



Guide to pack your faulty MoBo /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.

Intended Audience

The guide is intended to provide information on shipping faulty products back to Intel and tracking replacement shipments from Intel to Channel Partners and general audiences who need this level of information. This guide is applicable only for the countries listed below:

Australia	Brunei	Cambodia	Hong Kong	Indonesia
Korea	Laos	Malaysia	Mongolia	Nepal
New Zealand	Pakistan	Philippines	Singapore	Sri Lanka
Taiwan	Thailand	Vietnam		

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 will do but refrain from using newspaper, wrapping paper or CD casing to pack the faulty item(s).
Courier will provide air-pouch only. Write the order number (please refer to the commercial invoice from courier) and your address outside the box before sending through courier.
3. Instructions in returning faulty parts as indicated in the documents coming from Intel Depot.

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 FedEx box \(medium and large box\)](#)

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.*

Step 1

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



Step 2

Pack motherboard in an ESD bag.



Step 3

Please ensure the Intel box has foam at the bottom.



Step 4

Place the motherboard inside the Intel box.



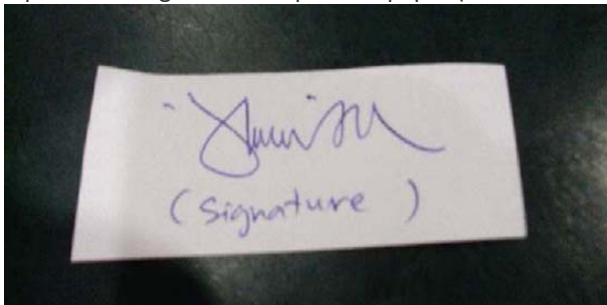
Step 5

Place top foam to cover the motherboard.



Step 6

Prepare a self signature in a piece of paper (Dimension: 2cm X 4cm)



Step 7

Place the signature paper between the taping area & seal it with tape.



Step 8

Top view on how the sealing & taping is done to seal the box.



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



Important Note: For processor replacement, return both processor and Fan Heat Sink (FHS).
For FHS replacement, return only FHS.

Step 1

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



Step 2

Pack motherboard in an ESD bag.



Step 3

Fully Wrap motherboard in a bubble wrap.



Step 4

Carefully slide the motherboard into the box.



Step 5

Please ensure the adhesive tape firmly seal the FedEx box.



End of document.

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