STATEMENT OF VOLATILITY FOR UBIQUITI HARDWARE

Ubiquiti devices contain volatile or non-volatile memory types as applicable described below per product or product family. Volatile memory components are those whose contents are cleared/lost when power is removed; Non-Volatile memory components are those whose contents are retained when power is removed. This document describes the process for clearing/sanitizing memory, logs, or other user-specific data and configurations per product or product family.

These products contain programmable non-volatile memory components that are used to store manufacturing hardware identification and hardware configuration information. Most serial and memory components are not written by users and contain no user information or data.

Ubiquiti Edge Switch 8 150W

UniFi Switch 48 POE-750/500W

UniFi Switch 24 POE-500/250W

UniFi Switch 8 POE-150W

UniFi Switch 8 POE-60W

UniFi Switch 8

UniFi Switch 16 XG

UniFi Switch 16 XG 150W

UniFi Switch XG 6 POE

UniFi AP-AC-Pro

The following procedures clear the memory and flash devices that could otherwise retain data:

1. Power on the unit. (Wait for boot, ~1 minute)
2. Press and hold the reset button for 10 seconds
3. The system LEDs should turn white, indicating that factory reset was successful

UniFi Security Gateway

The following procedures clear the memory and flash devices that could otherwise retain data:

1. Power on the unit. Wait until the main LED is either solid blue or solid white.
2. Press and hold the reset button for 10 seconds, until the right LED on the VOIP port starts flashing and then becomes solidly lit. After a few seconds, the LED will turn off, and the UniFi Security Gateway will automatically reboot.
3. The status LED should turn white, indicating that the factory reset was successful

UniFi Security Gateway Pro

The following procedures clear the memory and flash devices that could otherwise retain data:

1. Power on the unit. The UniFi Security Gateway Pro should be running after bootup is complete. Wait until the status LED is either solid blue or solid white.
2. Press and hold the reset button for 10 seconds, until the right LED on the WAN2 port starts flashing and then becomes solidly lit. After a few seconds, the LED will turn off, and the UniFi Security Gateway Pro will automatically reboot.
3. The status LED should turn white, indicating that the factory reset was successful

UniFi Security Gateway XG

The following procedures clear the memory and flash devices that could otherwise retain data:

1. Power on the unit. The UniFi Security Gateway XG should be running after bootup is complete. Wait until the main LED is either solid blue or solid white.
2. Press and hold the reset button for 10 seconds, until the right LED on the System LED flashing and then becomes solidly lit. After a few seconds, the LED will turn off, and the UniFi Security Gateway XG will automatically reboot.
3. The system LED should turn white, indicating that the factory reset was successful