

Factory certification process

Our Factory Certified Mailing Solutions are restored using rigorous standards, going through a diligent 5 step certification process. Each product is backed by our Customer Satisfaction Guarantee, and carries the same service warranty and performance guarantee as new SECAP® Mailing Solutions do.

1 Selection

The first and most important step is the selection process. Only the best units even make it to the evaluation and selection process. We go through a series of steps to determine whether the condition and appearance are up to our customer's standards and if the machine has the environmental fitness ready to move on to the next step.

2 Disassembly

Once the meticulous selection process is complete, those products that have advanced to the next stage are carefully taken apart and inspected – both inside and out. Each product undergoes extensive assessment to determine the parts and processes required to bring it to SECAP® standards for our customers.

3 Revitalization

Each product receives a parts replacement and revitalization strategy specific for that product. We also determine which parts can be recycled and separate those into their appropriate recycling categories (rubber, plastic, wiring, etc.) to help minimize environmental impact.

4 Rebuilding

The same care goes into the rebuilding process of Factory Certified products as does the building of our new products. We update every function to make sure that it meets the latest performance standards. Any subsystems are upgraded to a higher standard if needed, and worn parts are replaced. Units are then thoughtfully reassembled, and surfaces are restored to like new status.

5 Testing

Each unit is diligently tested to confirm that it meets today's performance standards. From the first step to the last, a series of rigorous tests are conducted to make sure the remanufactured unit measures up and meets our Factory Certified product standards as well as our customer's standards.

Choosing for you and the environment

When you choose a product from SECAP® you are committing to a philosophy that looks beyond today to the environment of tomorrow. It's a choice that will help to preserve our environment, all at substantial savings to you. That's something we can all feel good about.



Customer service protected

Factory Certified products are supported by the same high quality care and service level as all of our products.

- Dedicated team of A+ certified professionals
- Will quickly and efficiently diagnose and resolve any issues
- Help ensure your equipment runs at peak productivity



Customer satisfaction guarantee

At SECAP®, we are committed to providing our customers the finest products and necessary parts, backed by high quality service. We won't be satisfied until you are satisfied. Each Factory Certified product carries our Customer Satisfaction Guarantee.

- If the product does not perform to our specifications and we can't repair it, we will replace it with a comparable product
- If after 90 days the replacement product does not perform as specified, you will be entitled to a refund of payments made for the replacement product

Available from your authorized and certified SECAP® Dealer



10 Clipper Road
West Conshohocken, PA 19428-2721

Green alternative

Factory Certified
Mailing Solutions



A green alternative

SECAP® is doing our part to make the world a little greener throughout all aspects of our business. We take our environmental actions seriously ensuring they are designed to reduce, reuse and recycle wherever and whenever possible. It's our duty to reduce our impact on the land with less energy consumption and less waste. In keeping with these principles, we offer Factory Certified Mailing Solutions. We take previously owned equipment, prepare it, and make it available to our customers looking for a green alternative. We feel strongly about our choice to protect the natural world, and reusing our products and reclaiming materials that can be used again is one way we accomplish that.

Factory certified green philosophy

Only the best SECAP® products get to become a Factory Certified Mailing Solution. Right from the start our products are built with the environment in mind, and as a result typically have plenty of life in them after one owner. So we handpick products, test and certify their performance and improve them by bringing them up to current standards. We then make them available to our customers who are looking to contribute to a safer, cleaner and greener environment – all at substantial savings.