Customer Self Repair (CSR)

Overview

Customer Self Repair (CSR) is a speedy, convenient and free option for hardware repair. Once ASUS confirms a part (device component) failure on your CSR-eligible device, ASUS will ship you a replacement part at no cost to you. Once you receive your component, you can take full advantage of CSR's convenience and speed by completing the part replacement following the included instructions. For more information see ASUS's Customer Self Repair [FAQ](). You can also learn more by consulting the warranty information for your product at [ASUS Support]().

Customer Responsibility

When using the Product
- Read the user manual first and use the Product only according to the user manual.
- Do not leave the Product connected to the power supply once it is fully charged and not turned on. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically back up your data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- Please check the manual and the ASUS support website for troubleshooting solutions, before contacting the customer service.
- If the Product is designed with the TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place (Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the English Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)

When contacting ASUS Customer Service
- Before contacting ASUS technical support, ensure that you have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone number can be found at [ASUS Support]().

- You will be required by ASUS to perform some of the Product's troubleshooting tasks or actions, which may include the following:
    - Running the official MyASUS hardware diagnostic to validate issue with verified error code.
    - Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
    - Installing updates, patches or service packs.
    - Running diagnostic tools and programs on the Product.
    - Allowing the ASUS technical support agent to access the Product with remote diagnostic tools (when available).
    - Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problems.

When conducting Customer Self Repair

- Ensure that you have fully backed up all the data stored on Your Product and removed any personal, confidential, or proprietary information before any service process is started. ASUS may delete any data, software, or programs installed on the Product without restoring them. ASUS shall not be held liable for the permanent loss, damage, or misuse of your data.
- Ensure that the product is in an environment without potential health or safety hazards and is easily accessible with enough space for repair.
- Ensure that you properly follow the repair instructions and conduct proper new part installation.

ASUS will provide self-service guide and reference materials to assist you to complete the repair.   Please visit ASUS support site for more information. (SUPPORT STE 網址) If you encounter any difficulty on performing repair, please contact ASUS contact center for a further assistant. User are also able to interrupt the CSR service at any time and turn into regular repair (repair provided by ASUS engineer) by following the ASUS repair application process.

Service coverage

1. The CSR service ASUS agrees to provide under:
   a. The official MyASUS hardware diagnostic is conducted to validate issue with verified error code.
   b. Customer Self-Repair services that are necessary to address issues covered by

your ASUS Limited Hardware Warranty for the product.

c. Installation, de-installation, or relocation services and operating supplies are not included.
d. CSR service do not cover ADP (accidental damage protection). If user is experiencing a CID (customer induced damage) condition and wants to execute the ADP warranty, ASUS will only provide regular repair service (repair provided by ASUS engineer) to user.
e. Geographic locations outside of the country or site(s) indicated on Customer's invoice or other order confirmation.

2. Part Exchange Service

Under Customer Self Repair, ASUS will ship a replacement part to your location. (exclude PO box) You are responsible for its installation and verification of its operation. The replacement part becomes your property in exchange for the defective part, which becomes the property of ASUS at the time of replacement part delivery. User agrees to CSR service under an exchange basis, beginning at the delivery of the replacement part. Upon receipt, the replacement part becomes your property and the defective part becomes the property of ASUS. You may be charged for the price of the replacement part including taxes if ASUS does not receive the defective part within 21 days of your request for the replacement part or if the defective part shows evidence of CID or tampering.

3. Cancellation

ASUS, at its sole discretion, reserves right to cancel at any time. User can cancel the CSR service at any time. Based on different status of the CSR part shipment, user needs to follow the procedure as below:

A. If the CSR parts haven't sent out from ASUS, ASUS will stop the shipment immediately at no charge;

B. if the CSR parts have already been sent out from ASUS, no matter if it is on route or delivered, user is responsible for returning the CSR parts. You may be charged for the price of the replacement part including taxes if ASUS does not receive the part within 21 days of your request for the replacement part or if the replacement part is not the same spec sent out from ASUS, or if the part is under CID (Customer Induced Damage).

CSR Service Flow

1. Hardware Diagnostic required

In order to reach the right solution for your issue, eligibility for ASUS CSR service requires ASUS-designated diagnosis and troubleshooting. First, run the hardware diagnostic in [MyASUS app](#) to access inside your system in a safe way to diagnosis your device with hardware defective and confirm your issue is covered by ASUS   warranty. Second, follow the MyASUS app to request for repair.

Parts available for CSR service might be different by model, for more information about available CSR parts, please see ASUS's Customer Self Repair [FAQ](#)

*Notice: you might need to provide Credit card information when applying for CSR service. ASUS will only collect charge when ASUS does not receive the defective part within 21 days of your request for the replacement part or if the defective part shows evidence of CID or tampering. The flow and restriction varies by country setup.

2. ASUS will arrange the CSR part shipment.

After you submit for CSR service via MyASUS app or ASUS support site, ASUS will then ship the replacement part to your location (exclude PO BOX) at no cost. ASUS will determine the appropriate delivery method required to provide effective and timely support. Please visit ASUS support site for the schedule of your parts delivery.

3. While performing CSR,

CSR parts provided by ASUS will be brand new, all the parts ASUS sent to you will be qualified by ASUS and confirmed substitutable to your defective parts in the product. CSR parts may be from a third-party manufacturer and may not be from the same manufacturer as your defective parts.

Damage caused while replacing CSR parts will be treated the same as if damage has occurred during ASUS Service Engineer repair. CSR service will cover the second repair service provided by ASUS However, if the damage caused by improper installation including, but not limited to, failure to follow the repair instructions provided by ASUS, ASUS reserves the right to charge while providing second repair service

4. Return the parts

While preforming CSR, the defective part removed from your ASUS Product will become the property of ASUS and the replacement part you installed will become yours.

ASUS will provide a return shipping label in the box, for you to return the defective part. You are responsible for installing the replacement part in time and returning the

defective part(s) within 21 days. You may be charged for the price of the replacement part including taxes if ASUS does not receive the part within 21 days of your request for the replacement part.

User is also responsible for proper packing. ASUS reserves the right to charge user for full parts price if the defective parts are degaussed or otherwise physically damaged upon receipt.

You can visit our website ASUS Support for more information.

Exclusions from this CSR service

1. Damage caused to this Product(s) by including but not limited to improper installation of HDD, SSD and/or RAM.

2. Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, and normal wear and tear.

3. Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions.

4. Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.

5. Damage to the Product caused by an external electrical fault or any accident.

6. Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;

7. Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;

8. Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;

9. Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by a willful act of the customer;

10. Unusability or damage to the Product caused by installing and using the Unlock Device App, which is a utility that will unlock your Product's boot loader but will render the Warranty null and void.

11. Damage caused to persons or property at any point during the troubleshooting or Customer Self Repair process

Information available to help CSR

ASUS will provide self-service guide from multiple channels to assist you to complete the repair. Please visit ASUS support website [ASUS Support](#) for more information. If you encounter any difficulty on performing repair, please contact ASUS contact center for a further assistant. User are also able to interrupt the CSR service at any time and turn into regular repair (repair provided by ASUS engineer) by following the ASUS repair application process provided on the ASUS support site.