



January 15th, 2024

Dear Valued Customer,

Starting January 16, 2024, ASUS will begin providing technical and warranty support for 7th to 13th Gen Intel® NUC systems, except for Intel® branded NUC laptops, which will continue to be supported by Intel. Technical and warranty support for NUC Gen 5-6 will remain with Intel.

Software, Firmware and BIOS updates & support will also be provided by ASUS after January 16th transition date.

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](#)

The following dates provided additional details as the technical and warranty support transitions to ASUS. Intel will not accept any technical support cases or warranty claims after the transition date.

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

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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