NovaTech

Technical Product Guide ASCII Safe

FlexTab 12 Pro

Description:

12.4 in OLED tablet for creators and field work.

Serial Numbers:

- NT-FT12-48315
- NT-FT12-72421
- NT-FT12-83124

Specifications:

- CPU ARM X4 Octa, GPU Adreno
- 12GB LPDDR5X
- 256GB-1TB NVMe
- 12.4 in OLED 120Hz HDR10
- Battery 10000mAh 45W PD
- Wi-Fi 7, BT 5.3

Diagnostics:

- Thermal profile 10m light load
- Digitizer matrix scan and ghost touch
- Secure boot and bootloader integrity
- Storage SMART and bad block scan

Troubleshooting Steps:

Boot into Safe Mode and remove recently installed apps, then run a 10 minute light-load thermal test. If throttling triggers immediately, clean vents and update drivers before repeating the profile.

Run the digitizer reset utility and perform a full grid scan. If ghost touches occur, wipe the screen with isopropyl alcohol and test again to rule out contaminants before proceeding.

Decision Tree:

Boot loop -> Safe Mode fails -> attempt recovery flash from a signed image. If signature validation fails or the unit reboots during recovery twice, classify as main board or storage path fault and RMA; if it succeeds, proceed with OS repair.

Touch failure -> matrix scan -> dead-zone >= 10 percent or jitter > 5 mm. If thresholds are exceeded after a clean reset, treat as digitizer failure and RMA; if below thresholds, advise screen protector removal and re-test.

Expanded RMA Conditions:

- Battery swell thickness increase >= 0.8 mm
- Digitizer dead-zone >= 10 percent or jitter > 5 mm

- VRM ripple > 100 mV under load
- Secure boot unrecoverable

NovaBook Air X

Description:

Ultrabook with magnesium chassis for mobility.

Serial Numbers:

- NT-NBAX-90128
- NT-NBAX-41170
- NT-NBAX-29067

Specifications:

- Intel Evo i7 Gen14
- 32GB LPDDR5X
- 1TB PCIe 4.0 SSD
- 14 in 2.8K 90Hz
- Wi-Fi 7, BT 5.3
- 58Wh battery

Diagnostics:

- Fan curve and acoustics
- SSD SMART and endurance
- Battery cycle and capacity
- Memory quick test

Troubleshooting Steps:

Reset EC and NVRAM, then run fan recalibration and observe acoustic levels at idle and 50 percent load. If noise persists or scraping is audible, inspect for debris and re-seat the fan shroud.

Run the OEM SSD diagnostic and clone to a known-good drive when SMART is warning. If controller timeouts continue on the new drive, suspect main-board PCIe lane issues before RMA.

Decision Tree:

Fan noise -> recalibration -> noise persists or bearing tone detected. If present after dust removal, classify as fan module failure and RMA; otherwise, document acceptable variance and close.

SSD errors -> SMART critical -> clone and replace -> timeouts remain. If errors persist with a known-good SSD, classify as main board fault and RMA; if cleared, return with replaced SSD.

Expanded RMA Conditions:

- CPU VRM fault no POST
- SSD uncorrectable ECC or SMART critical
- Battery capacity < 70 percent after < 200 cycles