

## COMPUTER & PRINTING EQUIPMENT

### WHY USE REMANUFACTURED COMPUTERS & PRINTERS?

An increasing range of office equipment is available reconditioned or remanufactured with recycled components.

This includes:

- ◆ personal computers;
- ◆ photocopiers;
- ◆ Unix servers; and
- ◆ printers, facsimile machines, and scanning units.

In Australia, the focus for office equipment is shifting from reconditioning and refurbishment to the remanufacture of units.

Support for product stewardship is strong overseas, and the trend has been on the recovery, reprocessing and remanufacture of units. Producer responsibility has been introduced to Australia through companies including Hewlett Packard (HP), Fuji Xerox and Compaq.

Remanufactured products are also cheaper. Savings of 15 to 45% can be made on the HP Remarketing range compared to the same products new.

### KEY QUESTIONS FOR YOUR PURCHASING CHOICE

Questions you can ask your suppliers about recycled or remanufactured office equipment include:

- ◆ what range of recycled or remanufactured equipment is commercially available?
- ◆ are guarantees or warranties provided to support the product's quality and performance?
- ◆ has the product been designed for disassembly, component recovery, remanufacture or recycling at the end of its useful life?
- ◆ what are the "take-back" arrangements for product recovery?



**A technician at HP checking disk drives and sound cards**

### FACTS ABOUT RECYCLED OFFICE EQUIPMENT

The following facts are provided to help assess suppliers' answers to your questions.

#### ***Performance is important!***

The performance of remanufactured products frequently outclasses new products. Testing procedures are used to ensure that products perform as well or better than their new counterparts.

HP's Remarketing program recovers lease returns, ex-demonstration products and trade-ins, and remanufactures them into three product grades. Their highest grade is the Gold level and it comes with the same warranty as a new product. HP's 'failure' rating on these products is around one-quarter of the new products.

Fuji Xerox operations ensure that all products are remanufactured to "as new" standards or better, through the introduction of new technology in its processing.

#### ***Standards are important***

Fuji Xerox's remanufacturing operation in New South Wales is setting standards and developing technology that is being used by its other facilities worldwide.

HP ensures standards are maintained and verified by providing a quality assurance checklist with each remanufactured product, which is signed by the QA engineer.

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### **Warrantees and guarantees**

HP's warrantees vary depending on the grade of the remanufactured product. Gold level warrantees are the same as new, and Blue level product warrantees are one-third that of new.

Fuji Xerox warrantees for remanufactured products are the same as for the new product.

MRI (Aust) recovers equipment from Compaq and refurbishes this for resale. MRI provides various guarantees on equipment over \$300 depending on the item being purchased.

### **Technology**

Australia has a growing reputation in the design, development and remanufacturing of office equipment.

The Fuji Xerox - Document Centre 265 copier has been designed for recyclability. The remanufacturing process for the modules of this machine were developed in Australia for world release. The Fuji Xerox remanufacturing facility in N.S.W. was voted the company's world benchmark in 1998.

The reduced failure levels on remanufactured HP equipment are attributed to additional product testing. All new products are tested and problems corrected before sale. When products are remanufactured, HP has a second opportunity to test and reconfigure them, further reducing failure levels below those of new products.

### **RECYCLED CONTENT**

The Fuji Xerox - Document Centre 265 copier has been designed with over 90% recyclable components. To simplify maintenance, replaceable parts on this model have been reduced from 2,000 to only 250<sup>1</sup>.

HP labels all components for material identification. Recyclable components not reused in remanufactured products are recovered, separated and recycled by Next Best Computers (NBC).

### **ENVIRONMENTAL BENEFITS**

Purchasing products designed for disassembly and remanufacture supports material diversion from landfill and improves resource efficiency.

MRI is achieving a 98% recovery rate on systems and components sourced from initiatives including Compaq's Computer Asset Recovery Service. MRI remanufacture and upgrade equipment where appropriate. Redundant equipment is stripped and components are recovered for reuse or recycling.

60% of Fuji Xerox's returned components are remanufactured to as new or better, and 90% of discarded materials are recovered and recycled.

HP's remanufacturing service reuses at least 60% of returned components and recycles all the remaining materials through NBC.

MRI, Fuji Xerox and HP also recover, reuse or recycle product packaging.

### **WHERE CAN YOU GO FOR FURTHER INFORMATION?**

EcoRecycle Victoria:

Infoline: 1800 35 32 33 or (03) 9639 3322

Website: [www.ecorecycle.vic.gov.au](http://www.ecorecycle.vic.gov.au)

Waste Wise Purchasing Guide for Government and Industry

Equipment Recycling Network Inc (ERNI):

Website: [www.erni.asn.au/](http://www.erni.asn.au/)

You can also refer to the Yellow Pages for listings of secondhand computer and component dealers.