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Hard Drive
Retention
Offering for
Xerox Products
in the United
States

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Introduction

Xerox provides a Hard Drive Retention Offering to allow customers in the United States, for a fee, to retain the hard drive on leased Xerox products. This service may be required for customers with very sensitive data, perhaps classified, or with internal policies or regulatory standards that mandate specific disposition processes for hard drives.

Upon request for this service offering, a Xerox service technician will travel to the customer location, remove the hard drive, and provide it, 'as is' to a customer representative. At this time, Xerox does not provide hard drive sanitization, cleansing, or destruction services onsite at customer locations. Customers will need to make arrangements for final disposition of the physical hard drive received from the technician.

To determine if your Xerox product contains a hard drive or review security features available to secure data on hard drives, please visit www.xerox.com/harddrive.

Xerox Process for Returning Hard Drives

Protection of data is ultimately the customer's responsibility and it is important to take appropriate measures to protect that information prior to returning a device to Xerox. Image overwrite and encryption features should be used to protect image data on returning devices. It is unacceptable to Xerox that any customer data could escape once a device has been returned to our control. At this time, Xerox does not track or report on any particular hard drive and does not provide a 'certificate of sanitization' or 'certificate of destruction'. The following information may be useful to customers considering the Hard Drive Retention Offering.

Xerox Corporation brings two International Standards to the process of managing returned devices. The first is ISO 9001. This standard requires well documented and verifiable quality oriented behaviors in the monitoring, management and improvement of the business process. The second is ISO 14001, Environmental Management Systems. Like ISO 9001, to achieve certification the organization must show evidence of the design and implementation of an effective and continually improving environmental management plan. Both of these certifications require auditing by accredited 3rd party organizations.

For all Xerox equipment and Non-Xerox (Competitive) equipment trade-in, the Xerox supply chain procedures include a tightly controlled shipping process. That process begins when the Xerox bonded shipping agent arrives to pick up the returned device. The device is packaged and marked with a unique bar code that enables tracking through each step of its journey, to its final destination.

Upon arrival at an equipment center, the device is directed to one of three processes. A device may be refurbished / remanufactured; it may be used for specific parts; or, if not needed, destroyed.

Devices that are to be remanufactured or refurbished (depending on age and condition) move to a rework facility. During rework any hard drives present are either overwritten in place or removed from the device, placed on a test station, and overwritten using an overwrite algorithm described in U.S. Government publications. Use of this algorithm, currently found in both the Department of Defense publication DoD 5220.22M, the National Industrial Security Program Operating Manual (NISPOM), and the National Institute of Standards and Technology (NIST) Special Publication SP800-88r1, insures that no discoverable customer data remains on the hard drive.

Overwrite consists of a three-pass clearing process followed by testing to validate success. Hard drives removed for overwrite are then reformatted and reimaged for return to the device. Any hard drives that do not successfully overwrite, format, or reimage are crushed and shredded as per the destruction process described below.

All configurable settings stored in all non-volatile memory on rework/refurbish devices are restored to default values, effectively clearing any customer-specific settings that may have been made during the device's life.

Devices that are used for spare parts, after delivery to the rework area, are stripped for parts required per materials availability lists. If hard drives are removed, they are handled identically to the drive process described above for remanufacture prior to being returned to the spare parts system. The remainder of the device is processed through the destruction process described below.

Devices for destruction are moved to the destruction staging area, where they are first checked for controlled materials. If any of these materials (mercury switches, for example) are present, they are disposed of in accordance with EPA guidelines, and in conformance with the Xerox Environmental Management Plan, and the Xerox ISO 14001 certification.

The device is then placed intact – including any hard drives - into an industrial crusher, which compacts the device under high pressure. The crushed device is moved from the Xerox Equipment Center to a bonded reclamation facility, where it is mechanically shredded, a process which produces small 'chips' of the various materials it contains, such as steel, plastic, aluminum, etc. Recyclable materials are recovered for reuse, averaging over 99% avoidance of waste.

Xerox does not at any time remove, recycle, resell, or otherwise reuse hard drives without employing the overwrite process as described.

Eligible Products

All Xerox products in the United States are included in this program.

For support for other global geographies, please contact your sale representative.

Pricing

Note:

- Pricing only applies for service provided by Xerox service technicians
- Applicable taxes will be added to prices shown below.
- Each Additional Hard Drive Removed pricing, applies only when services are provided during a single visit and at the same location.
- Pricing is for Direct US based customers only. Please contact your local sales representative for products outside the US.

Product Description	First Hard Drive Removed	Each Additional Hard Drive Removed (at the same site location)
All Xerox Printer / Multi-Function Device / Production / Digital Front End (DFE) computer. Example FreeFlow, Fiery, etc.	\$300.00	\$250.00

Special Cases

Under Xerox's Hard Drive Policy there are two cases in which the customer will not be charged for choosing to retain the hard drive.

- 1) Device is under a service agreement and the hard drive needs to be replaced to restore operations. Failed hard drive can be left with the customer 'as is' for no charge.
- 2) Device is being replaced with an identical or alternate product under the Total Satisfaction Guarantee (TSG) program. Hard drive in original device can be left with the customer for no charge.

How to order

Customers will need to choose between two processes depending upon how their product is currently supported.

If your normal Customer Support number is 1-800-821-2797, you'll need to contact your Xerox sales representative to order. If you do not know your sales representative, the Customer Support team at this number can provide contact information.

For all other customers, please contact your original Value Added Reseller sales representative or call Customer Support at 1-800-835-6100 to order the service.