

Refurbished and Recycling Guide

Stretching budgets and supporting sustainability

Q1. Why look at refurbished and recycling?

Schools and trusts are under pressure to:

- Do more with limited budgets
- Reduce environmental impact
- Handle old devices and data responsibly

Refurbished devices and structured recycling can help, provided they're managed in a controlled, auditable way.

Q2. When refurbished devices work well (and when they don't)

Good fits

- Non-exam year groups where top-end performance isn't essential
- Staff who mainly use email, MIS and standard productivity tools
- Spare pools for loan devices and temporary replacements
- Pilot or short-term projects you may later scale up

Less suitable

- Heavy creative/media workloads
- Long-term 1:1 schemes where you need full lifecycle and future OS support
- Situations needing cutting-edge features (e.g. specific processors, graphics or connectivity)

Q3. What "good" refurbishment looks like

A quality refurbisher should:

- Use clear **grading** (e.g. Grade A / B) with honest descriptions and examples
- Fully test key components: CPU, RAM, storage, screen, ports, keyboard, trackpad, Wi-Fi and battery
- Replace faulty components and batteries below an agreed health level
- Clean and sanitise devices inside and out
- Install genuine, correctly licensed operating systems where required
- Supply devices ready for your image or, if needed, pre-image them to your specification

Aim for:

- **At least 1-year warranty;** longer where budget allows
- Clear processes for DOA (dead-on-arrival) units and repairs
- Consistent model and spec across each batch

Q4. Questions to ask refurbished suppliers

Use this list when writing requirements or clarifying quotes:

1. How do you define and label device grades?
2. What tests are run on every device?
3. What minimum battery health do you guarantee?
4. What warranty is included and what does it cover (parts, labour, collection/return)?
5. Are replacement parts OEM or equivalent quality?
6. How are devices cleaned and sanitised?
7. How is Windows licensing handled on refurbished kit, where relevant?
8. Can you image or enrol devices into Intune / Google Admin / MDM for us?
9. What are your typical lead times and DOA processes?
10. Can you provide references from other schools or trusts?

Using a framework such as Everything ICT means the suppliers answering these questions have already passed baseline checks for value, quality and compliance.

Q5. Running a mixed estate (new + refurbished)

If you plan to mix device types:

- Keep cohorts consistent where possible (e.g. all Year 8 on the same range)
- Label devices clearly in your asset register and physically with tags
- Standardise images and policies so the user experience is similar
- Expect slightly shorter lifecycles on refurbished kit and plan refresh dates accordingly

The goal is to gain budget and sustainability benefits without creating unnecessary complexity for support teams or teaching staff.



Q6. Recycling, trade-in and secure end-of-life

End-of-life planning should be part of the project from the start.

Data security

- Use certified data wiping that meets recognised standards
- Obtain data destruction certificates for audit and GDPR evidence
- Ensure failed drives or un-wipable devices are handled via secure physical destruction

Environmental compliance

- Choose WEEE-compliant collection and processing
- Ask for documentation on volumes collected, recycled and disposed of
- Prefer reuse and materials recovery where possible

Trade-in / buy-back

- Request trade-in estimates when procuring new devices
- Agree whether value is returned as cash, credit or discount on new purchases
- Keep asset tracking aligned so you know exactly what has been traded in

Donations

If donating devices:

- Apply the same data-wiping standards as for recycling
- Be clear about condition and remaining lifespan
- Clarify who is responsible for ongoing support and repairs

Q7. Policy, governance and using Everything ICT

A short, written approach helps keep everyone aligned. Consider covering:

- Expected lifespan for each device type
- When devices will be reused, refurbished, recycled or replaced
- When and where refurbished devices are acceptable
- Minimum standards for data wiping, recycling and documentation
- Who signs off disposals, donations and trade-ins
- How you'll report on environmental impact and asset movements

How Everything ICT helps

Through the Everything ICT DfE-approved framework, schools and trusts can:

- Access **pre-approved refurbished suppliers** who understand education
- Compare new and refurbished options in a single, compliant procurement
- Include **recycling, WEEE collection, data destruction and trade-in** services alongside new device purchases
- Use direct awards, three-quote exercises or mini-competitions with a clear audit trail

That allows you to make better use of refurbished and recycling routes while staying within procurement rules and giving governors and trustees the assurance they need.

➔ **Speak to the team**

➔ **How it all works**