



Các bước làm bảo hành trực tuyến:


Đăng nhập Website: <https://supporttickets.intel.com/?lang=en-US>


Hoặc: www.intel.com/supporttickets

Support Home

**Online Service Center**
Create and manage your support and warranty requests

**Request Support**
Let us help with your service and warranty issues (sign in required)

**Check Warranty Coverage**
Verify your coverage and request warranty support

**Sign In or Sign Up**
Access your account or create a new one to view personalized support resources

1. Chọn Sign In/Sign up để đăng nhập tài khoản

Intel® Support

Sign In

Do you work for Intel? Sign in here >

Neu da co ID va Password, xin dang nhap tai day

By signing in, you agree to our Terms of Service

Sign In

Remember me

Forgot your Intel username or password?

Contact customer support

Don't have an account?

Sign up now to access your personalized support experience, including:

- › Submit requests for service and warranty issues
- › View or update your existing support requests
- › View the warranty status for your product returns

Creating a new account is quick and easy. Choose the link below and follow the simple steps to sign up now.

[Create an account](#)

Neu chua co ID va password, xin dang ki tai khoan tai day

2. Quy cách có thể kiểm tra tình trạng của các đơn hàng bảo hành như sau:

Support history Search

Timespan: Last 30 Days | Status: Any Status | Request Type: Standard Warranty Replacement | Contact: [Redacted]

Request	Status ?	Products or Services	Created	Last Updated	Actions
02470002	Closed SWR Closed	Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA	Yesterday 04:50 PM	Yesterday 12:10 AM	View Details

Có thể chọn thời gian (timespan), tình trạng (status), loại bảo hành (Request type) để kiểm tra các đơn hàng bảo hành theo hình dưới:

Support history

Search

Timespan: Last 30 Days

Status: Any Status

Request Type: Standard Warranty Replacement

Contact: Ric L. de Luzon

Request	Status	Products or Services	Created	Last Updated	Actions
02173303	Closed SWR Closed	Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA	Yesterday 04:50 PM	Yesterday 12:10 AM	View Details

Warranty FAQs

Profile information

Edit profile

Support history

Search

Timespan: Last 30 Days

Status: Any Status

Request Type: Standard Warranty Replacement

Contact: Ric L. de Luzon

Request	Status	Products or Services	Created	Last Updated	Actions
02173303	Closed SWR Closed	Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA	Yesterday 04:50 PM	Yesterday 12:10 AM	View Details

Warranty FAQs

Profile information

Edit profile

Support history

Search

Timespan: Last 30 Days

Status: Any Status

Request Type: Standard Warranty Replacement

Contact: Ric L. de Luzon

Request	Status	Products or Services	Created	Last Updated	Actions
02173303	Closed SWR Closed	Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA Boxed Intel® Desktop Board DH61WW, GbE LAN, VGA	Yesterday 04:50 PM	Yesterday 12:10 AM	View Details

Warranty Entitlement

Warranty FAQs

Profile information

Edit profile

3. Kiểm tra quyền hạn bảo hành và thông tin tài khoản như hình dưới:

Entitlement Type	Allocated Tổng số quyền bảo hành	Remaining Quyền bảo hành hiện có
AWR Bảo hành nhanh Advanced Warranty Replacement	10	10
SWR Bảo hành thường Standard Warranty Replacement	20	20
SRR Self Recycling Replacement	10	10
Fulfillment	5	5

Warranty FAQs

Profile information **Thông tin tài khoản**

Edit profile

Contact: Ric L. de Luzon

Member ID: 1565196

Company:

Primary Address: 182 Hillside Drive, Village Park, Laguna, Philippines

Manage Shipping addresses

Chọn Manage shipping address để thay đổi địa chỉ nhận hàng

Phone:

Email: ric.deluzon@sykes.com

Chọn Add new address để nhập địa chỉ mới




Manage Shipping addresses

123 Malaya St. Zeus Village, Pasig City, MDR, 1600, Philippines

Add a new address

Cancel

4. Quay lại đầu trang để làm bảo hành trực tuyến:

 Request Support Let us help with your service issues and questions	 Check Warranty Coverage Verify your coverage and request warranty support	Chọn dấu "+" để lập đơn hàng bảo hành  New Warranty Return Submit products for warranty replacement
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5. Lựa chọn loại bảo hành (AWR/SWR)

Ctrl+S

New Warranty Return

Complete these steps to request fast and easy warranty replacement support worldwide

Step 1 Warranty Type | Step 2 Product Details | Step 3 Shipping Information | Step 4 Confirmation

What type of warranty return would you like to create?
Not sure what to choose? Learn more by reading our [Warranty FAQs](#).

- Advanced warranty replacement (AWR)**
10 of 10 remaining. The depot ships the replacement item to the customer without waiting for the defective part.
- Standard warranty replacement (SWR)**
20 of 20 remaining. The customer's return item or items must be received before the depot ships the replacement item or items.
- Self-recycling replacement (SRR)**
10 of 10 remaining. The depot ships the replacement item to the customer and the customer is expected to recycle the product.
***Self-recycling replacements are temporarily not supported online. Please Contact Intel Support.**
- Fulfillment**
5 of 5 remaining. A shipment of spare parts to the customer.

Đối với sản phẩm là Sever Board, xin vui lòng làm theo các bước sau:

Chọn tên sản phẩm cần bảo hành:



New Warranty Return

Complete these steps to request fast and easy warranty replacement support worldwide

Step 1
Warranty Type

Step 2
Product Details

Step 3
Shipping Information

Step 4
Confirmation

Tell us what products you would like to return.

Enter each of your returns below. You may add up to **20** additional products of any type to this [standard warranty replacement request](#).

Product Type

Check products

Clear

+ Add more products (19 remaining.)

Need help locating or identifying the markings on your Intel® products: [Processors](#) | [Solid state drives](#) | [Boards and kits](#)

Nhập thông số sản phẩm, sau đó nhấp “Check products” theo hình dưới:

Tell us what products you would like to return.

Enter each of your returns below. You may add up to **20** additional products of any type to this [standard warranty replacement request](#).

Product Type Serial Number Stocking ID/Part #

Board or Kit BQRP51000549 G62252-406

Check products

Clear

+ Add more products (19 remaining.)

Chọn tên sản phẩm và nhập lại “Check products” theo hình dưới:

Product Type Serial Number Stocking ID/Part #

Board or Kit BQRP51000549 G62252-406

Intel® Server Board BBS1200V3RPS, OEM 10 Pack

Intel® Server Board DBS1200V3RPS, Disti 5 Pack

Check products

Clear

+ Add more products (19 remaining.)

Đối với sản phẩm khác:

Chọn sản phẩm cần bảo hành:



New Warranty Return

Complete these steps to request fast and easy warranty replacement support worldwide

Step 1
Warranty Type

Step 2
Product Details

Step 3
Shipping Information

Step 4
Confirmation

Tell us what products you would like to return.

Enter each of your returns below. You may add up to **20** additional products of any type to this [standard warranty replacement request](#).

Product Type

Check products

Clear

+ Add more products (19 remaining.)

Need help locating or identifying the markings on your Intel® products: [Processors](#) | [Solid state drives](#) | [Boards and kits](#)

Nhập thông số sản phẩm và chọn “check products”:

Tell us what products you would like to return.
Enter each of your returns below. You may add up to 20 additional products of any type to this standard warranty replacement request.

Product Type Processor
FPO Number
ATPO Serial Number

Check products Clear + Add more products (19 remaining.)

Need help locating or identifying the markings on your Intel® products: [Processors](#) | [Solid state drives](#) | [Boards and kits](#)

Nếu cần bảo hành thêm sản phẩm khác, xin chọn “Add more products”:

Tell us what products you would like to return.
Enter each of your returns below. You may add up to 20 additional products of any type to this standard warranty replacement request.

Product Type Processor
FPO Number X545B425
ATPO Serial Number

✓ Boxed Intel® Celeron® Processor G1840 (2M Cache, 2.80 GHz) FC-LGA12C

Next: Shipping Information Clear + Add more products (19 remaining.)

Chon add more products neu can bao hanh them san pham khac

Need help locating or identifying the markings on your Intel® products: [Processors](#) | [Solid state drives](#) | [Boards and kits](#)

Sau khi đã thêm các sản phẩm cần bảo hành, chọn “shipping information”:

Tell us what products you would like to return.
Enter each of your returns below. You may add up to 20 additional products of any type to this standard warranty replacement request.

Product Type Processor
FPO Number X545B425
ATPO Serial Number

✓ Boxed Intel® Celeron® Processor G1840 (2M Cache, 2.80 GHz) FC-LGA12C

Next: Shipping Information Clear + Add more products (19 remaining.)

Sau khi đã thêm tất cả sản phẩm, kiểm tra địa chỉ nhận hàng tại đây

Need help locating or identifying the markings on your Intel® products: [Processors](#) | [Solid state drives](#) | [Boards and kits](#)

Chọn địa chỉ nhận hàng bảo hành và hoàn tất đơn hàng:

Save As... Ctrl+S

Step 1
Warranty Type

Step 2
Product Details

Step 3
Shipping Information

Step 4
Confirmation

Choose your shipping address and details.

Select, edit, or add the appropriate shipping address below and provide additional details about your return.

Select an address

- 1234 Main St, San Francisco, CA 94102, United States
- Add a new address

Additional Details

Please provide Tax and Customs information for international shipping. (This information may not be required for all countries and regions.)

Customer ID (optional): Provides a field for you to apply your company's internal ID numbers to this warranty request.

Tax and Customs Information

Customer Reference Number

Next: Complete Return

Nhan nút complet return de hoan thanh don hang

Chon cancel return de huy don hang, hoac save for later de lam bao hanh sau

Cancel return

Save for later