



# Frequently Asked Questions about Cisco Refresh

Cisco Refresh is a price-competitive and trusted alternative in those cases when buying new equipment is not an option. Remanufactured and certified by Cisco®, Cisco Refresh products are backed by the same Cisco warranty and service support options as the equivalent new product. Cisco Refresh (-RF products) are sold only through Cisco authorized resellers.

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## Cisco Refresh Overview

### Q: What is Cisco Refresh?

A: Since 2001, Cisco has sold its high-quality remanufactured products—originally under the name Cisco Certified Refurbished Equipment (or CCRE)—and now as Cisco Refresh. From initial inspection and testing to cleaning and packing, only Cisco—the original manufacturer—can truly remanufacture to the same level that we do.

Leveraging the circular economy, Cisco Refresh products are sourced from Cisco’s reverse logistics. From a manufacturing perspective, our products have a low carbon footprint and are fully sustainable.

### Q: Why the change from Cisco Certified Refurbished Equipment (CCRE) to Cisco Refresh?

A: To better align with global industry and Original Equipment Manufacturer (OEM) standards. Additionally, we want to eliminate any confusion in the marketplace and clarify the high quality of our products. Our products—while being called “refurbished” in the past—are products that are remanufactured and hence we’re moving across to follow the industry standards as only an OEM would.

### Q: In what countries is Cisco Refresh available?

A: Cisco Refresh is available in more than 80 countries. Please contact a Cisco Refresh account manager for complete details.

### Q: What types of Cisco Refresh products are available?

A: We carry over 4,000 active (currently on the Global Price List) and end-of-sale products (no longer available new but with at least one year of support available from Cisco Technical Assistance Center [TAC]). Our inventory includes products from all technology areas, including switching, routing, wireless, IP telephony, security, and other advanced technologies.

### Q: When should I consider Cisco Refresh?

A: Cisco Refresh products are ideal as a standalone solution when specific parts and quantities are needed; however, its value is even greater when blended in a solution with new Cisco equipment. Cisco Refresh works especially well in the following scenarios:

- **Constrained budget:** When budget is limited, Cisco Refresh provides the maximum flexibility in procuring the technology you need. With prices starting at 65% off original equipment prices, Cisco Refresh products provide a cost-effective solution as individual product needs, or can be combined with new Cisco products in a larger solution to reduce the overall cost and meet even the most challenging procurement requirements.
- **Product availability:** We maintain a large inventory of older and end-of-sale models needed to maintain installed network configurations or to optimize IT resources between planned migrations or upgrades. Our inventory of current models provides a solution if new product availability cannot accommodate your delivery requirements. In-stock products can generally ship within 24 hours.
- **Compliance with corporate “green” requirements:** Remanufactured equipment provides a tangible green solution to help customers address corporate “green” initiatives. A remanufactured unit uses less energy to “remanufacture”, helps to extend the useful life of Cisco products, and reduces the amount of electronic equipment ending up in landfills.

## Product Specifics

### Q: Are Cisco Refresh products reliable?

A: Yes. Cisco Refresh products have been remanufactured, have had critical engineering change orders made, and have been thoroughly tested and retested to meet stringent Cisco specifications. Our rigorous and proprietary process ensures that our customers get genuine Cisco products, certified by Cisco.

### Q: Are Cisco Refresh products with a warranty? Can I get support?

A: All Cisco Refresh units are shipped with a valid software license and come with the same full Cisco warranty as the equivalent new equipment, including limited lifetime warranties, where applicable. Also, Cisco Refresh products carry the same Cisco SMARTnet support options as the equivalent new product.

### Q: What is an end-of-sale product?

A: Cisco designates a product as having reached its end of sale (or end of life) when it is no longer being manufactured by Cisco.

Although no longer in production, end-of-sale products are still remanufactured by Cisco Refresh and are available for sale. Cisco warranties and Cisco SMARTnet support apply to both current and end-of-sale products. Cisco continues to support and service end-of-sale products until an announced end-of-hardware support date (typically five years after the end of sale).

## Ordering Process

### Q: How do I purchase? Where can I get a quote?

A: You can now directly quote and order Cisco Refresh products in [Cisco Commerce Workspace](#) (CCW), which allows all products (including new and Cisco Refresh) to be ordered. Access training materials and frequently asked questions about quoting and ordering by [clicking here](#).

### Q: How can I find out what products you carry in inventory and what quantities are available now?

A: Available Cisco Refresh inventory and associated shipment lead times can now be viewed when quoting and ordering Cisco Refresh in [CCW](#). Cisco Refresh can also be seen in our new [1 Click Tool](#) (1CT), which is a streamlined web-based user interface providing enhanced visibility to available Cisco Refresh inventory and increased productivity for both Partners and Cisco AMs.

### Q: Can Cisco Refresh products be financed through Cisco Capital?

A: Yes. Cisco Capital offers a variety of easy and flexible financing programs enabling customers to lower their total cost of ownership, realize tax savings, simplify operating budgets, and make the most of their capital budgets. Please contact a Cisco account manager or Cisco Capital lease manager for information: [www.cisco.com/go/ciscocapital](http://www.cisco.com/go/ciscocapital).

## Program Benefits

### Q: Why does Cisco Capital offer Cisco Refresh to its customers?

A: Cisco realizes that our customers seek remanufactured Cisco products for a variety of reasons: whether to meet price parameters, product availability, or because they want an environmentally friendly solution. In these cases, it is important for us to provide a secure and reliable source for these products, as well as the convenience of a single source for both new and remanufactured Cisco products. By controlling the remanufacturing process and partnering with our valued network of authorized distributors and resellers, we can deliver the utmost in value to our customers and the end-to-end solution they expect, as well as the reliability and convenience of genuine Cisco products.

### Q: Why purchase Cisco Refresh instead of used Cisco equipment from a broker or private party?

A: There are five good reasons:

- **Peace of mind:** From sourcing to finished product to post-sales support, Cisco Refresh provides you with the same support and value you have come to expect from new Cisco products.
- **Performance and reliability:** Cisco Refresh is remanufactured and tested by trained Cisco remanufacturing technicians in state-of-the-art facilities. All parts and processes employed in the remanufacturing process are certified by Cisco, and all units are backed by the same warranty as the new equivalent Cisco products.
- **Lowest total cost of ownership (TCO):** Competitive pricing, no inspection and relicensing fees and Cisco Capital financing options combine to make Cisco Refresh a logical, safe and financially prudent investment.
- **Extensive inventory:** Cisco carries over 6,500 current and end-of-sale, genuine Cisco Refresh models in inventory. Cisco Refresh (-RF products) are sold only by Cisco and Cisco authorized resellers.
- **Focus on your business, not your network:** Purchasing our high-quality, certified remanufactured products directly from Cisco provides peace of mind unmatched by other used Cisco equipment options leaving you free to focus on your business, not your network.

### Q: How is the Cisco remanufacturing process different from what other used equipment vendors provide?

A: Cisco Refresh differs from other used equipment vendors in the rigorous and proprietary remanufacturing process applied to our products. All remanufacturing is performed by Cisco authorized contract repair manufacturers using Cisco authorized parts, processes and standards.

Used or refurbished equipment from third parties, as well as equipment sourced from outside of Cisco authorized channels, faces the following risks:

- **Unknown provenance or ownership history:** The unit may be counterfeit, damaged, or missing critical product upgrades. Risks posed include security, safety, and network integrity.
- **Limited support:** Support, if any, often consists of hardware replacement. However, with network intelligence increasingly embedded in the software, both hardware and software support are vital to maintain full network performance.
- **Higher total costs:** Unknown costs may include inspection and relicensing fees, network outage costs (support, troubleshooting, and parts replacement), and lost revenues due to business downtime.