



Quality and inspection procedure

This is the checklist every unit passes between arriving at our Kwai Chung warehouse and being offered for sale. It is published in full because every supplier claims to test their goods and almost none will show you what that means.

STEP 01 - BOOKING IN

Every pallet is photographed before it is opened. Carton condition, security seals and tamper-evident tape are checked and recorded against the purchase order. Anything that looks wrong is quarantined rather than shelved.

STEP 02 - IDENTIFICATION

The manufacturer part number is read from the unit itself, not the carton label. Serial numbers are captured and entered against the purchase order, which is what allows us to send serials before payment.

STEP 03 - FUNCTIONAL TEST

Testing is by product line to a written procedure. Memory runs a full pass at rated speed in a reference board. Drives have SMART attributes captured and power-on hours verified. Adapters and controllers are posted in a reference chassis with the firmware version recorded. Complete systems run 24 hours under load.

STEP 04 - COSMETIC GRADING

Refurbished stock is graded and the grade is written on the quotation. We do not use euphemisms for used equipment and will supply photographs of the actual units before you commit.

STEP 05 - STORAGE

Static-sensitive items remain in original anti-static packaging in controlled conditions. Stock is located by bin so that a physical check takes minutes.

STEP 06 - PICK VERIFICATION

Picking is checked by a second person against the sales order. Serial numbers on the packing list are the serials in the box, verified one by one rather than assumed.

STEP 07 - PACKING AND DESPATCH

Export packing appropriate to the freight mode, with commercial invoice, packing list and certificate of origin raised the same day. The test record is filed against the invoice number and remains available on request.



What we do not claim

We handle other companies' products. Our inspection confirms that a unit is what its part number says, that it powers up, and that its reported health is sound. It is not a manufacturer's qualification test and we do not certify performance against a datasheet. Where a customer needs testing beyond our standard procedure we will usually do it, quote for it, and describe exactly what was run.

Counterfeit and provenance

Counterfeit components are a real problem in this market, particularly in memory, optics and older processors. Reading the part number from the unit rather than the carton, capturing serials at intake and testing at rated speed catch the great majority of it. Where we cannot establish provenance to our satisfaction, we do not buy.

Non-conformance

Failures found at intake, and customer returns, are logged against the supplier they came from, investigated, and reviewed quarterly. Suppliers with a repeated pattern are removed from the approved list.