



Q20 PROMISE

THE INDISPENSABLE REFURBISHED HARDWARE CHECKLIST

When it comes to refurbishing hardware, we're proud to say that our rigorous processes surpass many other hardware suppliers'. We don't just do the basics, we endeavour to exceed your expectations.

That's why we've made our Q20 Guarantee checklist available for our customers, so you can see the extensive checks we put any refurbished system through. Once a machine arrives with us it is fully checked to ensure you are buying the highest quality refurbished equipment – and we support this with a one year warranty – proving our confidence in the systems we sell.

Our processes include a full range of checks, tests, cleans and updates and our dedicated team systematically follow the checklist. It's a failsafe 20 point tick box system – making sure your hardware is 100% fit for purpose at excellent value-for-money prices.

Your refurbished systems will look and function as if they were new, and along with our warranty, you'll also get peace of mind. If you've never bought refurbished hardware before, read this 20 step process and see how you can procure top quality, fully checked products for 80% less than new equivalents. If you have bought refurbished equipment from us in the past, take a look at the list for extra reassurance and see how your products have been completely overhauled and updated.

OUR Q20 PROMISE – REFURBISHED SYSTEM 20 POINT CHECK LIST

- 1 Motherboard: Diagnostic tests include DNA controller, system timer, interrupt controller, floating point and the PCI bus
- 2 CPU (Processor): Cache test involving pattern, walking, read and write
- 3 Memory (RAM, DIMM): Tests module seating and inversion tree
- 4 Hard Disk Drive (HDD): Confidence test, device quick check, read test, seek test, S.M.A.R.T. test and verify test
- 5 Optical Disk Drive (ODD): Confidence test, device quick check, read test, seek test, built in self-test (controller test, flash test, spindle test) and eject function test
- 6 Portable Appliance Tested (PAT)
- 7 New thermal compound applied to CPU
- 8 New CMOS battery installed
- 9 Motherboard ports visually checked
- 10 BIOS Passwords cleared, jumper reset, reset to default settings and BIOS updated
- 11 Owner/Asset tags checked and cleared
- 12 System Event Log checked and cleared
- 13 System Fans checked/replaced
- 14 CPU Fan checked/replaced
- 15 Case plastics, feet, badges, latches and side panels checked/replaced
- 16 Rear PCI slot covers checked/replaced
- 17 Front Plastic filler panels checked/replaced
- 18 Front I/O ports visually checked
- 19 Hard Disk Drive data wiped and tested
- 20 Cleaned inside and outside

