

# XEROX®



## Because We Can't Remanufacture the Earth...

At Xerox, we strive to ensure that our products, supplies, solutions and services not only offer the best value and quality, but also contribute to a better environment.

### Our environmental commitment:

We are becoming a Waste-Free Company in everything we do. The Xerox Waste-Free goal is to create products that minimize waste during manufacturing, use by the customer, and at the end of products' initial life cycles.

This brochure explains how Xerox's remanufacturing, reuse and recycling programs for equipment and supplies help us meet our Waste-Free goal.

## Xerox Remanufactured Equipment

Since the 1960's, Xerox has practiced product life cycle management, converting old machines into functional components. Today we are reaping the benefits for our customers, for the environment and for the bottom line

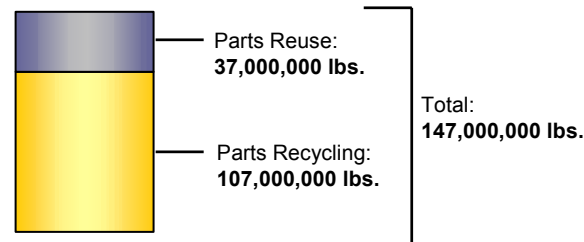
### Some parts just don't wear out. So why throw them out?

The use of reprocessed parts is not an afterthought in the Xerox product design process. Xerox maximizes the end-of-life potential of products and parts by building the concepts of easy disassembly, durability, reuse and recycling into equipment design. Today, 100% of Xerox-designed equipment is developed with remanufacturing in mind.

### Giving new life to precious assets

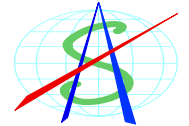
Equipment remanufacture and the reuse and recycling of parts diverted 161 million pounds of waste from landfills in 2003. Parts reuse has significantly reduced the amount of raw materials and energy needed to manufacture new equipment. The financial benefits of equipment remanufacture and parts reuse amount to several hundred million dollars a year.

Xerox Equipment Remanufacture and Parts Reuse/Recycle: Total Waste Diverted from Landfill



## Making Quality Products: The Remanufacturing Process

Xerox's unique technologies and processes ensure that all of our products, regardless of reprocessed part content, meet the same specifications for performance, quality and reliability.



### Signature analysis

Signature Analysis enables Xerox engineers to determine the usable life of parts. We test new parts to determine a "signature" – an acceptable range for the noise, heat or vibration that parts produce while in use. We then test the same characteristics in parts from returned equipment. Only those parts whose signatures are consistent with those of newly-built parts are approved and processed for reuse.

### CO<sub>2</sub>-based cleaning

Xerox has replaced traditional solvent-based equipment cleaning processes with carbon dioxide (CO<sub>2</sub>) blasting technology. This newer method strips dirt, grease and oil from used parts by blasting them with carbon dioxide pellets. Compared to traditional methods, CO<sub>2</sub> blasting eliminates the generation of hazardous waste, reduces cleaning times and increases part recovery rates.



## Ensuring Customer Satisfaction

### The same high standards, through and through

Because Xerox values its reputation for quality and service, we put all Xerox products through the same comprehensive quality assurance process and back them with the full array of Xerox guarantees, warranties and services agreements -- without exception.

- Only parts that can meet all functional, reliability and appearance parameters for the life of the product are processed for reuse.
- Neither the performance nor the cosmetic appearance of reprocessed parts and assemblies can deviate from pre-established requirements and standards.
- We have such high confidence in the quality and reliability of these reprocessed parts that all Xerox equipment, regardless of reprocessed part content, is sold with Xerox's 3-Year Total Satisfaction Guarantee.



## Return Programs for Xerox Supplies: Closed-Loop Recycling

### Xerox Green World Alliance

Xerox's return program for supplies is a central element of our Waste-Free strategy. The most extensive in the industry, the program covers print and copy cartridges, toner containers, and waste toner.

### Return trip: easy and free

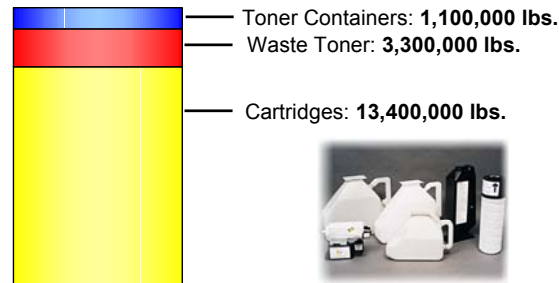
Xerox's return program uses a simple process for collecting spent supplies from customers. Prepaid postage labels and the packaging from new supplies allow customers to ship these materials back to Xerox for reuse and recycling. For cartridges and waste toner bottles, Xerox includes return labels in boxes of new supplies. Labels for toner containers are available from Xerox upon request.

### Making a world of difference

Partnerships with customers have helped make the Xerox program a success. In total, Xerox's supplies return program prevented more than 17 million pounds of waste from entering landfills in 2003.



Xerox Supplies Return Program:  
Total Waste Diverted from Landfill



## Xerox at a Glance

The Document Company, Xerox, is a global company offering the widest array of document-related business solutions, products and services in the industry.

Learn more about Xerox's Waste-Free initiatives and other environmental, health and safety programs at:  
[www.xerox.com](http://www.xerox.com) (refer to "About Xerox" section)



The Xerox Total Satisfaction Guarantee applies only to equipment which has been continuously maintained by Xerox or its authorized representatives under a Xerox express warranty or Xerox Maintenance agreement. Certain restrictions apply.

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