

Cisco Certified Refurbished Equipment



Cisco® Certified Refurbished Equipment is a price-competitive and trusted alternative in those cases when buying new equipment is not an option. Fully refurbished to Cisco factory specifications, Cisco Certified Refurbished Equipment is backed by the same warranty, maintenance, and support options as the equivalent new product. Cisco Certified Refurbished Equipment is sold only through Cisco authorized resellers.

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Certified Refurbished Equipment Basics

Q: What is Cisco Certified Refurbished Equipment?

A: Cisco Certified Refurbished Equipment is Cisco hardware that has been fully remanufactured to Cisco factory specifications and is backed by the same warranty, maintenance, and support options as the equivalent new Cisco product. Offered through Cisco authorized resellers at discounts of as much as 25 to 70 percent off equivalent new product prices, Cisco Certified Refurbished Equipment is available through resellers in limited quantities on a first-come, first-served basis.

Q: Generally speaking, how much of a price reduction is there from new to refurbished equipment or components?

A: Pricing begins at 25 percent off list for current products, and up to 70 percent for older or end-of-sale products. Our products are remanufactured and tested to Cisco proprietary standards, include a new software license, and come with the same warranty as new equipment. There are no hidden costs.

Q: Is this a new offer from Cisco?

A: No, Cisco has been remanufacturing and reselling products since 2001. Our program was previously known as the Cisco Authorized Refurbished Equipment (CARE) program. The name was changed in 2007 to Cisco Certified Refurbished Equipment to more accurately reflect the quality, performance, and value of equipment subjected to the Cisco certified processes, and the expertise, components and care used in remanufacturing and testing.

Benefits to Customers

Q: When should I consider Cisco Certified Refurbished Equipment?

A: Cisco refurbished equipment is ideal in the following situations:

- **Short lead times:** In instances where immediate delivery is needed, but the new Cisco product is on back order or has a lead time that doesn't meet the delivery date, Cisco Certified Refurbished Equipment can generally ship within 24 hours, and may ship on the same day it is ordered.
- **End-of-sale products needed:** Many customers with large installed networks have standardized on a configuration which may no longer be available as new from Cisco. Customers may be in the process of a network upgrade or transition or simply need spare product to supplement Cisco SMARTnet® Service. The Cisco Certified Refurbished Equipment program maintains a large inventory of end of sale SKUs to support these networks.
- **Constrained budget:** When you are faced with a limited budget, Cisco Certified Refurbished Equipment provides the maximum flexibility in procuring the technology you need with no sacrifice in performance, quality, support, and value. With prices that are 25 to 70 percent off original list, you can combine new and refurbished Cisco technology to overcome even the most constrained budgets.
- **Compliance with corporate "green" requirements:** Cisco Certified Refurbished Equipment is an easy and effective way to comply with corporate "green" initiatives. A remanufactured unit uses less energy to "manufacture," helps to extend the useful life of Cisco products, and reduces the amount of electronic equipment ending up in landfills.

Product and Program Availability

Q: Is Cisco Certified Refurbished Equipment reliable?

A: Yes. Cisco Certified Refurbished Equipment has been remanufactured, upgraded, and thoroughly tested to meet Cisco specifications. Only the Cisco products that have successfully completed this comprehensive process come with the same-as-new product warranty and are eligible for the same-as-new Cisco SMARTnet support options as new Cisco products.

Q: Does Cisco Certified Refurbished Equipment come with a warranty? Can I get support?

A: All Cisco Certified Refurbished Equipment units are shipped with a valid software license and come with the same warranty as new equipment. Cisco SMARTnet support options are also the same as for new equipment.

Q: In what countries is the Cisco Certified Refurbished Equipment program available?

A: The Cisco Certified Refurbished Equipment program is currently offered in more than 66 countries. Please contact your designated Cisco Capital Remarketing sales representative to see if the Cisco Certified Refurbished Equipment program is available in your country.

Q: What types of Cisco products are available through the Cisco Certified Refurbished Equipment program?

A: Products available through the Cisco Certified Refurbished Equipment program include active products (products currently on the Global Price List), end-of-sale products, and end-of-support products (products that are no longer supported by Cisco).

All technology areas are represented, including switching, routing, wireless, IP telephony, security, and other advanced technologies.

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 Capital Remarketing 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).

Q: Can Cisco Certified Refurbished Equipment be financed through Cisco Capital?

A: Yes. Cisco Capital offers a variety of easy and flexible financing programs. Combining these programs with Cisco Certified Refurbished Equipment enables customers to lower their total cost of ownership, reduce financial risk, realize tax savings, simplify operating budgets, and make the most of their capital budgets. Please contact your designated Cisco account manager or Cisco Capital channel account manager for assistance.

Ordering Process

Q: Where can I purchase Cisco Certified Refurbished Equipment?

A: Orders are sold through authorized Cisco resellers and distributors. Any Cisco registered partner can resell Cisco Certified Refurbished Equipment.

Q: How can I find out what products are available?

A: Check inventory and quantities on our website:

1. Go to www.cisco.com/go/remarketing
2. Click on View Inventory and log in using your Cisco.com username and password.
3. When logged in, click the Search Inventory tab. You may click the "Download inventory button to download entire inventory spreadsheet, or type a part number in the search box. Type in entire part number, including -RF.

The quantity shown is available for immediate shipment. Contact the remarketing team for work-in-process inventory availability and dates.

<http://www.cisco.com/web/ordering/ciscocapital/refurbished/contacts.html>

Q: The product I want is not listed. What should I do?

A: If the product you are looking for is not listed, please call your designated Cisco Capital Remarketing sales representative. The product may not be listed for several reasons:

- The product may not have been assigned a part number.
- The product may not exist in our finished goods inventories at this time. However, it may be in the

pipeline and available soon.

In all cases, please contact your designated Cisco Capital Remarketing sales representative to find out if product may be available. You may also want to consider a similar version or a previous generation version as appropriate.

Q: Can I work through my Cisco account manager or channel account manager to inquire about the Cisco Certified Refurbished Equipment program?

A: Yes. In addition to working with the Cisco Capital remarketing sales representative, you can work through your Cisco account manager or channel account manager to request more information on the program, to check on inventory availability, or to place an order.

Program Benefits

Q: Why does Cisco offer Cisco Certified Refurbished Equipment to its customers?

A: Cisco realizes there are times when buying new product is not an option, and for timing, pricing, or technical reasons, customers may need products that are not available new. In these cases, it is important for us to do our utmost to provide a solution to meet our customer needs. By controlling the remanufacturing process and taking advantage of Cisco's network of authorized distributors and resellers to return Cisco Certified Refurbished Equipment products to customers, Cisco can continue to provide our customers the end-to-end solution they expect, as well as the quality, reliability, and convenience of Cisco products.

Q: Why purchase Cisco Certified Refurbished Equipment 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 Certified Refurbished Equipment provides you with the performance, quality, support, and value you have come to expect from Cisco.
- Performance and reliability: Cisco Certified Refurbished Equipment is completely remanufactured, upgraded to incorporate the latest engineering changes, and tested to factory specifications 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 the same warranty as for the equivalent new product.
- Lowest total cost of ownership (TCO): Competitive pricing, no hidden costs (such as inspection and relicensing fees), and Cisco Capital financing options combine to make Cisco Certified Refurbished Equipment a logical, safe, and financially prudent investment.
- Extensive inventory: Cisco carries over 2800 different new and end-of-sale, genuine Cisco Certified Refurbished Equipment SKUs in inventory. Cisco Certified Refurbished Equipment is available through our network of over 40,000 Cisco partners worldwide and can ship within 24 hours.
- Focus on your business, not your network: Cisco Certified Refurbished Equipment is remanufactured to Cisco standards, backed by the same as new warranty and SMARTnet hardware and software support options (including 24-hour support), and sold through the same trusted resellers you rely on for new Cisco equipment. This enables you 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 Certified Refurbished Equipment differs from other used equipment in the rigorous remanufacturing process applied to it, including:

- Inspection, testing, repair, and restoration of default settings
- Verification of compliance of all performance, electrical, safety, and environmental standards
- Implementing engineering change orders and hardware/firmware upgrades
- Installation of the current shippable software release

All remanufacturing is performed by Cisco authorized contract repair manufacturers using Cisco authorized parts, processes, and standards. In addition, all processes are ISO 9001 and 14001 certified processes. The

Cisco Certified Refurbished Equipment seal signifies the performance, quality, support, and value that one expects with all Cisco products.

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

- **Unknown heritage:** The unit may be counterfeit, damaged, or missing critical product upgrades. Risks posed include security, safety, and network integrity.
- **May not be properly refurbished:** The unit may have been inadvertently damaged during testing, may not have been completely tested, or may have been tested to a lower set of standards than Cisco specifications.
- **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 hidden fees (including inspection and relicensing fees), network outage costs (support, troubleshooting, and parts replacement), and lost revenues due to business downtime.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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