



HP Renew Program

Quality remanufactured HP products, backed by original HP warranty



HP Renew 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 find step by step how HP Renew Program refurbishment process truly ensures that all remanufactured products are 'as good as new'!



HP Renew Technical Refurbishment Check List

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 6cm, deep scratches must measure less than 2mm
 - Any areas of blemishes, abrasions or water spots must measure less than 1.5cm
 - 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 are 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

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

HP Renew Technical Refurbishment Check List continued

Product Functional Test

	Coverage	Static Testing	Dynamic Testing
15	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 Detect and Read tests
	PCI Bus /Serial Port/USB Devices		
	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 24hr 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 24hr 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 Complete Disk Wiping (Compliance to DoD 522-22.M US defense 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 newest versions of product documentations and/or CD kits
- 20 Optional provision of racking services for Storage and Server products, inclusive of Power Distribution Unit cabling works
- 21 Re-packaging in new HP boxes or wood crates as per HP Factory standard packaging procedures
- 22 The Warranty period is reset in HP's worldwide service database upon shipment date
- 23 Product is ready for delivery and installation

To learn more about HP Renew, please visit www.hp.com/products/hprenew

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