

Intel® Retail Edge Program

Summer Deal 2011 Intel® Processor Product Support

This processor qualifies for warranty support direct from Intel.

- Processors in this program will have the standard three year Warranty that is in the sealed box
- Installation instructions, Warranty information, Contact information and an Intel sticker will be included in the box.
- Processors are already released for sale and fully supported by Intel Customer Support.
- Program entitlement for Warranty will be for Standard Warranty Replacement (SWR)
- For this program, Purchasers will not be entitled to Advance Warrant Replacements (AWR)

If your processor qualifies for warranty support direct from Intel, you will need to provide:

- All the markings from the top of the defective processor and the processor fan/heatsink.
- See the information below regarding processor and fan markings.

Note: Please be prepared to provide proof-of purchase as Intel may request this before processing a warranty request.

Please have the above information ready before contacting Intel.

Information on how to contact Intel:

Web-based technical support for Intel® processors: <http://www.intel.com/support/feedback.htm?group=processor>

Intel® processors warranty FAQ: <http://www.intel.com/support/processors/sb/CS-020033.htm>

Email Intel® technical support: <http://supportmail.intel.com/scripts-emf/welcome.aspx?id=>

Phone Intel® technical support: <http://support.intel.com/support/9089.htm>

916-377-7000, Monday – Friday 07:00 to 17:00 (US Pacific Time)

Processor and Fan/Heatsink Markings

Fan Markings:

Please record the part number and manufacturer from the top of the fan. The part number is generally the first number found and starts with a 'D', 'E' or 'C'. The manufacturer is located near the bottom of the label (ex. Nidec*, Fujikura*, Sanyo-Denki*, Delta*).

Processor Markings:

Please record the information from lines 1 - 6 (see figure 1 below).

Note: You must get these markings from the physical processor. The markings on the box label are not sufficient.

Figure 1 below details the general markings used for most current Intel® processors. The location of certain markings will vary based on the type of processor you have.

Figure 1 - Processor markings for most processors

