



November 15th, 2023

Dear Valued Customer,

The purpose of this letter is to provide an update regarding Intel's transition of the NUC service, support, and warranty to ASUS.

As previously communicated, Intel and ASUS, a global technology solution provider, have agreed on a non-exclusive license for ASUS to manufacture and sell 10th to 13th Gen NUC systems. In addition, ASUS will support the sale and service of 7th to 13th Gen NUC systems, except for Intel® branded NUC laptops, which will continue to be supported by Intel. Furthermore, ASUS is licensed to develop future NUC system designs to continue NUC innovation and extend the NUC systems roadmap. For questions related to purchasing NUC products from ASUS, please contact [ASUS NUC | Contact Sales](#).

Please continue to use existing service, support, and warranty mechanisms and channels until the specified dates below. This includes Intel® branded NUC products purchased through ASUS. The primary channel for Intel support continues to be intel.com/support until the transition date.

Key Upcoming Dates for Customer Support, including Product Exchanges, Technical Support & Refunds for 7th to 13th Gen NUC systems

Key Timeline (in 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

The benefits offered under the Intel Partner Alliance (IPA) program will not continue with the transition to ASUS. For further inquiries about the IPA program, please contact your Intel account representative.

For support concerning 7th to 13th Gen NUC systems on or after January 16, 2024, please contact ASUS. Details about ASUS' contact information and support paths will be provided in the next Dear Customer Letter, which is targeted to be sent in December.

Thank you for your trust in ASUS, we look forward to our future cooperation. If you have any questions, please contact [ASUS NUC | Contact Sales](#) or 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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