
Hewlett-Packard's Remanufactured Products Solution



The lower-cost alternative that
provides the same high standards
of quality and reliability



Remanufactured products from Hewlett-Packard

When you buy Hewlett-Packard's remanufactured equipment, you get a **worry-free** solution. Why? Because the equipment has been **completely refurbished**—and a whole lot more.

You get:

- A **lower-cost alternative** when your system has reached its capacity and your budget won't stretch any farther
- The **same warranty** HP provides new products
- **Engineering and software updates** developed by the engineers at the product's original manufacturing division
- The **same sales terms and conditions** HP provides on new-product offerings (no added charges for de-installation of an old system, freight costs, insurance, manuals, documentation and installation of new system)
- A remanufacturing process that guarantees our products are **functionally and cosmetically equivalent to new**
- **Immediate eligibility** for a service contract. HP remanufactured equipment does not require a 30-day evaluation period
- A **varied selection of financing options** to choose from:
 - lease with option to buy
 - operating lease plan
 - rental plan
 - a 36-month, no-down payment finance plan
- HP's **top-rated reputation** for quality, reliability and professionalism
- **Professional account management** to ensure that your long-term needs will be addressed and your problems resolved quickly
- HP's **one-vendor solution** which means continuity and stability for you
- **Coordination of all details**—from de-installation through delivery and beyond—saving your management team time and expense

All of this is backed by HP, a company with **50-plus years of customer commitment**.

The Worry-Free Solution

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.



Only HP provides complete factory refurbishment

At HP's remanufacturing facility, all equipment goes through an extensive refurbishment process involving these important steps:

The latest engineering updates

During the lifetime of a Hewlett-Packard product, many engineering improvements are made by the originating HP division. These improvements and changes are then incorporated by HP into later versions of the equipment. But products that were manufactured at the beginning of the production cycle may not have these engineering improvements.

You won't have to worry about that when you purchase refurbished equipment from HP. Our products already include the major technical "fixes" identified by HP's customer-engineering organization over the lifetime of each product.

Ensuring trouble-free operation

HP's remanufactured products have already been through their initial burn-in process, so whatever electrical "bugs" they had have now been detected and corrected. In addition, board connections are checked, and loose wiring is reconnected. Mechanical parts that routinely fail are replaced. Accumulated dust is blown out to lower the risk of circuit damage. Finally, all parts get a thorough cleaning, and panels that need repair or repainting are removed.

Comprehensive diagnostic testing

If there's one thing we emphasize, it's thorough testing. All peripherals and systems are run through a series of mechanical and electrical tests according to HP's rigid specifications. Diagnostic testing is done on a standalone unit, and an entire system goes through performance testing to ensure communication between the CPU and its peripherals.

Button up and quality guarantee

The final step in the refurbishment process is to repaint cabinet pieces, add the finishing cosmetic touches, reattach all the panels and make one last inspection. After that, new cables, documentation and manuals are added, and a special "Certificate of Quality" is signed by the technicians who worked on your unit.

This certificate is your guarantee that your factory-refurbished products stand up to the same quality standards as new HP equipment.

An "equivalent-to-new" warranty

HP's warranty on remanufactured equipment is the same one you get on new equipment. It's our way of promising that the refurbished equipment you receive is first class—or we'll repair it at no cost to you.



Take a look at what parts replacement means at HP

When we remanufacture a product, we do more than just wipe off the dirt and cover up the scratches. An HP-refurbished unit gets a thorough updating including replacement of all used and worn parts.

For example, on HP's family of 256X printers, **parts replacement may tally \$3,000 or more.** That's because we typically replace all of these parts:

Cast II—Tractor Kit (includes four tractors, tractor cables, two tractor-support shafts, a tractor-closing bar and a new platen assembly)

Motor Grounding Kit

Upper Ribbon Cover

Lower Ribbon Cover

Sound Shroud

Ribbon Center Assembly

Short Tractor Cable

Long Tractor Cable

Casting Upgrade Kit

Idler Arm

Ribbon Motors

Ribbon

Tractor Belt

On the HP 7933HR disk drive, **HP spends up to \$2,000 on parts alone.** We replace:

14 Disk heads

1 Disk pack

1 Chip firmware

1 Prefilter

1 Spindle ground contact

1 Filter

It's especially important on mechanical products like the 7933 disk drive to replace moving parts that show wear-and-tear over time and frequent usage.

Our extensive remanufacturing process also includes electrical updates, the latest software revisions, painting and touchup work, testing—and much more. Small wonder that our customers consider factory refurbishment from HP a true added value.

*True added value
can be measured in
dollars and cents.*



HP's software support is important to you

HP equipment that has been maintained under HP's software support contract means you're getting a system that includes the currently supported level of the operating system. All remanufactured systems from Hewlett-Packard include:

Software Support Upgrade Product (SSUP)

This is HP's software support contract which guarantees that your system has the latest software revisions and updates.

Software certificates

Software certificates show proof of ownership of a software license, and they belong to you when you purchase a remanufactured HP system. You will get one certificate for each software package (other than the operating system) on your machine.

Software installation

Operating system software installation is always included when you purchase your remanufactured system from HP.

Software manuals

You'll get a complete set of the most recent revision of software manuals from HP.

Let the buyer beware

If you buy HP equipment from a used-equipment vendor and your system has not been maintained under HP's SSUP, you may end up paying an additional \$1,000, \$2,000—or more! That's because the system may require extensive software updates. Costs vary considerably because each piece of software on your system may need to be updated to the latest revision.

Also, you may not get the software certificates you need for each package on your system. If you don't, you'll have to buy the software all over again.

Another added cost may be operating system software installation charges. These costs may be charged to you on a time-and-materials basis by HP.



After you buy from HP

Our service doesn't stop when you place an order. In fact, that's only the beginning. It's important to you—and it's important to HP—that everything's ready for your HP system when it's delivered. That's why we make *two* visits to your office well before your equipment is shipped to you.

Visit 1: Site Preparation

- A specially trained customer engineer (CE) will visit your site every time you order a system or product (other than small peripherals).
- Our CE acts as a computer room consultant to ensure your computer environment is ready to accept the equipment on order.

The CE checks:

- power requirements
 - circuit loading
 - location of outlets
 - number of grounds available
 - air conditioning capacity
- Finally, the CE provides a detailed report to the customer which includes a proposed floor layout and complete installation instructions (which products will run on which circuit, the number of amp breakers needed, etc.)

Visit 2: Site Verification

The HP CE verifies that all recommended changes were implemented and makes sure they meet all installation requirements. Because environment is so critical, the maintenance contract is finalized only when all required changes are made.

Problem resolution

If a problem occurs during or after installation, you can be assured that your HP CE, systems engineer and sales rep will work as a team to resolve it quickly to lessen the impact on your business.

“The HP CE spent hours with me working out my power requirements and making up a floor layout prior to the arrival of my remanufactured Series 70. He was really thorough!”

HP customer



Expeditors International chooses remanufactured products from HP

When Steve Sicotte-Kelly, MIS director of Expeditors International in Seattle, needed more computing power recently for this rapidly growing freight-forwarding business, he went to his HP sales rep, Ky Hopewell, with the expectation that he would get the best value for his money.

"I shop for value, no question about it," says Steve, "because with HP you really don't have to worry about the quality and reliability of the equipment you are buying."

During the 10 years Expeditors has been in business, it has grown from one office to 27 worldwide locations—with more on the way. Computing needs also have mushroomed. Over the past 18 months the company has purchased three remanufactured Series 70s from HP and a Series 42R for its Hong Kong site.

Why does Steve buy remanufactured systems from HP?

"I don't base every decision on price, but because we're expanding so rapidly I have to spend my budget wisely. At times I've been tempted to buy from used-equipment vendors, especially when the price is lower. But if HP can come close to matching their price, I'll go with HP."

Steve knows that buying remanufactured computer systems is a cost savings, but there's another reason why he remains loyal to HP.

"It's probably Ky more than anything else," says Steve. "I really value our relationship. He helps me plan my installation and takes care of time-consuming details like tracking down the right cables or communicating my special requests or needs within the HP organization."

"In short, he really gives meaning to the phrase 'value-added.'"

Steve says he always solicits quotes from other sources as well as HP.

"But when I talk to these companies I feel far less comfortable because they can't provide the thorough testing or give the serviceability guarantee that HP can."

What else does he value about buying from HP? Steve puts consulting services at the top of his list.

"I consider my HP sales rep as my personal consultant, and that's a service other companies can't provide."

"Today's customer demands quality. His car should start the first time. The picture on his TV screen should be sharp. And his computer should be fast, powerful, and easy to use. The product he buys should also be reasonably priced. Satisfying the customer is the reason any of us is in business."

*John A. Young
HP President/CEO*

