



**De:** techsupport@seeed.io  
**Objet:** Re: Still not possible to flash J1020. And no booting.  
**Date:** 16 novembre 2022 à 07:18  
**À:** nd.maximilien nd.maximilien@yahoo.fr  
**Cc:** order@seeed.cc

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Hello.  
I think this is a hardware damage, please return it to Robotshop for processing.

Regards!

EICO  
Seeed Technical Support Team  
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For technical support on specific products, check out the [Seeed Forum](#) to see if someone has already answered your question. You can also talk directly to our engineers on [ticket system](#). And you can communicate with other users and keep up with our latest news on [Discord](#)

For SenseCAP MX support, we highly recommend joining our vibrant Official SenseCAP MX community on [Discord](#). Our dedicated team and others in the community are happy to help fellow members.

**\*Our working hours are 9:00 AM - 6:00 PM GMT+8, Monday - Friday**  
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On 15 November, 2022 at 10:18 PM nd.maximilien <[nd.maximilien@yahoo.fr](mailto:nd.maximilien@yahoo.fr)> wrote:

As you never answer to the reply from your contact's answer, I open another contact, hoping you will have all the history with my email.

As you asked me here is the topic I opened at Nvidia :

<https://forums.developer.nvidia.com/t/after-probably-mistaken-fan-pin-order-a206-jetson-nano-had-display-failure-flash-failure-too/232619?u=nd.maximilien>

The didn't get anything new from the device. As you can see, I'm asking if there is anything else I can do. But it will almost be 1 month and nothing.

Robotshop, the reseller, is asking me to get from you a Hardware issue approbation to return it.