



**Standard Operating Procedure
For
Unboxed 1998 Furby Evaluation**

**SOP IN-042
Release 2
Page 1 of 6**

**Standard Operating Procedure for
Unboxed 1998 Furby Evaluation
IN-042, Release 2**

SOP Scope: Merchandise Evaluation
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1. PURPOSE

This Standard Operating Procedure (SOP) describes how to evaluate and document the condition of unboxed Furby electronic toys.

2. SCOPE

This SOP applies to all employees tasked with evaluation of Furby electronic toys from the 1998 line. This SOP does not apply to any other model of Furby toy, or Furby toys that are still in their original box.

3. RESPONSIBILITY

3.1 Evaluator

Evaluators are responsible for testing and documenting the condition of Furby toys using Form IN-043.

3.2 Acquisitions Supervisor

An acquisitions supervisor is responsible for reviewing completed Form IN-043 before signing.

4. ASSOCIATED FORMS

4.1 Unboxed 1998 Furby Evaluation Form (Form IN-043)

5. REFERENCES

5.1 Furby Model Chart

5.2 1998 Furby Generation & Color Chart

5.3 Furbish Dictionary

6. DEFINITIONS

6.1 Furbish: An imaginary language created by Hasbro and spoken by Furby toys to give the illusion of learning capabilities.

7. SAFETY

Furbies are battery-powered electronic toys. Evaluators should wear nitrile gloves when following this procedure to prevent skin contact with battery acid.

8. MATERIALS AND EQUIPMENT

8.1 Pencil

8.2 Nitrile gloves

8.3 Philipps screwdriver

8.4 Duracell AA batteries (4)

8.5 Precision screwdriver (1.4mm or 2.0mm flathead)

8.6 Cardboard storage box

9. EVALUATING IF FURBY IS IN "NEW IN BOX" CONDITION

9.1 If Furby came with original box, check if the seals (tape) are intact.

9.1.1 **Caution:** If Furby is still sealed in box, **STOP**. Do not open the box as that will lower its value. Locate a copy of SOP IN-044 and follow that procedure instead.

9.2 Evaluate overall condition of original box, if present.

9.3 Record results using IN-043.

10. IDENTIFYING FURBY

10.1 Verifying that Furby is a 1998 model

10.1.1 Compare the Furby to the Furby Model Chart (5.1).

10.1.2 Flip Furby upside-down and locate the copyright notice on the battery compartment.

10.1.2.1 **Note:** The year listed in the copyright notice should range from 1998 to 2002.

10.2 Identifying Furby generation & color

10.2.1 Check if the Furby has a mane or a tail.

10.2.1.1 **Note:** Some Furby colors can look very similar. Tails and manes are mutually exclusive cosmetic features, so the easiest way to verify Furby color is by checking which one the Furby has.

10.2.2 Compare the Furby to the 1998 Furby Generation & Color Chart (5.2).

10.2.3 Record results using IN-043.

11. EVALUATING COSMETIC CONDITION

11.1 Evaluating tags

11.1.1 Check if Furby still has paper tag attached.

11.1.2 Check if Furby has a purple plastic "Furby Original" tag.

11.1.2.1 **Note:** A first generation Furby will not have this plastic tag.

11.1.3 Evaluate overall condition of tags.

11.2 Evaluating fur condition

11.2.1 Check the fur for dirtiness or matting.

11.2.2 Check if there are any holes or tears in the fur.

11.2.3 Check if any sewn-on pieces (ears, tail, and feet) are loose.

11.3 Evaluating the faceplate and eyes

11.3.1 Check if eyelashes are attached to eyelids.

11.3.2 Check faceplate for any discoloration or scratches.

11.3.3 Check eye chips for any discoloration or scratches.

11.4 Record results using IN-043, noting any other cosmetic damage not on the form.

12. ACTIVATING FURBY

12.1 Inserting batteries

12.1.1 Open the battery compartment with a Philipps screwdriver.

12.1.2 Check if there are any batteries still left in the compartment.

12.1.2.1 **Warning:** Battery acid may have leaked into the compartment. Touching battery acid with bare hands can result in chemical burns.

- 12.1.3 Check if there is any evidence of battery acid leakage.
 - 12.1.3.1 If there is any battery acid damage, make a note of the damage on IN-043, and skip directly to section 14.
- 12.1.4 Insert four Duracell AA batteries and close the battery compartment.
 - 12.1.4.1 **Note:** Once the last battery is inserted, one of two things can happen: either the Furby will automatically perform its startup routine, or the Furby will not turn on. If Furby does not turn on, you will need to first try resetting the Furby (12.2).

12.2 Resetting the Furby

- 12.2.1 Flip the Furby upside-down.
- 12.2.2 Locate the reset button near the battery compartment.
- 12.2.3 Hold down the tongue button.
- 12.2.4 Press and hold down the reset button using a pencil.
- 12.2.5 Wait for 30 seconds.
 - 12.2.5.1 **Note:** If Furby does not start after being reset, you will need to try jumpstarting the motor (12.3).

12.3 Jumpstarting the motor

- 12.3.1 Pull down the upper portion of the beak.
- 12.3.2 Locate the corkscrew gear through the beak, on the left side. Refer to Attachments A and B at the end of this document.
- 12.3.3 Rotate the gear counterclockwise using the precision screwdriver. Continue rotating for at least five minutes.
- 12.3.4 Record results using IN-043.
 - 12.3.4.1 **Note:** If jumpstarting the motor does not work, skip directly to section 14.

13. EVALUATING OPERATIONAL CONDITION

- 13.1 Check the condition of the speaker, paying attention to volume and quality of vocalizations.
 - 13.1.1 **Note:** Furby may speak Furbish instead of English. Refer to the Furbish Dictionary if necessary.
- 13.2 Check the condition of the motor, paying attention to how loud the Furby is during movement and if there are any mechanical functions (eyes, mouth, ears, dancing) that do not work.
- 13.3 Test the tilt sensors by tilting the Furby 90° to the left, tilting 90° to the right, and flipping the Furby upside-down.
 - 13.3.1 **Note:** The Furby should react each time it is tilted or held upside-down. Give Furby enough time to react between actions.
 - 13.3.2 Make note of delayed reactions after tilting. Furby should react within 1-2 seconds as long as Furby is not currently talking.
- 13.4 Test the daylight sensor by placing your hand over the sensor above the eyes.
 - 13.4.1 **Note:** The Furby should react by talking about the change in light level.
- 13.5 Test the interactive buttons by pressing the tongue button, the stomach button, and the back button.

- 13.5.1 **Note:** The Furby should react each time you press a button.
- 13.6 Test the sound sensor by loudly clapping near the Furby.
- 13.6.1 **Note:** The Furby should react by either dancing or becoming scared.
- 13.7 Record results using IN-043.

14. PREPARING FURBY FOR STORAGE

- 14.1 Completing paperwork
- 14.1.1 Complete any remaining sections of IN-043 and sign it.
- 14.1.2 Have a supervisor review IN-043 for accuracy and sign it.
- 14.2 Packing and storing Furby
- 14.2.1 Remove any batteries from the battery compartment.
- 14.2.1.1 **Warning:** Wear nitrile gloves to prevent skin contact with battery acid.
- 14.2.2 Secure the battery compartment using the Philipps screwdriver.
- 14.2.3 Pack Furby into cardboard storage box.
- 14.2.4 Deliver it to the Refurbish department.

15. DOCUMENTATION

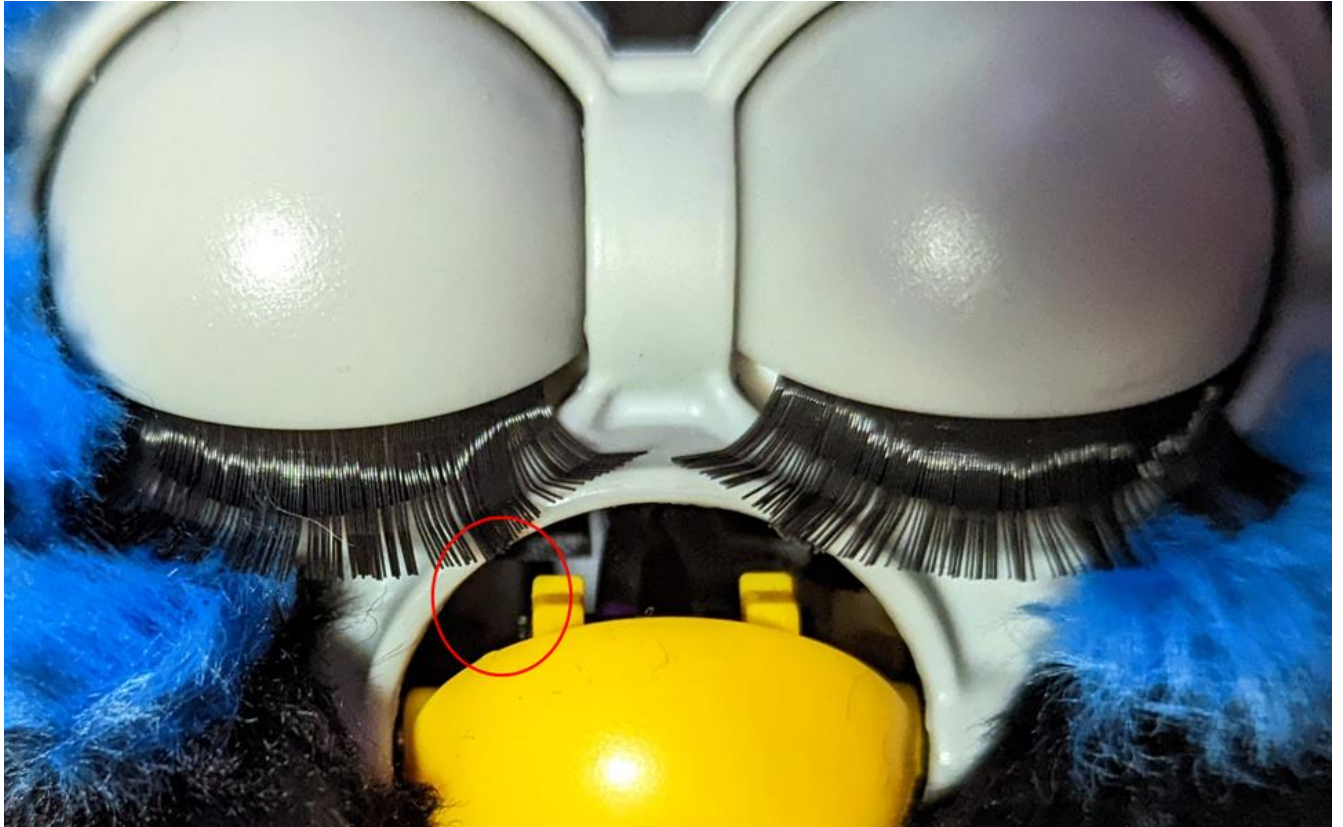
- 15.1 Unboxed 1998 Furby Intake Form (Form IN-043) must be filled out by the evaluator. A supervisor must verify the accuracy of the evaluation and sign the form. Completed IN-043s are stored in three places.
- 15.1.1 The original will be stored in the Acquisitions department's filing system.
- 15.1.2 A photocopy will be stored with the evaluated Furby.
- 15.1.3 A digital copy will be scanned in and stored on the Refurbish division's cloud storage.

16. HISTORY

<u>Release No.</u>	<u>Effective Date</u>	<u>Reason/Justification for Change</u>
1	7/15/22	New
2	8/15/22	Broke up procedure into several sections, including notes and warnings as substeps.

ATTACHMENTS

Attachment A: Gear that Jumpstarts Motor



Attachment B: Alternate View of Gear that Jumpstarts Motor

