

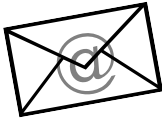


ARS Manual

ASUS Workstation Motherbord

5 steps to advance replacement RMA:

1. Contact ASUS ARS team for tech support



Server support email

advance.rma.eu@asus.com

OR



Server support phone line

+31-(0)591-570292

+420-596-766-891

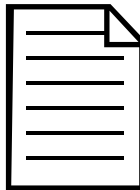
2. Define problem



Software problem?

hardware problem?

3. Fill out Advance Replacement request form



4. Send form

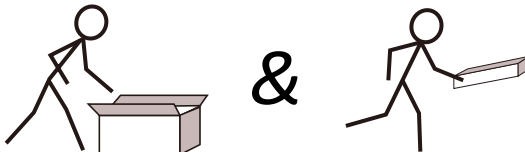
E: advance.rma.eu@asus.com

OR

F: +31-(0)591-666853

+420-596-766-329

5. Receive replacement & return reject



FIVE STEPS TO ADVANCE REPLACEMENT

- 1 Contact ASUS ARS Team via E-mail or phone for technical assistance & problem diagnostic of ASUS Workstation, server barebones and server motherboard product:
Server / Workstation Support Email: advance.rma.eu@asus.com
Server / Workstation Support Phone Line: +31-(0)591-5-70292/+420-596-766-892
- 2 If the problem is determined as hardware failure by ASUS, Customer may proceed to request Advance Replacement RMA Service.
- 3 Fill out the ARS Request Form. All required details; including Product Information, System Configuration & Defective Part Information, Applicant & Shipping Information, Billing Information and Credit Card Information, must be filled in correctly.
- 4 Send the complete ARS Request Form to ASUS ARS team via Fax or e-mail. ASUS ARS team will issue an RMA number after acknowledging the receipt of ARS Request Form from Customer.
ASUS ARS team Fax Number: +31-(0)591-666853/+420-596-766-329
ASUS ARS team Email: advance.rma.eu@asus.com
- 5 ASUS will ship the replacement the same working day if the request is made before 2 PM (GMT+1:00) for delivery next day. In case there are delays in shipment we will let you know immediately.
If the ARS requests happen before 2011/Dec/31st, You will receive the replacement with RMA number and express return instructions/labels, with this you may return the defective unit(s) within 14 days
If the ARS requests happen after 2012/Jan/1st, ASUS will arrange pick up the defective units for you with ASUS forwarder
Both ways you do not need to pay extra shipping expense.

NOTE:

- A ASUS Advance Replacement RMA Service (hereinafter the "ARS") will be applied to EU (European Union) region.
- B Among ASUS workstation motherboards, all Intel-based models whose model name starts from P9, or Z9, like P9X79 WS or Z9PE-D8 WS, and the following launched models, are applicable to ARS; earlier models (P6, P7, and P8 Series) will not be applicable for ARS.

- C In normal condition, the replacement product could be expected to ship out the same working day of ARS request if the RMA number is issued before 2 PM. If the RMA number is given after 2 PM (GMT+1:00), the delivery of the replacement product shall be arranged for the next working day. Customer will be asked for a credit card number to secure the replacement. Based on the posting/receive date, Customer's account will only be billed for defective product(s) not sent out within 14 days (until 31.12.2011) or received at ASUS site within 30 days (from 1.1.2012).
- D ARS functions on the working days ONLY. If Customer applies for ARS 1 day before weekend or national holiday, the shipment of the replacement part shall be postponed until next working day.
- E Customer will be asked to place a given RMA number on the packing material of returned defective product.
- F An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to the customer. Shipping cost of return will be charged to customer. Authorized returns are to be shipped to the address in the RMA.
- G If Customer has not sent out the defective product after the 14th day/ or ASUS site has not received the defective product by the 30th day, Customer's account would be billed with the total costs of provided ARS service (replacement product price, shipping and handling costs) and ASUS ARS Team would not accept any return of defective product for that RMA.
- H ASUS ARS Team will examine if the defect is caused by man-made within 3 working days after the receipt of defective part from Customer. If CID (Customer-Induced Defect) is found after inspection, Customer will be informed via e-mail within 1 working day. Once Customer agrees with the inspection results proved by pictures, an extra service fee including repair, handling and shipping costs, will be billed to Customer. If CID is determined as irreparable, the price of replacement product shall be also charged.

1 PRODUCT INFORMATION

* Model Name	
* Serial Number	
* Distributor / Vendor	

2 SYSTEM CONFIGURATION & DEFECTIVE PART INFORMATION

* CPU Type		* Single / Dual		* Clock Speed	
* Memory			* Capacity		* Quantity
* Hard Disk			* Capacity		* Quantity
Add-On Card					
* OS Type					
* Part Name	P/N	* S/N	* Problem Description		
1					
2					
3					
4					
5					

* P/N = Part Number ; S/N = Serial Number ; OS = Operating System

3 APPLICANT & SHIPPING INFORMATION

* First Name		* Last Name	
* Company Name			
* Address (1)			
Address (2)			
* City		* State	* Zip Code
* Phone Number (1)			
Phone Number (2)			
* Fax Number			
* E-mail Address			

* Applicant & Shipping Information could be left with blanks if it is the same as Billing Information.

4 BILLING INFORMATION

* First Name		* Last Name	
Company Name			