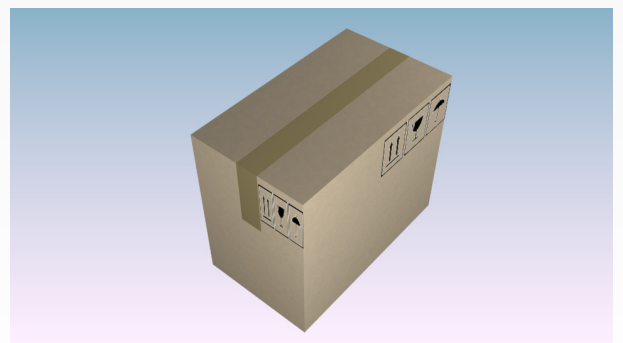
7

Insert pink foam across the slot on top of the box.



8

Seal top of box with tape.



9

Insert Return Commercial Invoice (RCI) & Airway Bill (AWB) into pouch & stick the pouch on the outside of the Multi-Slot box. (If AWB or pouch is not provided by the carrier or if AWB is not needed, clearly label the outside of the box with the shipping address and RMA number.)



End of document.