

Welcome to Call2Recycle®

Thank you for enrolling in the Call2Recycle battery collection program. As a new program participant, you have access to a wealth of materials that will help you get started in your battery and cellphone recycling efforts. This document serves as your guide to answering your most pertinent questions and helping you launch the program successfully.

We are excited to work with you, and we are here to help. If you have questions, please contact our customer service department via phone: **1.877.723.1297**, email: customerservice@call2recycle.org or web: call2recycle.org.



Top 5 Frequently Asked Questions

1. **Who is Call2Recycle?** Call2Recycle, operated by the non-profit organization RBRC, promotes environmental sustainability by providing free battery and cellphone recycling in North America.
2. **How much does the program cost?** The Call2Recycle program is offered at no cost, including shipping and collection materials.
3. **Who funds the program?** Call2Recycle is funded by product manufacturers across the globe committed to environmentally-sound recycling of rechargeable batteries and cellphones.
4. **Do you recycle alkaline batteries?** Single-use, [household batteries](#) are not accepted in the program in the U.S. However, in Canada, along with rechargeables, they may be recycled at any participating location in the provinces of Manitoba or British Columbia or Canada-wide at any of the following retail locations: Best Buy Canada, Future Shop and Sony Style.
5. **What do you do with the batteries?** Collection sites ship batteries and cellphones directly to contracted [recycling facilities](#). Precious metals [recovered](#) from used batteries create new batteries and stainless steel products – none of the broken down material makes its way into landfills.

For more information, visit the [FAQ section](#) on the Call2Recycle website.

The Collection Kit

In your initial collection kit, sent to your shipping address after you signed up, you will receive all that you need to begin collecting batteries and cellphones, including the following items:

<p>Collection box with self-adhesive plastic bags for safe battery recycling. The box comes in small and large sizes.</p> 	<p>Program guidelines with instructions for box assembly, shipping and battery handling.</p> 
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<p>An 8.5x11 poster that you can use to help inform others that you recycle batteries and cellphones.</p>	
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What Can I Collect?

The Call2Recycle program collects all rechargeable batteries (up to 11 lbs. each) and cellphones. Below is a brief overview of the types of batteries that power various electronic products.

Battery Type	Commonly Found In...	Program Acceptance
 <p>Nickel Cadmium</p>	<ul style="list-style-type: none"> • Cordless Power Tools • Cordless Phones • Digital Cameras and Video Cameras • Two-Way Radios 	Accepted
 <p>Nickel Metal Hydride</p>	<ul style="list-style-type: none"> • Cellphones • Cordless Power Tools • Cordless Phones • Digital Cameras • Two-Way Radios 	Accepted
 <p>Lithium Ion</p>	<ul style="list-style-type: none"> • Cordless Power Tools • Digital Cameras • Laptop Computers • Cellphones 	Accepted
 <p>Small Sealed Lead Acid (SSLA)</p>	<ul style="list-style-type: none"> • Mobility Scooters • Fire Emergency Devices • Emergency Exit Signs • UPS Back-Up Batteries 	Accepted
 <p>Alkaline</p>	<ul style="list-style-type: none"> • Alarm Clocks • Calculators • Flashlights • TV remote controls • Remote control toys 	Not accepted in the U.S., but accepted in select provinces and retail locations throughout Canada (call2recycle.ca)
 <p>Lithium Primary</p>	<ul style="list-style-type: none"> • Car keyless entry remotes • Watches • Pacemakers 	

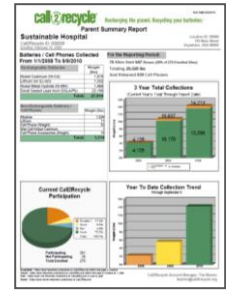


Recharging the planet. Recycling your batteries.™

Tracking Progress

All program participants have access to their collection data through detailed summary reports. These reports include information such as pounds of batteries collected by chemistry, total collections over time, number of cellphones as well as collection trends. These reports can be shared with anyone in your organization.

Call2Recycle also provides Certificates of Recycling, insurance certificates and other compliance documentation upon demand. Just contact customer service at **1.877.723.1297** or customerservice@call2recycle.org.



Quick Links

Our website is full of learning resources, program information, case studies and articles that can help you develop a successful battery recycling program over the long-term. Below are some quick links to direct you to the most important, frequently referenced sections as you get started.

[Safety & Shipping Tips](#) – how to safely package and prepare batteries for shipping

[Collection Kit Supply Order Form](#) – fill out this form to get more supplies of boxes and bags

[General Inquiries](#) – use this form to ask customer service representatives any questions about the program

[Monthly Newsletter](#) – sign up for our email newsletter or read past issues – they contain plenty of information about the latest happenings in battery and cellphone recycling

[Support Materials](#) – this page contains graphics and documents to help highlight your sustainability efforts with marketing materials such as logos, posters, photos and more

[Certifications and Audits](#) – for a list of current certifications and recognitions