

Intel DSG products

Empowering a Connected World of Infinite Possibilities



How to identify MiTAC Direct Shipment?

For Warranty and Technical Support

Rev: R01b

Date: 2023-08-14

2023/8/16

MITAC 
MITAC COMPUTING TECHNOLOGY CORP.

Background

- DSG is ramping down the system business and last time buy orders will be accepted through **Q2'2023** with a fulfillment through **Q4'2023**.
- Mitac has acquired rights to manufacture DSG systems and ship them to prospective customers beginning **Q3'2023**
- DSG will continue to support Intel-shipped systems through the end of the warranty period. Standard warranty period is 3 years.
- Mitac will support Mitac shipped systems and will own technical and warranty support for the said system

Identification of MiTAC direct shipment

for System or MB (on physical parts)

- **Naming System for Identification** - SN of System or MB

Example



SN: XXXXXXXXXXXX

LU or BQ: Intel shipment → Intel's liability for RMA and Tech. issue

LD or BD: MiTAC shipment → MiTAC's liability for RMA and Tech. issue

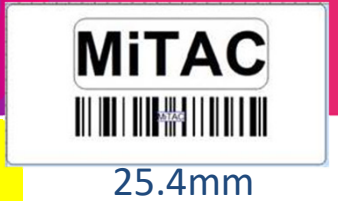
* New naming for MiTAC Shipment would be implemented after Q3'23

Where to get SN information:

1. FRU ID
2. SMBIOS
3. Label on System or MB



Identification of MiTAC direct shipment



for L9 Key parts (DIMM/SSD/PCI Cards) (on physical parts)

- **Add a new label on**

**CPU: for thermal issue concern, not allowed additional label on, need to offer SN for checking.*

**PSU: for label scratch concern, not allowed additional label on, need to offer SN for checking.*

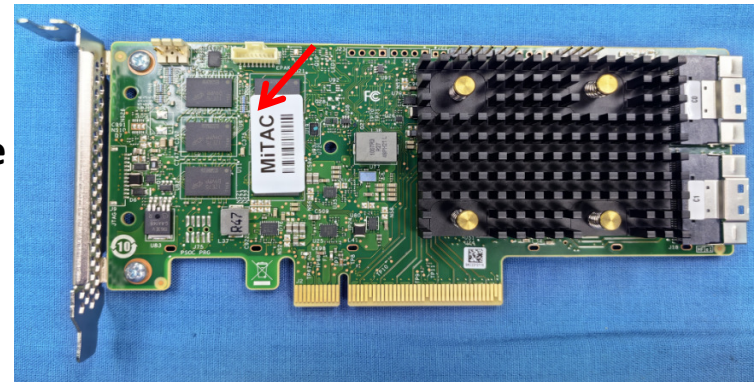
DIMM



SSD



PCI Card
Lan card
Backplane
Midplane



Check Warranty Coverage



on line: 2023/08/01

<https://datacentersolutions.mitacmct.com/warranty>

Input

Service Center - Warranty Information

Check your warranty coverage.

Follow the steps below to verify and request warranty support for your products.

Please enter the serial number of your product/component:

Check

Output

Check your warranty coverage

Follow the steps below to verify and request warranty support for your products. Intel® products sold as part of a computer manufacturer. [Contact your system manufacturer](#) or place of purchase for information about your warranty options.

[Return To Online Service Center](#)

Intel® Server Board S2600WFT, Single

Serial Number	BQWF82000403
Stocking ID/Part #	H48104-854
Estimated Warranty Expiration	August 25, 2025 (Current) ⓘ

OR

Sorry it's not MiTAC's direct shipment, please re-check it from Intel portal.

https://supporttickets.intel.com/s/warrantyinfo?language=en_US



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ORP.

Thank you

Identification of MiTAC direct shipment

Get SN from FRUID and SMBIOS (Electronic way)

```
WolfPass-LWF1304YS910601-EST_230512_224836_LUF931900081_A48F01925955_PASS.LOG
檔案(F) 編輯(E) 格式(O) 檢視(V) 說明
*****
*                               FRU Data                               *
*   If FRU device doesn't exist, baseboard FRU                       *
*   sometimes dumped. Seems like an ipmitool bug.                     *
*****
FRU ID 0                               FRUID
Chassis Type       : Rack Mount Chassis
Chassis Part Number : .....
Chassis Serial     : .....
Chassis Extra      : .....
Chassis Extra      : .....
Board Mfg Date     : Fri May 12 04:38:00 2023
Board Mfg          : Intel Corporation
Board Product      : S2600WFT
Board Serial       : BQWF22900488
Board Part Number  : H48104-952
Product Manufacturer : Intel Corporation
Product Name       : S2600WFT
Product Part Number : N20347-002
Product Version    : LWF1304YS910601
Product Serial     : LUF931900081
Product Asset Tag  : .....
```

```
WolfPass-LWF1304YS910601-EST_230512_224836_LUF931900081_A48F01925955_PASS.LOG
檔案(F) 編輯(E) 格式(O) 檢視(V) 說明
Handle 0x002D, DMI type 1, 27 bytes
System Information
Manufacturer: Intel Corporation
Product Name: S2600WFT
Version: LWF1304YS910601
Serial Number: LUF931900081
UUID: 00e09881-1b2d-ed11-b711-a4bf01925955
Wake-up Type: Power Switch
SKU Number: SKU Number
Family: Family
```