



Chromebook Grading Scales Criteria and Definitions

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Section 1 Introduction

1.1 Purpose

This document defines the common lexicon and process for grading Chromebooks. The intention of this document is not to identify specific requirements for operationalizing grading scale tiers. Any business can modify the grading scale tiers and defect sizes or types per surface area to meet their business needs, including establishing bulk lots for resale. Any deviations from these grading scale criteria and definitions shall be disclosed to the customer to prevent confusion with the standards defined herein.

1.2 Scope

The scope of this document is limited to devices as defined in [Table 1.3-1](#).

1.3 Definitions

Table 1.3-1 Definitions

Term	Definition
Customer Lock	User sign-in, PIN and Smart locks
Device	Chromebook
Enterprise Enrollment	A device as belonging to particular organization and enables management of the device by organization admins
K-12	Kindergarten to 12th grade
Fully Functional	Device assured functionality to all original applicable OEM specifications.
OEM	Original Equipment Manufacturer
HDMI	High-Definition Multimedia Interface
DC	Direct Current
Mic	Microphone
SD	Secure Digital Memory
SIM	Subscriber Identity Module
USB	Universal Serial Bus
ESD	Electrostatic discharge
GND	Electrical Ground
Battery health	It is defined as the ratio of the maximum battery charge to its rated capacity
Parts	[reference to Table with part definition]
Pogo Pin	A specialized electrical connector component designed to create a reliable, temporary connection between two points in an electronic circuit. In electronics repair, they are used for non-destructive testing, battery charging, and diagnostic interfaces.
Powerwash	Factory Reset
TrackPoint	A small, typically red, pointing stick located between the G, H, and B keys.

Section 2 Grading Scales

2.1 Schema

An industry Grading Scales schema is defined to allow any seller in any secondary market of devices to universally identify cosmetic condition, functional classification, lock status and kit configuration. [Table 2.1-1](#) shows the Grading Scales options that define the schema.

Table 2.1-1 Grading Scales Categories

Description	Table Reference	Grading Scales Options
Cosmetic Grades	Table 2.7-1	A, B, C, D, E or N
Functional Classification	Table 2.8-1	0, 1, 2, 3, 4, 5, 6, 7, 8 or 9
Customer Lock and Enterprise Enrollment Status	Table 2.9-1	1, 2, 3, 4, 5
Basic RF Functionality Test (As Applicable)	Table 2.10-1	1, 2 or 3

2.2 Cosmetic Grade Definitions

Grade A: Like new condition

- Minimal scratches and blemishes
- No gaps between surfaces
- No externally visible liquid damage or stains

See [Table 2.7-1](#) for details on quantity and types of cosmetic defects allowed per surface area and in total.

Grade B: Light wear and tear

- Will allow more scratches and blemishes than Grade A but no gaps between surfaces
- No externally visible liquid damage or stains

See [Table 2.7-1](#) for details on quantity and types of cosmetic defects allowed per surface area and in total.

Grade C: More aggressive wear and tear

- Will allow more scratches and blemishes than Grade B and some gaps between surface areas
- No missing or damage parts
- No externally visible liquid damage

See [Table 2.7-1](#) for details on quantity and types of cosmetic defects allowed per surface area and in total.

Grade D: Heavy cosmetic damage

- Will have excessive damage on multiple surface areas and cracks on the cover lens but not on internal display structure
- Missing or damage parts such as keyboard, touchpad, fingerprint sensor, speakers, camera, and internal mechanical parts
- Externally visible liquid damage but no corrosion

See [Table 2.7-1](#) for details on quantity and types of cosmetic defects allowed per surface area and in total.

Grade E: Heavy cosmetic damage with display internal structure damage.

- Will have excessive damage on multiple surface areas including internal display structure
- Externally viewable liquid damage with or without corrosion

See [Table 2.7-1](#) for details on quantity and types of cosmetic defects allowed per surface area and in total.

Grade NA: As Is, Not Inspected

- Device was not inspected for cosmetic defects
- Device has unknown cosmetic defects

2.3 Surface Area Definitions

During the visual inspection of a device evaluated for disposition, it is important to understand the industry defined surface areas and external, internal and connecting components of a device. These external surface areas are defined in this section:

Display Surface - Display view area and camera lens

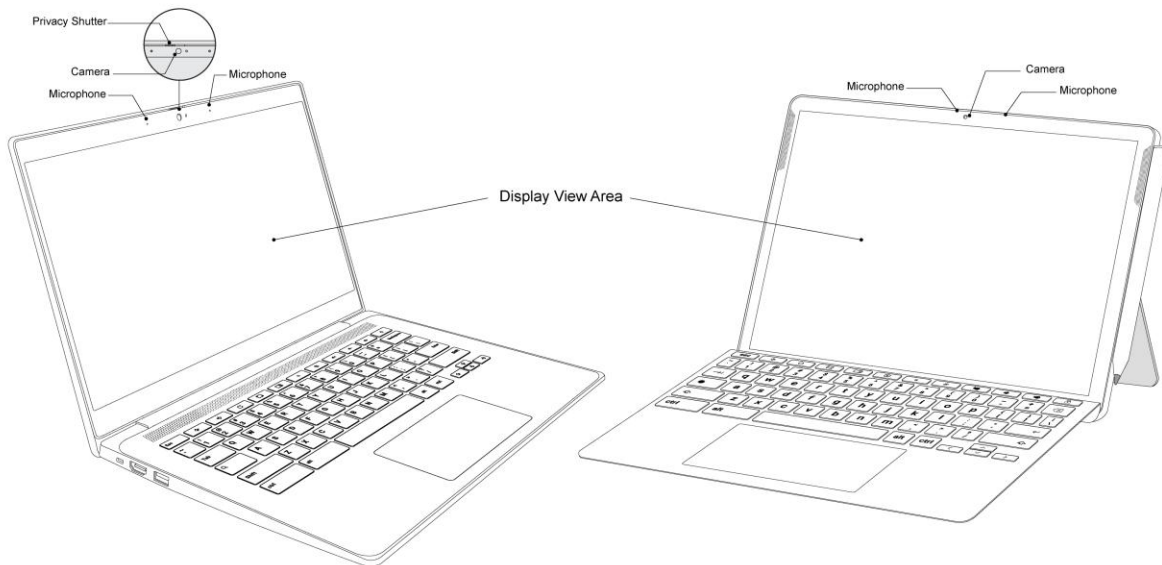


Figure 2.3-1 Display View Area Example for Chromebook

Front/Top Surface - Display Bezel, Keyboard and, Touchpad, and Back Cover

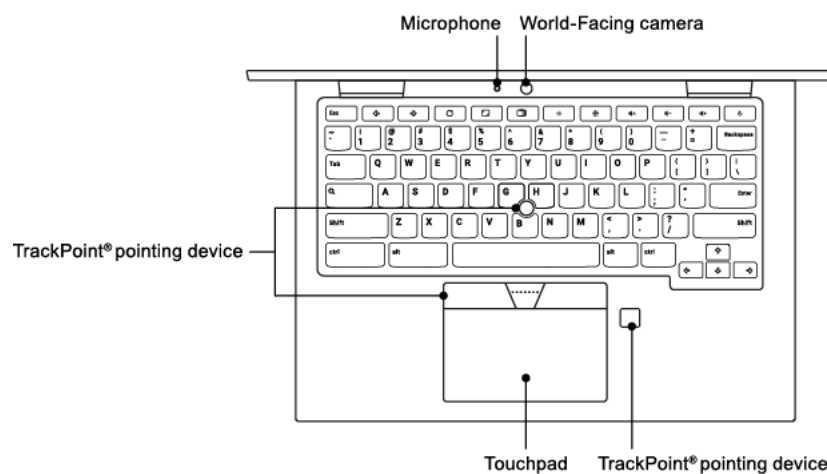


Figure 2.3-2 Display Bezel, Keyboard and Touchpad/Trackpad Example for Chromebooks

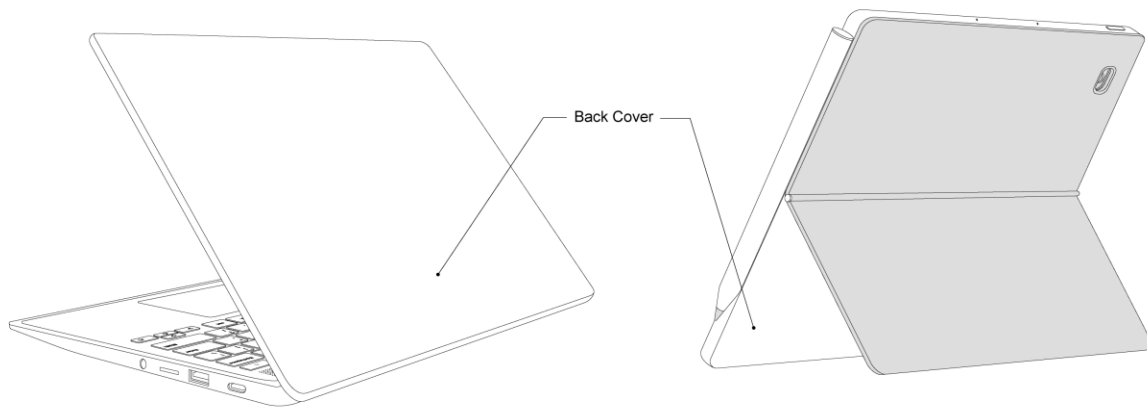


Figure 2.3-3 Back Cover Example for Chromebooks

Bottom/Side Surface - Sides, Hinge Cover, Bottom Cover, Kickstand and Stylus

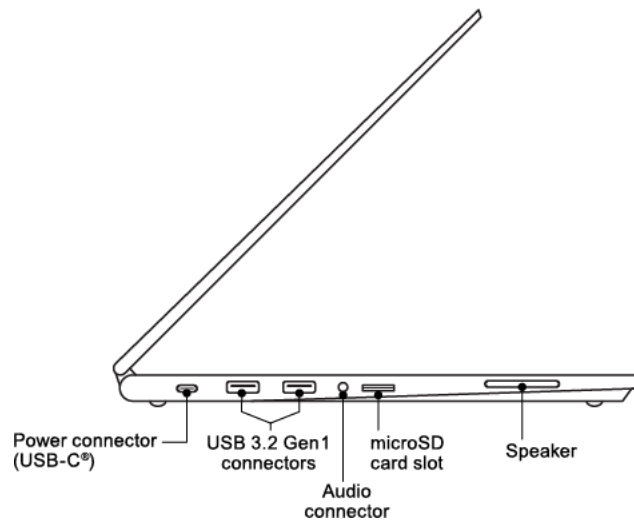


Figure 2.3-4 Sides Example for Chromebooks

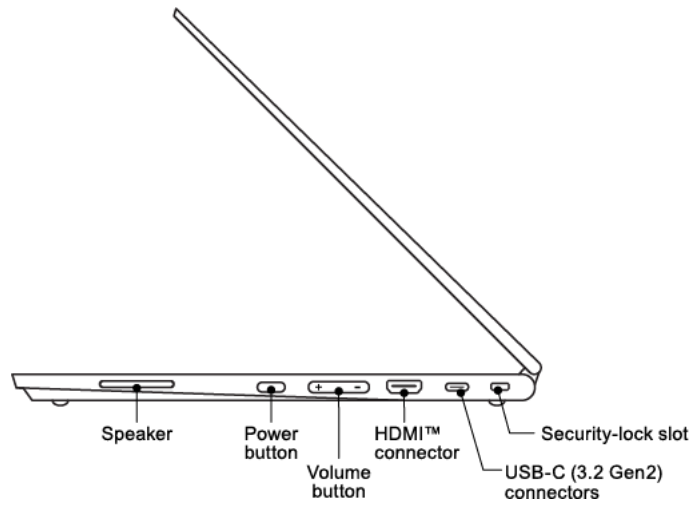


Figure 2.3-5 Sides Example for Tablet Chromebooks

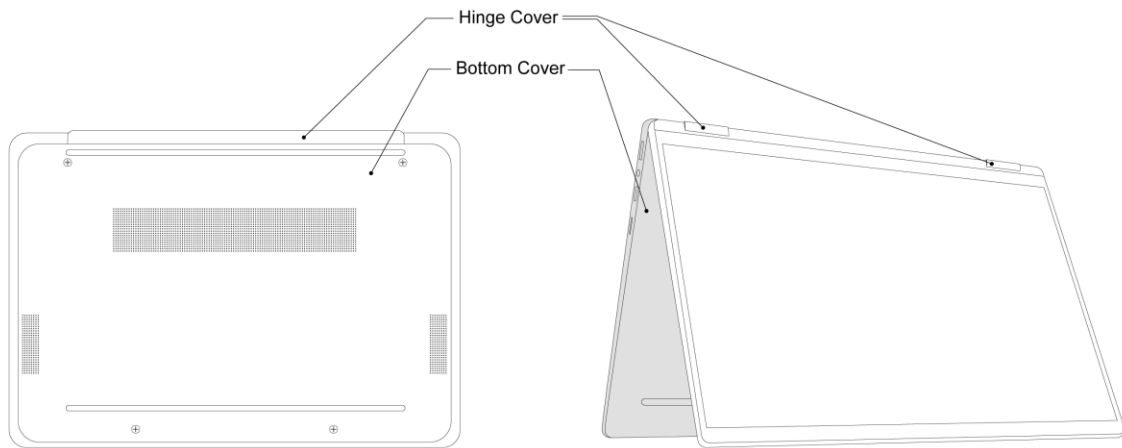


Figure 2.3-6 Hinge and Bottom Covers Example for Chromebooks

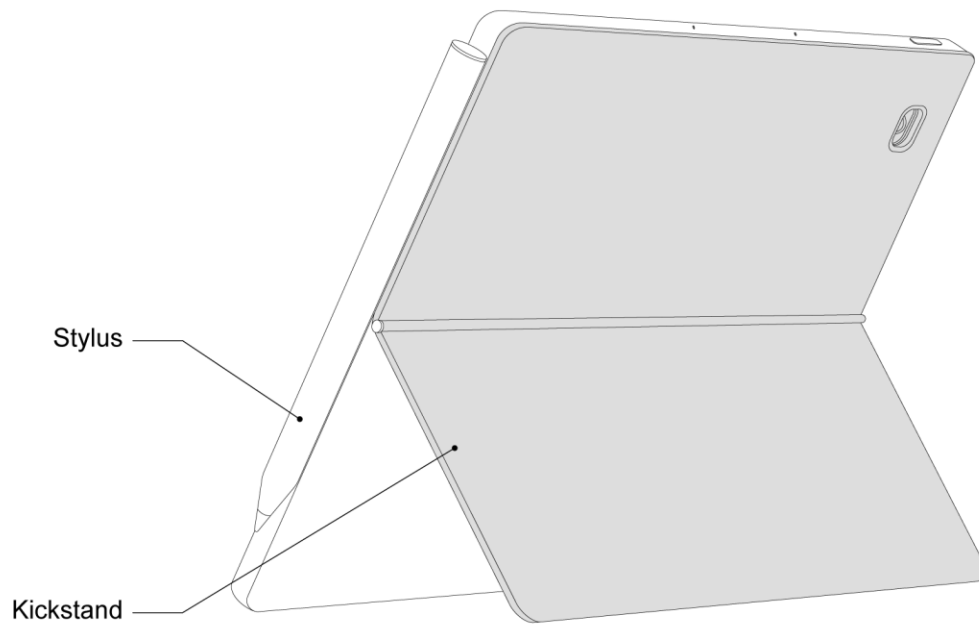


Figure 2.3-7 Stylus and Kickstand Example for Tablet Chromebooks

Connector Surface - USB, HDMI, Display Port, DC, Ethernet, Audio/Mic 1/8 and SD connectors; SIM Tray and Pogo Pins

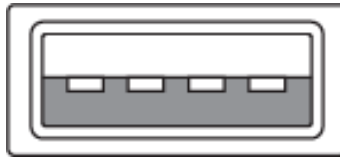


Figure 2.3-8 USB Type A Connectors

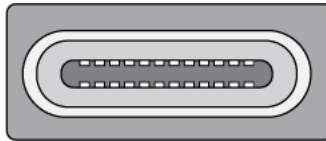


Figure 2.3-9 USB Type C Connectors

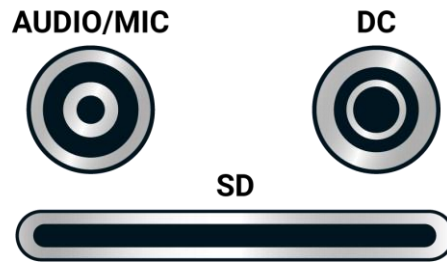


Figure 2.3-10 Audio/Mic, DC and SD Connectors



Figure 2.3-11 HDMI Connector

DISPLAY PORT



Figure 2.3-12 Display Port Connector

ETHERNET

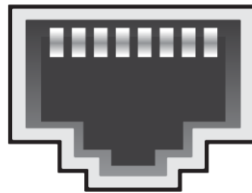


Figure 2.3-13 Ethernet Connector

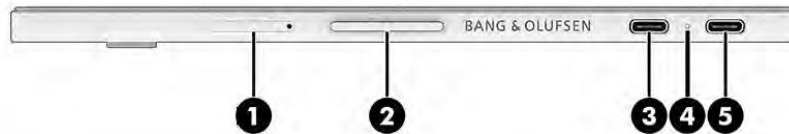


Figure 2.3-14 SIM Tray

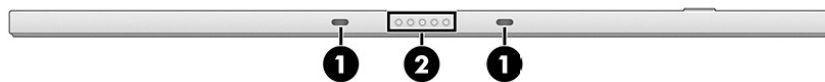


Figure 2.3-15 Pogo Pin

2.4 Defect Definitions Surface

Display Surface: Display view area and camera lens

- Scratch: Visible scratches
- Crack: A physical fracture in the surface of the material; glass that has broken or is starting to break
- Foreign Material: Dust or other matter inside camera lens
- Pressure Spot: Permanent damage in screen that display as Shadows on the screen, bruises, or discoloration spots
- Smudge: Permanent stain or blotch on the display or camera lens
- Alignment: Display viewing area is not aligned or centered

Front/Top Surface: Display Bezel, Keyboard, Touchpad/Trackpad, and Back Cover

- Scratch: Visible scratches
- Crack: A physical fracture in the surface of the material
- Discoloration: Any change from original color and inconsistent gloss
- Dent: Indentation or nick that can be felt to the touch
- Burr: Rough edges and sharp corners
- Shiny Blemish: A smoothness in the texture of the plastic, usually wide and cannot be felt
- Keyboard: Missing, stuck, loose and missing ink on keys
- Foreign Material: Dust or other matter inside the keyboard
- Stains: Foreign colorant, corrosion, rust, or oxidation
- Warp: Deformation of plastic housing by bowing across flat plane
- Gaps: Visible gaps between surfaces
- Damage Stickers: Peeling, missing or illegible

Bottom/Side Surface: Sides, Hinge Cover, Bottom Cover, Kickstand and Stylus

- Scratch: Visible scratches
- Crack: A physical fracture in the surface of the material
- Discoloration: Any change from original color and inconsistent gloss
- Dent: Indentation or nick that can be felt to the touch
- Burr: Rough edges and sharp corners
- Dusted Mesh: Dust or other matter inside mesh or microphone port
- Screw Defect: Missing, wrong type, stripped head and loose
- Hinge: Cannot fully close or open, loose or overextended
- Stains: Foreign colorant, corrosion, rust, or oxidation
- Warp: Deformation of plastic housing by bowing across flat plane
- Gaps: Visible gaps between surfaces
- Rubber feet: Missing or peeling
- Glue: Residue left after removing or peeling off labels
- Damage Labels: Peeling, missing. Must be fully legible

Connector Surface: USB, HDMI, Display Port, DC, Ethernet, Audio/Mic, SD/SIM Connectors and Pogo Pin

- Contaminated Connector: Foreign material inside the connector
- Connector Damage: Missing, bent, corrosion and excessive wear and tear
- SIM Tray Damage: Bent and loose (cannot hold SIM or SD card)
- Pogo Pin Damage: Bent, Stuck or missing

2.5 Viewing and Inspection

1. Visual inspection is performed at desktop distance (12-18 inches from face to device) with normal 20/20 vision (or corrected to 20/20 vision).
2. Inspection is performed in lighting typically found in a factory environment. The type and degree of lighting is technically described as a cool, white, fluorescent light source. A minimum of 500 lumens is recommended.
3. Each surface of the part shall be scanned once without dwelling on any single surface (5 seconds for each surface area and 7 seconds for Display). Magnification is allowed only for verification of defect size. Use of tools or gauges is encouraged to aid in acceptance decisions.

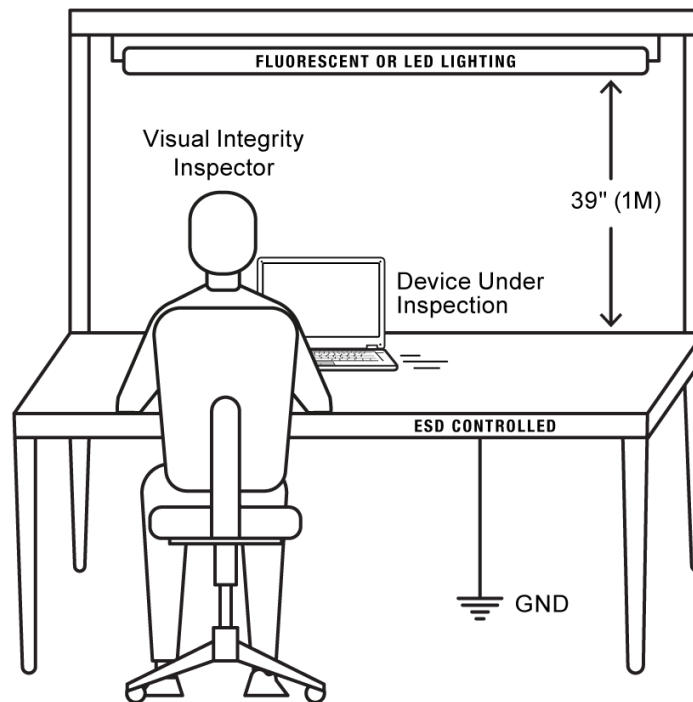


Figure 2.5-1 Viewing and Inspection

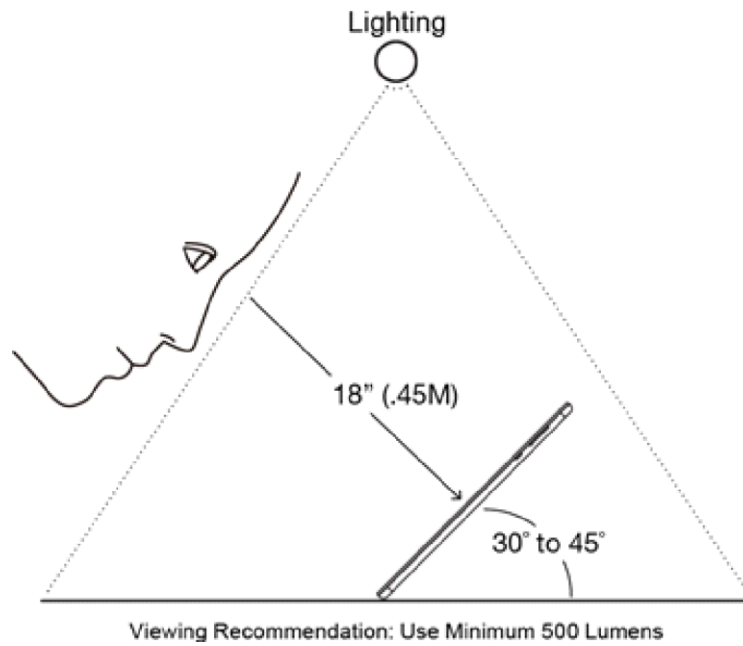


Figure 2.5-2 Lighting

2.6 Defect Levels for Scratch

Table 2.6-1 Defect Levels

	Length in Millimeters	Depth Description
Minor	$\leq 5\text{mm}$	It is visible from any angle. There is no feel with fingernail (tool: 0.25mm gauge)
	$\leq 10\text{mm}$	It is not easily visible from the front, but it is slightly visible from other angles.
Moderate	$\leq 10\text{mm}$	It is visible from any angle. There is a feel with fingernail (tool: 0.25mm gauge).
	$\leq 20\text{mm}$	It is visible from any angle. There is no feel with fingernail (tool: 0.25mm gauge).
Major	$\leq 20\text{mm}$	It is visible from any angle. There is a feel with fingernail (tool: 0.25mm gauge).
	$\geq 20\text{mm}$	It is visible from any angle.

Note: Any defect greater than the measurements defined as major x 2. Clusters of scratches should be considered major x 2.

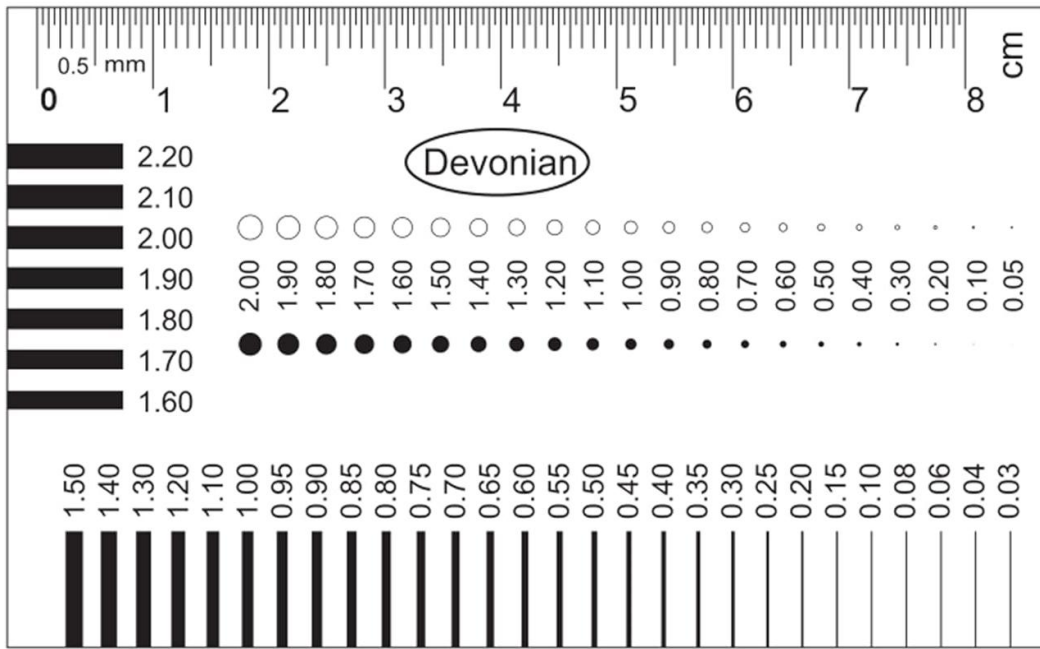


Figure 2.6-1 Measurement Tool

Figure 2.6-1 is an example of a generic standard measurement tool to be used in evaluating damage marks on devices.

Figure 2.6-2 is the 0.25mm gage tool to check scratches depth.

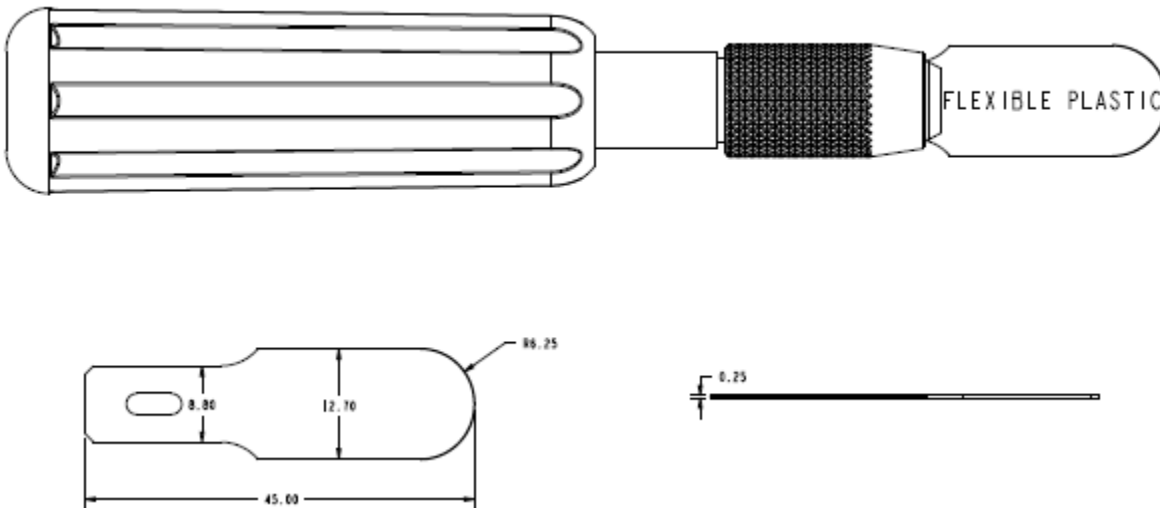


Figure 2.6-2 0.25mm Gage Tool

2.7 Cosmetic Surface Area Classification

Table 2.7-1 Cosmetic Grading Scales: Defect by Surface Area Table

Grade	Allowable Cosmetic Defect Levels as Defined in Section 2.6	General Surface Area Descriptions:			
		Display Surface Display View Area and Camera Lens	Front/Top Surface Sides, Hinge Cover and Bottom Cover	Bottom/Side Surface Sides, Hinge Cover and Bottom Cover	Connector Surface USB, HDMI, Display Port, DC, Ethernet, Audio and Mic, as well as SD and SIM
Grade A	Minor Defect Allow #	0	3	4	N/A
	Moderate Defect Allow #	0	2	3	N/A
	Major Defect Allow #	0	0	1	N/A
	Automatic Defect Failures* that Downgrade Device to Next Grade	All	All	All	All
Grade B	Minor Defect Allow #	2	6	10	N/A
	Moderate Defect Allow #	1	4	8	N/A
	Major Defect Allow #	0	2	4	N/A
	Automatic Defect Failures* that Downgrade Device to Next Grade	Cracks Foreign Material Pressure Spots Smudge Alignment Lifted lens	Cracks Discoloration Dent Burr Shiny Blemish Keyboard Stains Warp Gaps	Cracks Dent Burr Dusted Mesh Screw Defect Hinge Warp Gaps Rubber feet missing Damage labels	Any Damage Connector SIM Tray Damage Pogo Pin Damage
Grade C	Minor Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Moderate Defect Allow #	6	Unlimited	Unlimited	N/A
	Major Defect Allow #	4	10	Unlimited	N/A
	Automatic Defect Failures* that Downgrade Device to Next Grade	Cracks Alignment	Cracks Dent	Cracks Dent	Any Damage Connector

Grade	Allowable Cosmetic Defect Levels as Defined in Section 2.6	General Surface Area Descriptions:			
		Display Surface Display View Area and Camera Lens	Front/Top Surface Sides, Hinge Cover and Bottom Cover	Bottom/Side Surface Sides, Hinge Cover and Bottom Cover	Connector Surface USB, HDMI, Display Port, DC, Ethernet, Audio and Mic, as well as SD and SIM
		Lifted lens	Burr Keyboard Warp		
Grade D	Minor Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Moderate Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Major Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Automatic Defect Failures* that Downgrade Device to Next Grade	Internal Structure Damage	None	None	DC and USB Damage Connector
Grade E	Minor Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Moderate Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Major Defect Allow #	Unlimited	Unlimited	Unlimited	N/A
	Defects Included	All	All	All	All

(*) Automatic Defect Failures are any damage measuring greater than Level 3 as defined by DEFECT LEVELS in Table TBD and/or the automatic defect failure descriptions identified in this table.

2.8 Functional Classifications

Examples of minor and major common failures as referenced in [Table 2.8-1](#) below.

Table 2.8-1 General Descriptions of Common Failures

Degree of Failure	Display Failure	Other Failure
Minor	<ul style="list-style-type: none"> Missing pixels but no more than three Burn-in image (image retention) 	<ul style="list-style-type: none"> TrackPoint key Proximity and light sensor Audio, SD, Ethernet, DisplayPort connection Fingerprint sensor Battery Short Life (premature battery degradation) Flip/Hall sensor Accelerometer and gyroscope sensors
Major	<ul style="list-style-type: none"> Touchscreen Missing pixels, more than three Missing or discolor lines Flickering Dark, white and discoloration spots Backlight brightness 	<ul style="list-style-type: none"> Camera Speakers or microphones Dead embedded battery Keyboard (one or many keys) or detachable Cannot detect SIM or SD card Does not charge (wire or wireless) Touchpad USB or DC Connection Wi-Fi, NFC, Bluetooth, GPS Battery health $\leq 80\%$

Table 2.8-2 Key Functionality Definition

Required to work	Function*
Yes	<ul style="list-style-type: none"> Fully power up and down with power key Display turns on with color and brightness Touchscreen Keyboard fully functional Touchpad functions Detect SIM and transfer data Front Camera Functional earpiece and microphone Charge and discharge USB or DC Connectors Battery health $\geq 80\%$
No	<ul style="list-style-type: none"> Flip/Hall sensor Stylus Fingerprint sensor Wi-Fi, Bluetooth, NFC, and GPS Audio, SD, Ethernet, DisplayPort connectors Proximity and light sensor Connectivity to other devices Accelerometer and gyroscope sensors Backlight brightness
*As applicable	

Table 2.8-3 defines Functional Classification for grading scales criteria as referenced in Table 2.1-1.

Table 2.8-3 Functional Classifications

Type	Power On	Display Failure ¹	Other Failure
0= Fully Functional	Yes	No	No
1	Yes	No	No
2	Yes	Minor	No
3	Yes	Minor	Minor
4	Yes	Minor	Major
5	Yes	Major	Minor
6	Yes	Major	Major
7	Yes	Inoperable	Unverified
8	No	Unverified	Unverified
9	Not Tested or Functionality Unverified		

Note: For type 0-6, the display was verified to power up.

Table 2.8-4 Battery Health Threshold

Type	Battery Health
1	≥ 90%
2	80% - 89%
3	<80%

Recommended battery health threshold should be equal to or greater than 80% for fully functional classification.

2.9 Lock Status

Table 2.9-1 further defines Customer Lock and Enterprise Enrollment Status for grading scales criteria as referenced in Table 2.1-1.

Table 2.9-1 Customer Lock and Enterprise Enrollment Status

Type	Data Content Cleared by Factory Reset or Powerwash	Enterprise Enrollment Removed or Not Enabled
1	Yes	Yes
2	No	Yes
3	Yes	No
4	No	No
5	Unverified	Unverified

2.10 Basic RF Functionality Check

Table 2.10-1 further defines the Basic RF Functionality Check for grading scales criteria as referenced in Table 2.1-1.

Table 2.10-1 Basic RF Functionality Check

Type	Test Details
1	Cellular test passed
2	No cellular test was conducted
3	Cellular test failed

Section 3 Grading Scales Matrix: Cosmetic Grading Scales Cross Reference with Functional Classification

3.1 Cosmetic Grading Scales Cross Reference with Functional Classification

Table 3.1-1 below is a general example of how to create a cosmetic and functional classification matrix. Any combination or cross reference can be utilized to fit multiple business requirements as needed.

Table 3.1-1 Example Grading Scale Matrix

Primary Grade	Cosmetic Grade	Functional	Battery Health	Customer Lock and Enterprise Enrollment Status	Basic RF Functionality Test ¹
A+	A	0 or 1	1	1	1
A	A	0 or 1	1	1	1 or 2
B+	B	0, 1, 2 or 3	1	1 or 2	1 or 2
B	B	0, 1, 2 or 3	1	1 or 2	1 or 2
C+	C	0, 1, 2 or 3	1 or 2	1, 2 or 3	1 or 2
C	C	0, 1, 2 or 3	1 or 2	1, 2 or 3	1 or 2
D+	D	0, 1, 2, 3 or 4	Any	1, 2, 3 or 4	Any
D	D	0, 1, 2, 3 or 4	Any	1, 2, 3 or 4	Any
E+	E	0, 1, 2, 3, 4, 5 or 9	Any	Any	Any
E	E	Any	Any	Any	Any

Note 1: Only applicable to Chromebooks with cellular network enabled

Any deviations from the grading scale criteria and definitions shall be disclosed to the customer to prevent confusion with the standards defined herein.

APPENDIX A Revision History

Date	Version	Description
April 2026	1.0	Initial release of document