Quality Assurance Process

- We scrutinize new vendors rigorously with multiple reference checks and credit verification. (Most of the equipment we buy comes out of network directly from the end-user)

- The Serial Number of every unit is verified with manufacturer to confirm its authenticity

- Previous configuration and owner information is removed and the unit is returned to its default settings

- A comprehensive set of diagnostic, functional, and network traffic system tests are performed. Burn-in and/or thermal cycling tests are performed to help ensure quality. Every port is tested.

- Units failing any part of our inspection or testing process are returned to vendor

- Each unit is cleaned and detailed. Old labels are removed and new labels applied. New rack mounts and panels are installed as appropriate. Casings are cleaned, touched up, or repainted as applicable.

- Units are carefully wrapped, together with console cables, power cables and any other manufacturer accessories available, placed in a new protective shipping box, and properly sealed to ensure safe transport.

- Every unit ships with a standard *1-Year Hardware Replacement Warranty*. (End-Users only).