Not Just Refurbished. Cisco Certified Refurbished.

ISO 9001/14001 Certified Processes

- **Inspection**: Each unit is subjected to a thorough screening and physical inspection at every step of the process.
- **Upgrades**: The serial number of each unit is checked against the Cisco database to determine if Engineering Change Orders (ECOs) apply. Software and hardware upgrades are performed in compliance with ECOs.
- **Restoration of default configuration**: Previous configuration and owner information is removed and the unit is returned to its default settings. Previous owner information recorded on Cisco databases is also erased.
- **Testing**: A comprehensive set of diagnostic, functional, and network traffic system tests are performed. Burn-in and/or thermal cycling tests are performed to help ensure quality.
- **Repair**: Units failing any inspection and testing are repaired to Cisco factory specifications, with the faulty components and boards replaced as applicable. The units are then subjected again to functional status, and network traffic system, burn-in, and thermal cycling tests are performed as applicable.
- **Software**: A licensed copy of the IOS® software is installed to help ensure maximum performance and network compatibility.
- **Cleaning**: Each unit is cleaned and detailed. Old labels are removed and new labels applied. New fasteners and panels are installed as appropriate. Casings are cleaned, touched up, or repainted as applicable.
- **Packaging**: Units are carefully wrapped, placed in a new protective shipping box, and sealed in preparation for delivery.

When you offer Cisco® Certified Refurbished Equipment, you are offering your customers the same performance, quality, and peace of mind as when they buy new Cisco equipment. This peace of mind is earned through Cisco's ISO 9001/14001 certified, comprehensive, and proprietary remanufacturing process and is backed by the same Cisco warranty and support options as new equipment.

Remanufacturing Process

Trusted supply: All equipment comes from Cisco supply sources and is screened to ensure that it is not counterfeit and that it can be remanufactured. Every piece of equipment has a verified and tracked product service history.

The most experience in the industry: Since 2001, Cisco has remanufactured over 3.2 million units in seven world-class facilities totaling over 600,000 square feet. Over 28,000 customers in 80 countries worldwide have deployed Cisco Certified Refurbished Equipment.

Rigorous remanufacturing process: All equipment is remanufactured with genuine Cisco parts in a controlled manufacturing environment. All Cisco Certified Equipment is remanufactured using environmentally-responsible processes and materials. RoHS compliant parts are used where appropriate. Firmware and hardware upgrades are applied to bring the product up to the current product version, helping to ensure maximum in-network performance. All products come with a valid IOS software license. All Equipment is cleaned and reconditioned to like-new condition in an ESD controlled environment.

Comprehensive testing and regulatory certifications: A comprehensive set of diagnostic, functional, and network traffic system tests are performed. Burn-in and/or thermal cycling tests are performed to help ensure quality. All Certified Equipment receives regulatory and safety certifications for FCC, UL, CSA, CE.

Cisco Certified: Quality assurance inspections are performed to confirm compliance with Cisco Acceptance Quality Level Standards. Random, out-of- box audits are performed periodically to confirm that quality standards are met.

Peace of mind: Only equipment passing Cisco's rigorous remanufacturing process can be called Cisco Certified Refurbished Equipment and carry the same warranty and support options as new equipment.

www.cisco.com/go/refurbished

Cisco Certified
Refurbished Equipment