



December 15th, 2023

Dear Valued Distributor,

The intention of this letter is to provide an update related to Intel’s transition of NUC warranty, service and support to ASUS.

As previously communicated, Intel and ASUS, a multinational computer hardware and consumer electronics company, announced that they have agreed on a non-exclusive license for ASUS to manufacture and sell 10th to 13th Gen NUC systems. In addition, ASUS will support 7th to 13th Gen NUC systems, except for Intel® branded NUC laptops, which will continue to be supported by Intel. Warranty, service and support for Gen 5-6 NUC will remain with Intel. Furthermore, ASUS is licensed to develop future NUC system designs to continue NUC innovations and extend the NUC systems roadmap.

As a reminder, please continue to use existing warranty, service and support mechanisms and channels until the transition dates specified below. This includes Intel® branded NUC products purchased through ASUS. The primary channel for Intel support continues to be [intel.com/support](https://www.intel.com/support) until the transition dates.

Key Timeline (in US Local Time)	Activity
January 15, 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
January 16, 2024	First day for ASUS to accept new technical support cases
	First day for ASUS to accept new warranty claims

ASUS Contact Information

After the transition dates listed above, please 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](#)

Transition Details

After the transition dates listed above, ASUS will continue to provide support for the remainder of the warranty period for 7th to 13th generation Intel NUCs sold by Intel. For 7th to 13th generation Intel NUCs sold by ASUS, ASUS offers three-year limited warranties. This warranty covers all hardware items included in the box. NUC Laptop Support will continue to be provided by Intel.

ASUS NUCs sold directly by ASUS come with a three-year limited warranty when purchased from ASUS, covering all hardware included in the box.

The previous benefits of Intel NUC in the Intel Partner Alliance program will not be continuing through the transition to ASUS. This includes the benefit listed below:

- All Advance Warranty Replacement (AWR) benefits will cease for NUC on January 15th 2024, as AWR is a unique Intel program benefit.

For comparable benefits in your region, please contact ASUS for more details. For further questions on the Intel's Distributor benefits program, please contact your Intel account representative.

The previous benefits offered by Intel to Intel Distributors for NUC products will change through the transition to ASUS. These benefits include those listed below:

- The practice of offering a credit note in exchange for returned NUC products is a unique Intel program benefit. NUC sold by ASUS will follow ASUS RMA service. Please contact us for more details on their support plans.

For further questions on benefits offered to distributors, please contact ASUS for more details on support plans.

When calling ASUS for Support, please have your Serial Number (S/N) ready. The Serial Number can be found on the NUC and the original packaging (see images below).



ASUS will continue to support NUC software, firmware & BIOS starting from January 16th. ASUS will upload these files to NUC product support site to continue the support. Intel security advisories for NUCs will be delivered through ASUS after the transition date.

Thank you for your trust in ASUS, we look forward to our future cooperation. If you have any questions, please contact your ASUS Account Representative.

Sincerely,

ASUSTek Computer Inc.

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 ASUS' earnings release dated August 11, 2023, 2022 Annual Report, and other filings. All information in this letter reflects ASUS management views as of the date hereof unless an earlier date is specified. ASUS 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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