

## Desktop Processor Warranty Frequently Asked Questions

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One of the most frequent requests we receive concerns warranty questions. Watch the [Intel Warranty Guide for Processors video](#) for answers to the most frequently asked questions on this subject.

The goal of this document is to help customers understand if they should contact Intel and what information they will need to provide in order to help us determine if your processor is eligible for an Intel provided warranty.

It is organized in sections so you can use the links below to jump down to the section of interest.

[How do I diagnose if my processor needs to be replaced?](#)

[What Intel® Processors are eligible for a warranty directly from Intel?](#)

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[What happens after the warranty is approved?](#)

[What is an Intel engineering sample processor and is it eligible for a warranty?](#)

### **How do I diagnose if my processor needs to be replaced?**

#### **Are there any processor diagnostic tools available?**

The [Intel® Processor Diagnostic Tool](#) can help in determining if your processor is defective.

### **What should I do prior to contacting Intel regarding my warranty exchange?**

1. Verify that the processor in your possession is a boxed processor with a 3-year warranty - [Guide to identifying current desktop processor and fan-heatsink markings](#)
2. Perform the necessary troubleshooting steps to correctly identify the processor as the failing part.
  - a. Try the processor in another system if possible.
  - b. Try a known good processor in your system that is compatible with your desktop board if possible.
  - c. Try any applicable steps from our [troubleshooting guide](#) and record the results since you may need to describe them later.

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### **What Intel® Processors are eligible for a warranty directly from Intel?**

Intel® Processors fall into one of two categories - boxed or retail processors and Original Equipment Manufacturer (OEM) or tray processors. Here is a brief question and answer that

will highlight the difference between the two types of processors in regard to the warranty process.

**What is a boxed or retail processor and how long is the warranty on the processor?**

A boxed processor is sold in a factory sealed package that contains the processor, a fan-heatsink, product manual, and an Intel sticker. The product manual contains installation instructions and warranty terms and conditions. Be aware that Mobile and Enthusiast SKUs typically do not include a fan-heatsink. Each boxed processor carries a [3-year limited warranty](#).

**Can I contact Intel directly for a processor replacement for a boxed processor?**

We recommend that you work with your Intel Technology Partner if possible, as this can shorten the time it takes to complete the warranty transaction. If this is not an option, you may contact Intel directly for both technical support and warranty services for boxed processors and the fan-heatsinks that come in the box. Use the [Intel Phone Support](#) page to contact us.

**Is there any way to extend the 3-year warranty on my Intel® Boxed Processor?**

There is no way to extend the warranty period beyond three years for Intel® Boxed Processors.

**What is an OEM or tray processor and how long is the warranty on the processor?**

An OEM / tray processor is one that is sold wholesale, typically in bulk quantities, to system manufacturers like HP, Dell, or Acer. These processors are usually sold in a tray format and integrated by the OEM or reseller into a PC. The OEM processor warranty length is set by the individual vendor and warranty services are provided by the vendor. We recommend that you consult the warranty documentation that came with your system to find your warranty terms and conditions.

**Can I contact Intel directly for a processor replacement for an OEM or tray processor?**

No. You need to contact your place of purchase or computer manufacturer in regard to OEM processor warranty replacement. Intel does not provide warranty service for OEM processors.

**What if I don't know if the processor I bought is an OEM or boxed processor?**

The first thing to review is how long you have had your system and processor. If it is over 3 years old, then your warranty period will most likely have expired. If your system is newer than 3 years, you may go to the [Intel Boxed Processor Verification](#) Web site to identify if your processor is a boxed vs. an OEM processor. For Intel China boxed processors, please go to [Intel China Boxed Processor Verification](#) Web site. You also can contact Intel Customer Support to help determine if your processor is eligible for warranty service. Use the [Intel Phone Support](#) page to contact us. Be aware that you will need to provide certain

information from the processor in order for us to determine if your processor is boxed or OEM. You can view the video below to see what markings you will need to provide.

**Related information:** [Guide to Intel® Desktop Processors and Sockets\\*](#)

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### **What information do I need provide when I contact Intel regarding my warranty exchange?**

Prior to contacting Intel for warranty support, complete the following steps and gather the necessary product information that will allow us to determine whether your processor is under warranty or not.

### **What information do I need to provide to determine if I have a boxed or OEM processor?**

The information to provide includes all the markings from the top of the defective processor or defective fan-heatsink. The following document will show you the different type of desktop processor packages we currently support and what information to collect off of each processor package type and fan-heatsink: [Guide to identifying current desktop processor and fan-heatsink markings](#)

### **Is there any other information that I might need to provide?**

You may be asked to provide a valid proof-of-purchase such as an invoice when you contact us. You should also be ready to describe the troubleshooting steps you have already tried. This will allow our support personnel to fully understand the issue and will reduce the possibility of our staff suggesting troubleshooting steps you have already tried.

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### **What happens after the warranty is approved?**

Once your warranty request is approved, Intel will provide information on where to return the processor. The questions below address things to be aware of regarding this exchange.

### **What is a Standard Warranty Replacement (SWR)?**

Standard Warranty Replacement is when you are required to return your processor to Intel before Intel ships the new processor out. If you are an end user or a non-channel member, this is the return process that will be used to process your return. Intel technology partners have additional options available to them. Learn more on the [Intel® Reseller Center](#).

### **How can I prevent physical damage in the shipping process and why should I care?**

It is important to properly package the processor when you ship it back to Intel. If damage occurs during the shipping process, Intel reserves the right to reject the warranty claim. The best way to ship the processor is to use the processor clamshell that ships in the box. If you do not have the clamshell, carefully wrap the processor in a protective material like bubble wrap. In either case, it is critical to insure that the processor is protected from damage

during shipment or your warranty claim may be affected if the processor sustains physical damage during shipment.

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**What is an Intel engineering sample processor and can I receive a warranty on it?**

Intel engineering sample processors, also known as Intel Qualification Sample Processors, are pre-production processors loaned to Intel's Original Equipment Manufacturers (OEMs), Original Device Manufacturers (ODMs), and Independent Software Vendors (ISVs). They are used in the product design cycle prior to product launch.

**Can I purchase an Intel engineering sample processor?**

Intel engineering sample processor are provided by Intel under nondisclosure and/or special loan agreement terms with restrictions on the recipient's handling and use. Intel engineering sample processor are not for sale or resale and are the sole property of Intel.

**Can I receive a warranty on Intel engineering sample processor?**

Intel engineering sample processors are not covered under Intel warranty and are generally not supported by Intel past the pre-production phase.

**How do I identify Intel engineering sample processor?**

The easiest way to tell if you have an Intel engineering sample processor is to look at the processor topside markings. If you have a 4 or 5 digit Qspec you have an engineering sample. A production processor will have a 5 digit sSpec such as SLB9L on the topside markings. Another way to tell is if you see the letters ES on the top of the processor as shown in the image below.

**Where can I learn more about Intel engineering sample processor?**

Go to this article - [Information about Intel Engineering/Qualification Sample Processors](#)



**This applies to:**

[Intel® Celeron® Desktop Processor](#)  
[Intel® Core™ i3 Desktop Processor](#)  
[Intel® Core™ i5 Desktop Processor](#)  
[Intel® Core™ i7 Desktop Processor](#)  
[Intel® Core™ i7 Processor Extreme Edition](#)  
[Intel® Core™2 Duo Desktop Processor](#)  
[Intel® Core™2 Extreme Processor](#)

[Intel® Core™2 Quad Processor](#)  
[Intel® Pentium® 4 Processor Extreme Edition](#)  
[Intel® Pentium® 4 Processors](#)  
[Intel® Pentium® D Processor](#)  
[Intel® Pentium® Processor Extreme Edition](#)  
[Intel® Pentium® Processor for Desktop](#)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.