
From: Decan Frost

Sent: Friday, January 28, 2022 5:30 PM

To: ASUS Customer Service Center

Subject: FW: Re:Re:Re:Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:<Web>Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0015

Just a little bit extra to prove it's false advertising and promoting hardware beyond their capabilities:

Product Support for

ROG STRIX Z690-F GAMING WIFI

Select Other Model >

Quickly access your product support.

REGISTER YOUR PRODUCT

CPU / Memory Support Driver & Utility FAQ Manual & Document Warranty

MEMORY

CPU Support Memory Other Devices

NEED HELP?

Email Us

Find service locations

Check purchasing and installation guide. [Click here](#)

Vendors Size (T) RAM Speed (T) Socket Support (T)

12th Gen Intel

Vendors	Part No.	Size	RAM Speed	Supported Speed	SS/DS	Chip Brand	Timing	Voltage	Socket Support
G.SKILL	F5-6000U4040E16GX2-TZ5K	2x 16GB	6000	6000	SS	Samsung	40-40-40-76	1.3	1.2

< 1 >



Decan

From: [Decan Frost](#)

Sent: Friday, January 28, 2022 5:20 PM

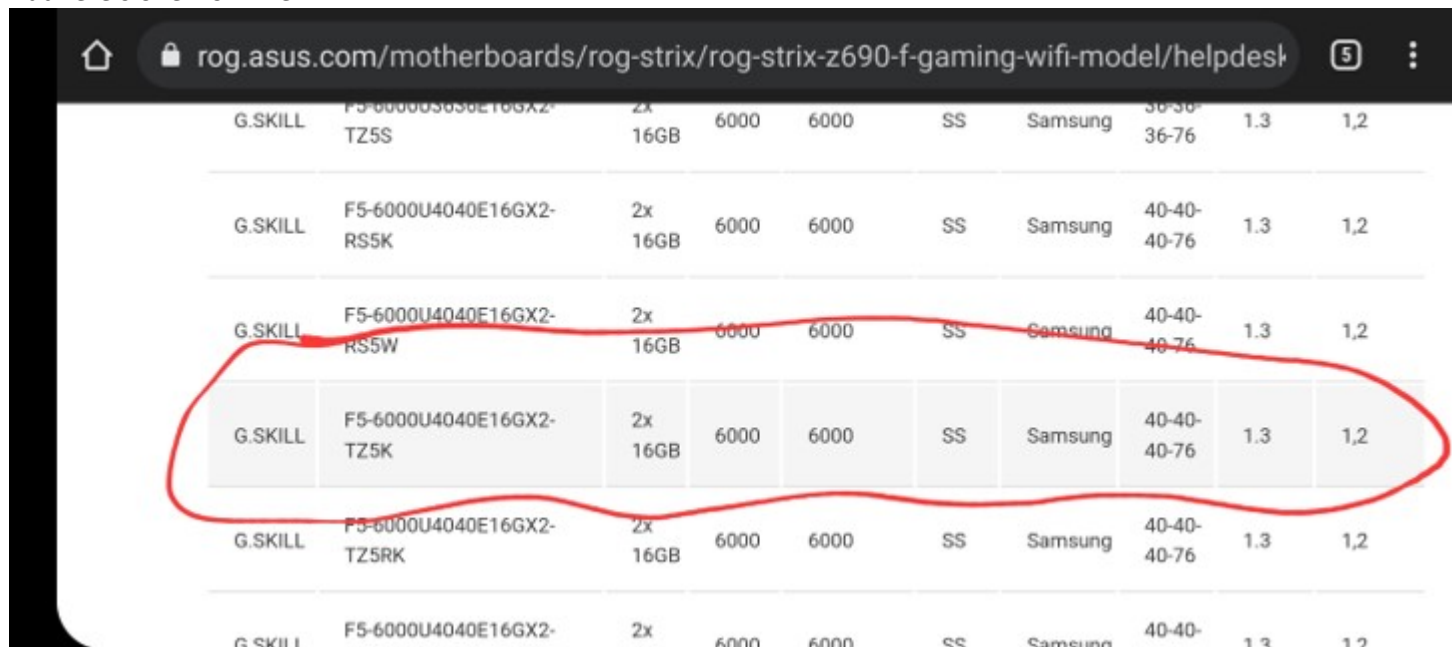
To: [Decan Frost](#)

Subject: RE: Re:Re:Re:Re:Re: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:<Web>Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0015

The mail kept crashing.

But you didn't send any pictures.

But here's one from me:



G.SKILL	F5-6000U4040E16GX2-TZ5S	2x 16GB	6000	6000	SS	Samsung	36-36-36-76	1.3	1,2
G.SKILL	F5-6000U4040E16GX2-RS5K	2x 16GB	6000	6000	SS	Samsung	40-40-40-76	1.3	1,2
G.SKILL	F5-6000U4040E16GX2-RS5W	2x 16GB	6000	6000	SS	Samsung	40-40-40-76	1.3	1,2
G.SKILL	F5-6000U4040E16GX2-TZ5K	2x 16GB	6000	6000	SS	Samsung	40-40-40-76	1.3	1,2
G.SKILL	F5-6000U4040E16GX2-TZ5RK	2x 16GB	6000	6000	SS	Samsung	40-40-40-76	1.3	1,2
G.SKILL	F5-6000U4040E16GX2-TZ5K	2x 16GB	6000	6000	SS	Samsung	40-40-40-76	1.3	1,2

Those are exactly my ram.

I've also attached the two first tests, which proves that the board cannot communicate with 6000mhz, and 40.40.40.76 trimming, but 4803mhz and 40.40.40.77 trimming, causing the previous memory errors.

Decan

From: [Decan](#)

Sent: Friday, January 28, 2022 5:03 PM

To: decan@live.dk

Subject: Fwd: Re:Re:Re:Re:Re: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:<Web>Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0015

----- Forwarded message -----

From: **servicecenter_emea** <servicecenter_emea@asus.com>

Date: Fri, 28 Jan 2022, 16:50

Subject: Re:Re:Re:Re:Re:Re: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:<Web>Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0015

To: <decan@live.dk>

##Please reply back with your answer above the line##

Hi,

First off, let me stop you here for a second, if you do not stop responding in this way, we will not respond to your next mails, let's establish a bit of a boundaries here, we here at the support are humans as well, do not forget that, we are not here to respond to everything that you might ask for.

Secondly, these ram are NOT in our QVL, whatever the manufacturer tells you, these exact memory modules has not been tested by ASUS, if you have any qualms about that, you will talk to G skill, ASUS is not the manufacturer of these memories, hence we do not have a single responsibility for them or what they put or advertise on their page.

I will also attach a image to you here, I suspect that if you where to publish this on any forums, you will not include this part, but we will anyhow give you this from our own page, do refer to attached image from the official ASUS page for the motherboard.

Hence this cannot be false advertising, since ASUS has not stated they will work, if you persists to claim this, we suggest that you take this to your local consumer board.

To the part about the store or get a replacement - ASUS do not own any retailers, ASUS do not own the store that you made your purchase from, we cannot force the store to deviate from their RMA procedures, that is simply impossible.

If the store asks you for tests, or to perform them, they are in their full right to do so, they can even deny this to you if you do not do them, still ASUS cannot help with this part since ASUS is not the seller of the board to you as end-user and customer.

This is sadly the last response from us, we have given you help, suggestions and support in this matter, and also how to solve it by contact the place of purchase, if any further mails in this matters arrive, we will close them hereafter.

If you have any questions, feel free to contact us again!

You will receive a link to our satisfaction survey by email in the next few days.

I would be very happy if you could take part in the survey and rate my service

Have you seen our new software called MyASUS, that can help you with doing System Diagnosis, please check our FAQ from here [MyASUS](#).

Best Regards,

Daniel J

ASUS Nordic

Technical Support Department

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From Denmark: 0045 38 32 29 43

ASUS Supportsite: <http://support.asus.com>



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From:Decan Frost

Sent:2022-01-28 16:23:11.0

Subject:Re:Re:Re:Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0014

I didn't ask you to make a full rma,

I simply asked you to acknowledge that your board obviously can't utilize the DDR5 6000mhz part number F5-6000U4040E16GA2

that you advertise and promote as "tested" rams on your website.

And prior to bios 1003, couldn't even boot on with xmp1 or 2.

False advertising and false promotion of a board, simply not capable of the things you claim.

Which is clearly shown on the screenshots of memtest even after bios 1003.

In turn, I could without much hassle get a more expensive board, from Asus, but no. No help there, I have to explain all this, with all the testing and screenshots, with the company that sold me your product.

Really? that's really helpful to a 3 decade old customer that has probably spend around 150k to 200k on your products over the years.

On Jan 28, 2022 16:03, servicecenter_emea <servicecenter_emea@asus.com> wrote:

##Please reply back with your answer above the line##

Hi,

To put more light into this regarding RMA, it seems we need to explain this, ASUS do not create or make RMA from us here for components, since we are not the reseller of said products

There are no RMA from ASUS because of that, this is for the whole Nordics, not just Denmark, all service and returns for components such motherboards, graphics cards, peripherals and network products goes back through the seller of the products

Only for system products like desktops, laptops and monitors (only exception to this is Norway due to not being member in EU) we handle RMA for, but the customers can still choose to go back to their store if they prefer

You are welcome to post these communications on any forums you want, we have no problems with that, it wont however change the fact that you will have to return the motherboard and/or the ram modules back through your place of purchase,

We are not able to help you further, we have given you the solution that is to RMA the motherboard and ram modules, it is up to the store to handle the return.

If you have any questions, feel free to contact us again!
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I would be very happy if you could take part in the survey and rate my service
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From:Decan Frost

Sent:2022-01-28 15:29:21.0

Subject:Re:Re:Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE:

Re:Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service

No=E22010057047-0013

As I said, twice now, I'm running them now.

When I've done that, I'll run them in dual channel.

Even if they pass, or fail,

the tests are invalid, as the board is not communicating with the ram with the correct specifications,

despite xmp 1 and 2 now working,

resulting in unstable and invalid test results.

But yes, it sounds like you're unfit to help with the issue or even a simple thing as rma to the shop.

Perhaps Asus isn't the brand for me anymore.

Again, I'll be publishing our mail exchange to any and all forums which has the same issues.

Which I previously mentioned, is hundreds of people.

On Jan 28, 2022 15:06, servicecenter_emea <servicecenter_emea@asus.com> wrote:

##Please reply back with your answer above the line##

Hi,

To test them takes longer time than you spent here, run them full passes until memtest reports finished and its recommended to do that at least 2 full runs as minimum, the image you sent only shows you run it 1 single run, not a full pass and I know by experience that is way to short

But, if you still thinks its all faulty from the board, we cannot help you further here, then its better you stop testing, contact your place of purchase and issue a RMA and let them handle the testing and also test the rams, that way you do not need to put time and effort into it

If you have any questions, feel free to contact us again!

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I would be very happy if you could take part in the survey and rate my service

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From:Decan Frost

Sent:2022-01-28 14:48:25.0

Subject:Re:Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:Motherboard ROG STRIX

Z690-F GAMING WIFI; ASUS Service

No=E22010057047-0011

No, not yet. I'm by the 2nd stick now, zero error but still wrong specs.

If the motherboard is writing to the ram with 4906mhz,

and the ram responds with 6000mhz,

cause they have their own power control, then of course the return reply will be an error.

But I see hundreds of people online with the same issues on all e and f boards, yet zero issues on hero.

I'll report back with pictures of the last 2 sticks.

On Jan 28, 2022 14:36, servicecenter_emea <servicecenter_emea@asus.com> wrote:

##Please reply back with your answer above the line##

Hi again,

You have not run the sticks 1 by 1 all of them, and you have not completed full tests on them

I would advise you to do that before jumping to conclusions, if this would be the case that the memory is not defective, you would be able to run the system 1 stick at the time with xmp profiles , you stated you did that in your second reply back to us ?

But, regarding RMA, we do not do that from here, that is fully made by the store side so you need to contact them for a return and check

If you have
any questions,
feel free to
contact us
again!
You will
receive a link
to our
satisfaction
survey by
email in the
next few days.
I would be
very happy if
you could take
part in the
survey and
rate my
service
Have you seen
our new
software
called
MyASUS, that
can help you
with doing
System
Diagnosis,
please check
our FAQ from
here [MyASUS](#).

Best Regards,
Daniel J
ASUS Nordic
Technical Support Department

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account and
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included in your
emails to ASUS to
fulfill your
request for
customer support
service, and also
agree to the
"[ASUS Privacy
Policy](#)".

From:Decan
Frost

Sent:2022-01-
28 14:24:50.0

Subject:Re:RE:
Re:RE: Re:RE:
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Re:Motherboar
d ROG STRIX
Z690-F
GAMING WIFI;
ASUS Service
No=E22010057
047-0009

What do you
know, single
sticks has no
fails.

This board is
so messed up!
I knew I
shouldn't have
gone with a
midrange
board.

I always buy
Hero edition
or extreme.
But this time, I
didn't and this
is what I get.
All reviewers
out there are
using the Hero
as test bench
for their ddr5
tests without
any issues.
Could I get an
rma from you
guys, I can
give the shop?
I don't want
this board, I
want a hero
version.

On Jan 28,
2022 14:11,
Decan Frost
<[decan@live.d](mailto:decan@live.dk)
[k](mailto:decan@live.dk)> wrote:

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##Please reply back with your
answer above the line##

Hi Decan,

This program runs them on
their own instances even if
you have all four installed, and
since you get the issue even
with 1 or 2 sticks, I think its
the best also to run the test
with all of them since that is
how you intended to use them

Be aware though, these tests
feels like they take forever to
run, done that myself on
friends and relatives units that
had issues with ram, I usually

try to start the test late in the evening so you can see that the tests run without it rebooting or stop after a while, that is the easiest way to do it so you don't need to sit there and stare at the slow progress

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Best Regards,
Daniel J
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Re: RE: Re: RE: Re: Re: Re: Re: Re: Re: Re: Re: Re: Motherboard ROG S

Do you want me to run each stick by itself or all 4 at once?

Decan

From: [servicecenter_emea](#)
Sent: Friday, January 28, 2022
 12:36 PM
To: decan@live.dk
Subject: Re:RE: Re:RE: Re:RE:
 Re:RE: Re:RE: Re:RE: Re:RE:
 Re:<Web>Motherboard ROG
 STRIX Z690-F GAMING WIFI;
 ASUS Service
 No=E22010057047-0008

##Please reply back with your answer above the line##

Hi Decan,

Hm, that sounds strange

If you get bluescreens, I guess that you have run and checked the memory modules with memtest86 for example ?

If not, put them through those tests, and run at minimum 5 complete runs and see if the test reports back errors

If you have any questions, feel free to contact us again!
You will receive a link to our satisfaction survey by email in the next few days.

I would be very happy if you could take part in the survey and rate my service

Have you seen our new software called MyASUS, that can help you with doing System Diagnosis, please check our FAQ from here [MyASUS](#).

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From:Decan Frost
Sent:2022-01-27 20:07:32.0
Subject:RE: Re:RE: Re:RE: Re:RE:
Re:RE: Re:RE: Re:RE:
Re:Motherboard ROG STRIX
Z690-F GAMING WIFI; ASUS
Service No=E22010057047-
0007

Update:

The BIOS released today, 27th of
jan, partially solved the DDR5
6000mhz.

BIOS can now run both XMP1
and 2, at the correct trimmings
and MHz.

However, it's not translated to
Windows, which still runs them
as DRR5-4800 at 2400mhz.

With lots and loooooots of BSD's,
Blue Screens of Death.

Looks like some more BIOS
adjustments are needed, or I
cash in and get myself a Hero
version that doesn't seem to
have any ram issues.

But, I'm past my 2 weeks of
returning the F-Gaming board,
so that would be an expensive
paperweight.

Decan

From:[servicecenter_emea](#)

Sent: Wednesday, January 26, 2022 3:47 PM

To: decan@live.dk

Subject: Re:RE: Re:RE: Re:RE:
Re:RE: Re:RE: Re:RE:
Re:<Web>Motherboard ROG
STRIX Z690-F GAMING WIFI;
ASUS Service
No=E22010057047-0007

##Please reply back with your
answer above the line##

Hi,

No worries, its mentioned there

Otherwise we can also add
more if needed after they
checked the form the first time
and responded back to me from
R&D

If you have any questions, feel
free to contact us again!
You will receive a link to our
satisfaction survey by email in
the next few days.
I would be very happy if you
could take part in the survey
and rate my service
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From:Decan Frost

Sent:2022-01-26 11:42:46.0

Subject:RE: Re:RE: Re:RE: Re:RE:

Re:RE: Re:RE: Re:Motherboard

ROG STRIX Z690-F GAMING

WIFI; ASUS Service

No=E22010057047-0006

One last thing, don't remember
if I already mentioned it.

It doesn't matter if I run dual
channel/2 sticks, or just a single
ram stick.

Still the same deal and at
2400Mhz with 1.1volt and all
wrong CL's.

Decan

From: [servicecenter_emea](#)

Sent: Wednesday, January 26, 2022 11:37 AM

To: decan@live.dk

Subject: Re:RE: Re:RE: Re:RE:

Re:RE: Re:RE:

Re:<Web>Motherboard ROG

STRIX Z690-F GAMING WIFI;

ASUS Service

No=E22010057047-0006

##Please reply back with your
answer above the line##

Hi,

No worries, and btw, very well
made video, it shows what
happens, thank you for taking
time to do that

We have now escalated this case,
as soon as they reply back to us
with information or questions, we
will contact you

If you have any questions, feel
free to contact us again!
You will receive a link to our
satisfaction survey by email in the
next few days.
I would be very happy if you
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From:Decan Frost
Sent:2022-01-26 10:44:42.0
Subject:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service
No=E22010057047-0005

I'm sorry, I sent you back the wrong file.

The forum is world wide and it's every single user with your

boards and DDR5. So that doesn't really matter.

It's a lengthy video so I've uploaded it to YouTube:
<https://www.youtube.com/watch?v=pHUaGqcK3qI>

Decan

From: [servicecenter_emea](#)
Sent: Wednesday, January 26, 2022 9:50 AM
To: decan@live.dk
Subject: Re:RE: Re:RE: Re:RE: Re:RE: Re:RE: Re:<Web>Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0005

##Please reply back with your answer above the line##

Hi,

Please fill in the missing part in the form, this is very important since we cannot upload it without being fully filled in

Please also supply with the images and video we asked for

Also be aware that if you refer to the ROG users forum, that is for the American market and does not apply to the Nordic or the other way around, they might have another way on how this is handled since the sales and support chain is different from here, but its of course no problem to share our conversation as long as you do not inform about the procedure since that will only apply to the Nordics

If you have any questions, feel free to contact us again!
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I would be very happy if you could take part in the survey and rate my service

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From:Decan Frost

Sent:2022-01-25 17:49:37.0

Subject:RE: Re:RE: Re:RE: Re:RE: Re:Motherboard ROG STRIX Z690-F GAMING WIFI; ASUS Service No=E22010057047-0004

I wouldn't call running the ram at it's designed speeds overclocking.

But yeah, sure, let's do a form.

Please note that I'll be sharing our mails with your own forums.

Decan

From:[servicecenter_emea](#)

Sent: Tuesday, January 25, 2022 5:39 PM

To: decan@live.dk

Subject: Re:RE: Re:RE: Re:RE: Re:<Web>Motherboard ROG

STRIX Z690-F GAMING WIFI;
ASUS Service
No=E22010057047-0004

##Please reply back with your
answer above the line##

Hi,

We can of course escalate this case to our R&D and have them confirm this, we are not so technically advanced that we are able to inform you about what might differ these

Also, we do have any support on how to set these other than that the memory should always be able to run on the SPD settings, all over the memorys SPD are considered overclocking and is not supported

To be able to escalate this, we will need you to fill in this form that we send back to you, please note that the R&D dept. is located in Taiwan and help the whole EU so some lead time is to be expected , so if you like us to create a ticket to them that is needed

Please note that every field needs to be filled in properly, and also

they always ask pictures of the current bios version installed, and also its very helpful if you could produce a video when this happens since they usually ask for this

I have filled in the form for you as far as I could with what we already got from you as information though to minimize redundancy for you

If you have any questions, feel free to contact us again!
You will receive a link to our satisfaction survey by email in the next few days.

I would be very happy if you could take part in the survey and rate my service
Have you seen our new software called MyASUS, that can help you with doing System Diagnosis, please check our FAQ from [hereMyASUS](#).

Best Regards,
Daniel J
ASUS Nordic
Technical Support Department

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From:Decan Frost
Sent:2022-01-25 17:16:41.0
Subject:RE: Re:RE: Re:RE:
Re:Motherboard ROG STRIX
Z690-F GAMING WIFI; ASUS
Service No=E22010057047-
0003

G-Skill has confirmed to me that F5-6000U4040E16GX2-TZ5S and F5-6000U4040E16GA2-TZ5S, are the same models. You can also see this here:
<https://www.gskill.com/product/165/371/1636011155/F5-6000U4040E16GX2-TZ5S>

It's simply a color variant, not a Specification.

Now, after 3 decades of being a Asus customer, I would very much like some actual technical support, rather Bios support on how I can tell Bios to run them correctly so it doesn't crash.

As mentioned beforehand, when bios is running default settings, it boots and "looks" fine, until you check what speeds its running the rams in.

If I try and change anything, even just the Mhz, it crashes.

Thank you.

Decan

From: [servicecenter_emea](#)
Sent: Tuesday, January 25, 2022
5:02 PM
To: decan@live.dk
Subject: Re:RE: Re:RE:
Re:<Web>Motherboard ROG
STRIX Z690-F GAMING WIFI;
ASUS Service
No=E22010057047-0003

##Please reply back with your
answer above the line##

Hi,

Sorry, but if they are on G skill
approved list, that is a issue since
these has not been tested by
ASUS

We suggest that you have a look
here for tested and confirmed
working ram
modules: <https://rog.asus.com/motherboards/rog-strix/rog-strix->

[z690-f-gaming-wifi-model/helpdesk_qvl_memory](#)

It is very common that some manufacturer has a fully working memory series, and then has another one with another dye or manufacturer, for example changing from for example Samsung to Hynix and then it does not work

Or that they tested on only one specific bios version, with specific manually set settings, we suggest that you contact G-skill here and ask them for advice since this is most likely the problem that you have

DDR5 is much more sensitive to this due to the much higher ram speeds

These series are the ones that has been tested and approved working on this board from G skill in this series, please refer to ASUS webpage for approved memory, always do that, do not go by the memory manufacturers lists since many times we have found that they have not been confirmed by ASUS, and the only way to find that out is to check on the motherboards specific QVL list

G.SKILL F5-6000U4040E16GX2-RS5K 2x
16GB 6000 6000 SS Samsung 40-40-40-76 1.3 1,2
G.SKILL F5-6000U4040E16GX2-RS5W 2x
16GB 6000 6000 SS Samsung 40-40-40-76 1.3 1,2
G.SKILL F5-6000U4040E16GX2-TZ5K 2x
16GB 6000 6000 SS Samsung 40-40-40-76 1.3 1,2
G.SKILL F5-6000U4040E16GX2-TZ5RK 2x
16GB 6000 6000 SS Samsung 40-40-40-76 1.3 1,2
G.SKILL F5-6000U4040E16GX2-TZ5RS 2x
16GB 6000 6000 SS Samsung 40-40-40-76 1.3 1,2
G.SKILL F5-6000U4040E16GX2-TZ5S 2x
16GB 6000 6000 SS Samsung 40-40-40-76 1.3 1,2

If you have any questions, feel free to contact us again!
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From:Decan Frost
Sent:2022-01-25 16:49:55.0
Subject:RE: Re:RE:
Re:Motherboard ROG STRIX
Z690-F GAMING WIFI; ASUS
Service No=E22010057047-
0002

I didn't assume anything
beforehand as I was searching
for a fix for my current issues.

My 4 sticks:

<https://www.gskill.com/product/165/371/1636011207/F5-6000U4040E16GX2-TZ5K>

And z690-F is on their list and
their rams are on your comp
list.

Decan

From: [servicecenter_emea](#)
Sent: Tuesday, January 25, 2022
4:46 PM
To: decan@live.dk
Subject: Re:RE:
Re:<Web>Motherboard ROG
STRIX Z690-F GAMING WIFI;
ASUS Service
No=E22010057047-0002

##Please reply back with your
answer above the line##

Hi,

Please note that its impossible for
us to know what you have tested
or not have tested, hence the
questions, we are not psychics ,
hence we need to ask you
standardquestions to rule out
such things

Also note that just because
others has issues, it does not per
automatically mean that this is
the issue in your case, please do
not deem this on forehand, then
it will be of any use for us to try
to help you if you are not
unbiased from start as much as
possible.

Anyhow, could you give us the memory modules partnumber that we asked you for?

This is important to check the compability with the ram modules, since a lot of these issues stems from customers not buying memories that have not been tested on the motherboard which in many cases causes them issues.

That is not something that is caused by ASUS though, since memory compability is set from Intel, and ASUS can only add bios updates based on that to try and issue more compability with ram modules for example or other connected hardware.

If you have any questions, feel free to contact us again!
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I would be very happy if you could take part in the survey and rate my service
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From:Decan Frost
Sent:2022-01-25 16:31:31.0
Subject:RE: Re:Motherboard
ROG STRIX Z690-F GAMING
WIFI; ASUS Service
No=E22010057047-0001

Yes of course I have.

I'm not the only one with these issues:

<https://rog.asus.com/forum/showthread.php?127171-Asus-ROG-Strix-Gaming-F-Issues-w-RAM-configurations/page3#>

Decan

Sent from [Mail](#) for Windows

From: [servicecenter_emea](#)

Sent: Tuesday, January 25, 2022
4:30 PM

To: decan@live.dk

Subject:

Re:<Web>Motherboard ROG
STRIX Z690-F GAMING WIFI;
ASUS Service
No=E22010057047-0001



Customer Service Feedback

##Please reply back with your
answer above the line##

Hi,

Thank you for contacting ASUS
support

We are sorry to hear about the
issues

Have you tried to run 1 memory
at the time, and also shift them
around to see if that helps?

This to check if both memory
modules has the same issue

Can you confirm that your motherboard runs this bios found here: <https://dlcdnets.asus.com/pub/ASUS/mb/BIOS/ROG-STRIX-Z690-F-GAMING-WIFI-ASUS-0811.ZIP> ?

Could you also give us the memory modules partnumber?

That is located either on the ram sticks stickers or you can find it on the box the memory came in

If you have any questions, feel free to contact us again!
You will receive a link to our satisfaction survey by email in the next few days.

I would be very happy if you could take part in the survey and rate my service

Have you seen our new software called MyASUS, that can help you with doing System Diagnosis, please check our FAQ from here [MyASUS](#).

Best Regards,
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From:Decan Frost

Sent:2022-01-25 13:22:04.0

Subject:Motherboard ROG STRIX Z690-F GAMING WIFI

Apply Date : 2022/01/25
12:22:04.564 (UTC Time)

[Contact Information]

Name : Decan Frost

Email Address : decan@live.dk

The nearest service site :
DENMARK

Phone Number : 60662468

[Product Information]

Product Type : Motherboard

Product Model : ROG STRIX
Z690-F GAMING WIFI

Product S/N :

M9M0CS06L882CVE

Operation System / Firmware or
BIOS version : Windows 11

[Graphics Card

Vendor/model/Chipset/Driver]

Asus ROG 3080 Ti OC

[CPU vendor/processor
number]

12900k

[Memory

vendor/model/specification]

G.Skill Trident Z5 DDR5-6000

PC5-48000, CL40-40-40-76, 1.3
V

[Others]
Samsung Evo 980

[Problem Description]
Subject:z690 DDR5
Z690F, 12900k, 4x16gb ddr5
6000mhz cl40.40.40.76
I'm a bit of a noob here, so
forgive me.
I'm forced to run bios in default
mode.
If I change any little thing, it
hangs for 10 minutes and tells
me to reset bios.
Changing the xmp, hangs.
Setting up the ram manually,
hangs
Even if I only set the frequency
to 6000, hang and reset.
I keep checking for a bios
update but nothing.
I'm not getting the power i've
paid for.

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