INSTRUCTIONS FOR REMOVING DEVICE LOCKS (Checklist)

Checklist for Device Preparation Before Return

To ensure a smooth return process, please carefully review and perform the following steps according to the device type:

PCs / Laptops / AIOs / Workstations / Tablet PCs

- Check and remove any physical locks or include corresponding keys.
- Remove BIOS/UEFI passwords.
- Remove BIOS company logos or branding.
- Delete hard drive passwords (HDD/SSD).
- Remove Absolute Software from the BIOS (if present).
- Remove administrator or system passwords.
- Disable BIOS protection via Autopilot (DFCI) (if present).
- Remove devices from MDM systems (Mobile Device Management), e.g., Windows Autopilot.
- Delete device information from MDM environments.

Servers / Storage / Network Devices

- Remove physical locks or include keys.
- Remove BIOS passwords.
- Delete hard drive passwords.
- Remove administrator or system passwords (possibly via hardware reset).
- Remove devices from MDM systems (Mobile Device Management).

Printing Systems

- Remove menu PINs or access codes.
- Delete administrator/superuser passwords.
- Remove web interface passwords
- Reset or remove RFID profiles, if applicable.
- Reset service/maintenance menu to factory defaults.

Apple Mobile Devices (iOS / iPadOS)

- Ensure the Apple ID / "Find My" (FMI) has been removed by the user through a factory reset.
- Remove IMEI/serial number from MDM and delete user profiles.
- Delete IMEI/serial number from Apple Business Manager.

Apple macOS Devices

- Fully remove Apple ID / FMI via factory reset including erase assistant.
- Delete EFI/firmware passwords.
- Remove device number from MDM and delete user profiles.
- Remove device from Apple Business Manager.

Android Mobile Devices

- Remove Google account, manufacturer account, and Microsoft account (if present), then perform a factory reset.
- Delete IMEI/serial number from MDM, including user profiles and management apps.
- Remove IMEI/serial number from Android Enterprise / Google Zero Touch.

Samsung Devices

- Remove device from Knox (KME).
- Delete Knox app (if possible).

VR Headsets

- Delete IMEI/serial number from MDM, including user profiles and management apps.
- Remove all accounts, then perform a factory reset.

Important Notes

CHG-MERIDIAN reserves the right to charge compensation for any device that is not operational due to remaining locks or missing deactivations.

The above list of possible locks is not exhaustive and serves solely as a helpful guide / checklist.