circular computing

FAQ

Because IT shouldn't cost the Earth.

Circular Computing, FAQ

Because IT shouldn't cost the Earth.

Our mission is to change the way the world buys IT without compromising on quality resulting in positive social, environmental and ethical impacts in order that we can all live in a better world with a brighter future.

Circular Certified products from Circular Computing are the most sustainable and ethically produced computers available.

This is remanufacturing like you have never seen before and we know that our mission won't succeed if our products don't deliver on our promise.

Customer Benefits

- Enterprise grade performance models from leading brands.
- Comprehensive inventory and a 20,000 unit per month current capacity.
- Carbon Neutral Sustainable Computing: We plant 5 Trees for every computer which helps to create sustainable communities and reduce climate change.
- A new battery & SSD drive are included with every laptop as standard.
- Supplied with a new Microsoft operating system and license.
- 3 Year advance replacement warranty – offering peace of mind.
- A guaranteed buy back price after 3 years in order that products can re-join the Circular process.
- Circular Computing products are supplied by your existing reseller.
- World class fully complaint purpose built production facility that is ISO9001, ISO14001, BS8887-211, EICC & OHSAS 18001 accredited.

Program Highlights

- Peace of mind. All products are produced and recertified providing zero compromise to you, enterprise grade condition with full warranty & support from your existing reseller.
- Maximise your budget and total cost of ownership (TCO) with improved value, and performance hardware.
- Volume SKU compliant models suitable for Enterprise network infrastructures.
- Carbon neutral (through our reforestation programme), ethically remanufactured and great news for the environment.
- The Circular program supports and creates sustainable communities in developing countries.
- In advance end of life price guarantee means transparent Total Cost of Ownership.
- Your duty of care to E-Waste is properly managed. We have zero tolerance to landfill.
- Financing available through your usual providers.
- Evaluation units available on request.

Product Q&A

01

Are Circular Computing products reliable and safe to use on my network infrastructure?

Yes, Circular Computing products have been selected and upgraded using new parts (SSD & Battery) and are produced according to our ISO 9001 standard incorporating BS8887-210 and 211 processes. Models are enterprise grade from leading brands that may have already been tested on your network and an image build may already exist. We backup our quality by providing a 3-year advance replacement warranty. Our mission won't succeed if our products don't deliver.

02

What Operating System (OS) do I get and is this a valid licence?

Units are provided with a valid Microsoft Windows OS & licence, and provided to your support partner for staging.

03

Quality – Zero Compromise - What does this mean?

This means that the product has the same look and feel as a new product. Your Circular Certified products have been put through a comprehensive remanufacturing process that guarantee the highest standards of quality are met to ensure zero compromise.

04

What are the performance differences between a Circular Computer and another model I buy today?

Working alongside Cranfield University using industry recognised performance benchmark software and live user feedback, has shown no real performance difference against new (97%). These tests were conducted using Circular Computing Laptops comparing them against the latest Enterprise laptops from the major brands. Industry wide since 2012, performance, particularly in laptops, has plateaued and the previously fast cycle of upgrading has slowed due to performance requirements being met by existing technology.

05

Will my energy costs be higher with Circular Computing products?

Circular Computing products are Energy Star approved and in some cases, offer better power saving & lower costs than some of today's computers. It's no longer the case that the latest technology always offers improvement. It's best to check the TEC ratings between each model under consideration. A comparison between the upfront capital cost of Circular Computing products and other models needs to also be considered, as Circular Computing products will also have a lower Total Cost of Ownership due to the immediate upfront cost savings.

Please contact your Circular Computing authorised partner or ourselves direct for more information.

Compliance Q&A

01

What approvals do Circular Computing products come with?

Circular Computing products come with all the usual legal and safety approvals according to local law. Please ask your Circular Computing representative if you require more compliance information, quoting the make and model together with the required compliance documentation.

02

How compliant are you?

Our goal is to create the best user experience in the world, a completely new grade of IT, far superior in quality to any second hand product, with far more sustainable benefits than new. To help us achieve this, we have invested in, are compliant with and have been accredited by quality standards and procedures;

ISO9001 - Is the quality management system we use for our factory processes. *www.iso.org*

BS 8887-211 - Is the British standard for remanufacturing we follow. *www.bsigroup.com*

ISO14001 - Maps out our Environmental framework and criteria. *www.iso.org*

OHSAS 18001 - Compliance to Occupational Health & Safety standards. *www.iso.org*

EICC - Our factory uses the EICC code of Conduct as its foundation, this is our commitment to support the rights and wellbeing of our valuable Circular team. *www.eiccoalition.org*

03

Where do your Batteries come from?

The integrity and safety of batteries from a reliable supply source, means that due-diligence is paramount, and the responsibility of which we take seriously. We have a special agreement with Duracell Batteries and their supply chain (who have been audited) to be supplied as part of the Circular Computing solution.

04

What about Data security?

All Circular Computing products include a new Solid-State Drive (SSD). Units that are returned to us under our 3-year incentivised return program should follow your existing data compliance process. You will of course work with your trusted supplier

Remanufacturing Q&A

01

What is "Remanufactured"?

Remanufacturing has been defined in the BS8887 standard that we follow and it is the process of "returning a used product to at least its original performance with a warranty that is equivalent to or better than that of the newly manufactured product". The quality processes that we follow ensures that a Circular Certified Computing product has the same performance specifications as a new product, but with the enhancement of upgraded components. This enables a purchaser to buy a Circular Computing product with confidence as it will meet their performance, quality and service expectations.

02

What is the difference between Circular Computing Remanufactured products and refurbished products from other suppliers?

Circular Computing products are not to be confused with refurbished, renewed, used or second hand products. We create a new grade. Circular Computing products have gone through a rigorous remanufacturing process in our own purpose built certified factory. The results are products that are available in large quantities with consistent as-new quality and technical performance. Quality without compromise and value backed by our 3-year warranty. All of which will help form a wider IT strategy to incorporate sustainability otherwise unavailable in the IT environment.

Remanufacturing Q&A

03

What is the Circular Computing process for Remanufacturing Computers?

This is reproduction like you've never seen before. We aim for our products to contend with original manufacturing performance and technical specifications. The Circular Computing Certified remanufacturing process consists of many separate entities to ensure that the quality has consistency you can rely on.

These are some of the main steps;

- Hardware testing & diagnostics to original factory specifications following BS8887 standard in an ISO certified facility by qualified repair technicians.

- Technical cosmetic detailing – looks and feels brand new.
- Upgrading equipment with new components such as SSD/HDD drives and a new battery as standard.
- LCD screen repair and upgrade – creating delivery of a product with zero blemishes.
- Configure to Order customer model configuration (memory, WAN card, drive capacity, software, language and keyboard).
- Installing a Microsoft Windows 10 OS (licenced)
- Burn in testing & quality control to ensure technical performance & compliance to customers' requirements.

General Q&A

01

Who are we again?

Circular Computing is part of a group of companies that are 25 Years old. Our mission is to call for business to give IT a role within their social and sustainability agendas, delivering a new classification of IT hardware.

Fully remanufactured, in industrial volumes, with no compromise and a peace of mind warranty – reducing pollution and the use of depleting mineral reserves.

Investment into reforestation initiatives offers a zero-carbon product, and delivers generational security to vulnerable societies.

We want to change the way the world buys IT and we are proudly leading an enterprise movement towards a more sustainable future. Today we employ over 250 people, have offices on 3 continents and deliver over 250,000 computers a year – with current capacity for 500,000 units.

We have chosen to make a positive impact on the environment by adopting a Circular Economy business model, driving our business, towards conquering the challenges set out under the global sustainability goals whilst at the same time running a successful business that is a truly happy place to work for all its employees.

02

Packaging, how sustainable are you and can you deliver in bulk to cut down on waste?

Our products are not destined for the retail market. We ship to the VAR in quantity, and encourage them to request specialised bulk packing solutions from us for the delivery of Circular Computing products. Notebooks can be delivered in magazines of 10 or 20 slots.

In the "Circular World" these can be returned to us for reuse, or repurposed by the VAR. In any event they are made from recycled material, by-products of potato and soya, and are bio-degradable.

By working together, we can save money on transportation, save disposal costs of excess packaging, save resources, reduce carbon footprint and minimise hassle of managing excess waste.

03

Contact information

circularcomputing.com
enquiries@circularcomputing.com
+44 (0)2392 530290

Unit E Railway Triangle
Walton Road
Portsmouth, PO6 1TY

www.circularcomputing.com
enquiries@circularcomputing.com

+44 (0)2392 530290

Unit E Railway Triangle	Plot 92 Al Hamra
Walton Road	Industrial Estate
Portsmouth	Al Hamra
PO6 1TY	Ras al Khaimah
UK	United Arab Emirates