



DISCOVER

affordable, remanufactured products that are as good as new.

HP Renew Program

Refurbishment Process

HP sets very stringent quality standards across the entire technology portfolio to meet the high expectations of our discerning customers. With HP Renew products, you have our commitment of the same uncompromising high quality and performance that is expected from new HP products.

The vast majority of HP Renew products are from our HP demonstration equipment pool. All HP Renew products are certified to have passed our rigorous HP Renew refurbishment and quality inspection processes, ensuring they are fully restored to meet HP certified standards. The rigorous building and testing processes verify that all HP Renew products meet equivalent-to-new standards. It is only then that they qualify for full same-as-new HP warranty – your

guarantee of HP quality and reliability. In addition, service and support options are equivalent to that offered with new HP products, and the most current software revisions are installed.

Please read how step-by-step HP Renew Refurbishment Process truly ensures that all remanufactured products are “as good as new”.

**Certified, Guaranteed:
HP Quality**



HP Renew Technical Refurbishment Checklist

Incoming Product Inspection

- 1 Products must pass a cosmetic inspection based on strict HP factory standards. If the parts do not meet the following requirements, they are replaced with original HP new parts:
 - On visible front-facing surfaces (Class 1), light scratches must measure less than 6 cm, deep scratches must measure less than 2 mm
 - Any areas of blemishes, abrasions or water spots must measure less than 1.5 cm
 - Any dents on panels
 - Any rusts spots
- 2 System power up and configuration checks performed
- 3 Validation of parts against bill of materials
- 4 Components inspections, such as memory and hard disks, must bear manufacturer’s seals of authenticity. Otherwise they are rejected and scrapped for recycling
- 5 All cables and accessories are scrapped for recycling and replaced by new ones
- 6 Perform engineering change notification checks to latest new product factory specifications

Reconditioning

- 7 Perform disassembly down to sub-assembly level; parts such as fans, power supplies, major cages and I/O panels cleaned
- 8 Intensive cleaning of all sub-assembly parts and racks
- 9 Removal of labels and regeneration of new product labels
- 10 Polishing of internal/external metal surfaces
- 11 Paint (re-spray) external coated surfaces if required

Checklist continued

Assembly & Software Installations

- 12 Product component assembly and system integration
- 13 Restore factory default settings and reset all password settings
- 14 Restore licensed version of operating system software and install latest firmware updates

Product Functional Test

15	Coverage	Static Testing	Dynamic Testing
	Configuration and system settings	<ul style="list-style-type: none"> • Product configuration checks • Hardware checks via system LED/LCD displays • Unit serial number update • System and I/O firmware verification and updates 	
	Fans	<ul style="list-style-type: none"> • Fan status checks 	
	CMOS		<ul style="list-style-type: none"> • Random data pattern tests
	PCI bus/serial port/USB devices		<ul style="list-style-type: none"> • Detect and read tests
	Temperature status		<ul style="list-style-type: none"> • Temperature caution tests
	Peripheral interconnect tests		<ul style="list-style-type: none"> • All hot-plug hard disk slots interconnectivity tests • DVD/CD-ROM boot and O/S installation checks • LAN connectivity
	Processor	<ul style="list-style-type: none"> • CPU clock speed 	<ul style="list-style-type: none"> • Real-time clock test cycles • Up to 24 hr run-in tests
	Memory	<ul style="list-style-type: none"> • Memory size and slot test 	<ul style="list-style-type: none"> • Random address tests • Read/write test • March/noise/walk/ECC tests • Up to 24 hr run-in tests
	Hard disk	<ul style="list-style-type: none"> • RAID setup and configuration 	<ul style="list-style-type: none"> • Read/write tests • Sequential and random read tests • Short and extended offline tests • SCSI SMART status checks • Glist tests < 100
			<ul style="list-style-type: none"> • Complete disk wiping (compliance to DoD 522-22.M US defence standards)

- 16 SCSI adaptors, fibre channel host bus adapters, SAN switches, LAN etc., are tested where options apply
- 17 Mandatory electrical safety Hipot/Ground bond tests

Final Product Inspection and Deliverables

- 18 Archive test logs and product manifest outputs for test status verifications
- 19 Include new versions of production documentation and CD kits
- 20 Optional provision of racking services for storage and server products, including of power distribution
- 21 Unit cabling works
- 22 Re-packaging in new HP boxes or wood crates as per HP factory standard packaging procedures
- 23 The warranty period is reset in the HP Worldwide Service Database upon shipment date. Product is ready for delivery and installation

To learn more about HP Renew and find your local HP Renew Sales Representative, visit www.hp.com/apac/hprenew

