

Response to instability issue on some 13th and 14th Generation Intel® Core™ Processors

Intel® has released a statement in response to instability issues on some 13th and 14th generation Intel® Core™ processors. To help address these issues, Altos is offering a two-year extended warranty, up to a maximum of five years, for affected 13th and 14th Generation Intel® Core™ processors causing instability issues. We are working closely with Intel® to address the situation through microcode updates. Customers experiencing such issues should contact their nearest Altos service center.

Impacted Models:

Altos® P10 F9
Altos® P130 F9
BrainSphere™ P150 F8

Affected Intel® Core™ 13th and 14th Processors

Processor Number	
13 th Generation Intel® Core™	14 th Generation Intel® Core™
I9-13900KS	I9-14900KS
I9-13900K	I9-14900K
I9-13900KF	I9-14900KF
I9-13900F	I9-14900F
I9-13900	I9-14900
I7-13700K	I7-14700K
I7-13700KF	I7-14700KF
I7-13790F	I7-14790F
I7-13700F	I7-14700F
I7-13700	I7-14700
I5-13600K	I5-14600K
I5-13600KF	I5-14600KF

Altos stands behind its products and is committed to supporting customers experiencing instability with their 13th and 14th Gen Intel® Core™ processors. A BIOS update has been developed to address this issue and is available on our support website, along with step-by-step instructions for updating the system BIOS. We are now releasing BIOS updates containing updated microcode to

resolve voltage spikes that occurred under certain conditions. If your model is listed in the table above, please regularly check the BIOS release schedule, which will be updated.