

Return For Repair

A. Before you send it back, please contact us to confirm which part of the miner is broken—if you are not sure, please contact our support team miner_support@innosilicon.com.cn.

B. Pack the damaged parts carefully, **Shipment damage will void the warranty. It is also suggested that you can use *DHL*, *Fedex*, *UPS* and *TNT* to ship the parts, your kindly understanding will be highly appreciated**

● **How to pack one hashboard/control board properly**

Please prepare Carton, Foam Cotton(or Pearl Cotton), Bubble bag and tape

1. Put the hashboard on the bubble bag, wrapped and taped good



2. Put the foam cotton inside the carton, and then put the wrapped board inside the carton. and fill the carton with more foam cotton until hashboard cannot be shaken.



3. Sealing and shipping.

● **How to pack more hashboards/control boards properly:**

Please prepare Carton, Foam Cotton(or Pearl Cotton), Bubble bag and tape

1. Put the hashboard on the bubble bag, wrapped and taped well
2. Put the wrapped boards one by one inside the carton, and separate the boards with foam cotton.



3. Fill the carton with more foam cotton until hashboard cannot be shaken.
4. Sealing and shipping.

C. Send the package back for a repair

For detailed address, please contact after-sales support team via

miner_support@innosilicon.com.cn

Note: please put a paper note with the following info in the package:

1. Packing list
2. Issues
3. SN number of the faulty miner

Note:

- a) Please **label the value low** (preferably 10USD for each board/PSU, 100USD for each whole unit) and **claim the hashboards as "integrated circuit"**, claim the control board as **"Circuit board with components."** on the invoice to avoid import tax, otherwise **the extra customs clearance fees will be billed to the client.** Thanks!.
- b) Please don't use the EMS to send the package back, it will take long time to delivery and hard to make the custom clearance if you choose EMS, **any loss cause by the EMS will be undertaken by yourself. Thanks for your understand.**
- c) After you arrange the shipment, please send the packing list and the tracking# to us and provide below information to miner_support@innosilicon.com.cn, thanks.
 1. Name:
 2. Company:
 3. Country:
 4. State/Province:
 5. City:
 6. Street and House NO.:
 7. Zip Code:
 8. Telephone Number:

Thanks & Best regards,

Innosilicon after sales support team

Support center: <http://www.innosilicon.com/html/downA4/>

Support Email Address: miner_support@innosilicon.com.cn