



340 Howard Avenue, Des Plaines, Illinois 60018  
877-223-2667 www.acecomputers.com

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## **Ace Computers** **Product Take-Back, End-Of-Life Processing, and E-Waste Program**

**Compliance: EPEAT** – (IEEE Std 1680.1-2018 Standard) 4.6.1.1, 4.6.1.2 and 4.6.2.1, (NSF/ANSI 426-2019 Standard) 11.1.1, 11.2.1, and 11.2.2



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### **Product Take-Back and end-of-life processing requirements (4.6.1.1, 4.6.1.2, 4.6.2.1, 11.1.1, 11.2.1, and 11.2.2)**

Ace Computers offers a nationwide take-back service for proper end-of-life management of EPEAT-registered and Non-EPEAT registered products via Ace Computers and third party authorized recycling contractor Com2Recycling. Com2Recycling is an R2 Certified Electronics Recycler and member of the Illinois Recycling Association.

### **Commercial E-Waste Take-back Program**

Customers with products and components that have reached end-of-life (e-waste) are encouraged to recycle locally through an R2-certified electronics recycler. However, whenever local recycling via a R2 certified electronics recycler is not feasible, customers may utilize Ace's Commercial E-Waste Take-Back Program at a minimal cost.

Via this program, all EPEAT and Non-EPEAT registered Ace-branded products, including residual equipment and components derived from those products, may be returned to Ace Computers Head Quarters for proper recycling.

Once Ace Computers has received the product through the Take-Back Program, Ace then evaluates the product to see if any parts are suitable for reused on-site (this includes the erasing of all previous data from the device, if suitable for reuse). Any part of the product that cannot be reused on-site is then contracted to a third party certified recycling facility, Com2Recycling, for final E-waste recycling.

To utilize this program, customers, including dealers, may either send shipments or drop off-of end-of-life products to the following address:

Ace Computers Commercial E-Waste Take-Back Program  
340 Howard Avenue  
Des Plaines, IL 60018  
877-223-2667

Notice, if dropping off end-of-life products to the above address, the drop-off hours are typically Monday-Friday 8AM to 5PM, with the exception of Holidays. All drop-offs must be delivered to the front desk in person, and it must be communicated to the front desk that the drop-off is part of the Ace Computers Commercial E-Waste Take-Back Program.

While shipping arrangements and expenses are the customers responsibility, Ace will assume the responsibility and cost for processing upon arrival at Ace Computers Head Quarters and further processing at the Com2Recycling facility.

## Com2Recycling Overview



Since 2001, COM2 Recycling Solutions has provided quality recycling of electronics for the Midwest states and Canada. Operating from the Greater Chicago area and Ontario, COM2 Electronics Recycling program accepts equipment such as Laptops, Desktops, TVs, CRTs, LCDs, Printers, office electronics, etc., and separates their

materials into dedicated bins for glass, plastic, iron, aluminum, copper, platinum, metal, and circuit boards (RAM/Gold). These are considered Reusable Commodities, which can then be sent downstream to manufacturers who reuse the raw materials in new products. In the case of Glass, COM2 can repurpose glass ingredients for the production of ceramic tile.

While segregating material to be recycled, it is critical to know that there are toxic parts found in all electronics, which also need to be properly handled. COM2 is equipped and certified to deal with harmful substances such as PCB, mercury, lead, lithium, and more.

All of COM2's recycling is done in accordance with Federal and Local regulations and guidelines. Com2Recycling's staff is trained in accordance with OSHA and environmental regulations as well as the requirements of the e-Stewards and R2 Standards for electronics recycling. Com2Recycling is R2:2013, ISO 14001, and ISO 45001:2018 certified and is a member of the Illinois Recycling Association. Roughly 99% of the material COM2 processes gets recycled.

COM2 provides Secure IT Asset Disposition (ITAD) Services for eco-friendly data destruction. Part of their ITAD services includes Department of Defense data-erasure software and hard drive shredding that leave no trace of data. They provide a certificate of recycling and reports that the ITAD destruction has been successfully achieved.

Com2Recycling accepts the following products for processing/reuse/recycling from Ace Computers Take-Back Program:

- Computers
- Desktops
- Laptops
- Monitors
- Servers
- Hard Drives
- Mice

- Key Boards

The COM2Recycling facility utilized by Ace Computers is located at:

500 Kehoe Boulevard  
Carol Stream, Illinois 60188  
630-653-2662

For further details regarding Ace Computer's third party recycler, COM2Recycling, please visit:  
<https://www.com2recycling.com/> .

### Commercial E-Waste Take-back Program (Batteries)



Ace Computers works with Call(2)Recycle to recycle batteries of all types. In accordance with their 2017 initiative, Ace Computers is a Collection Site for dry-cell rechargeable batteries of various types. We can collect sealed dry-cell batteries up to 11 pounds each of the following types at no cost for any quantity:



To utilize this program, customers, including dealers, may either send shipments or drop off end-of-life dry-cell rechargeable batteries to the following address:

Ace Computers Commercial E-Waste Take-Back Program  
340 Howard Avenue  
Des Plaines, IL 60018  
877-223-2667

Notice, if dropping off end-of-life dry-cell rechargeable batteries to the above address, the drop-off hours are typically Monday-Friday 8AM to 5PM, with the exception of Holidays. All drop-offs must be delivered to the front desk in person, and it must be communicated to the front desk that the drop-off is part of the Ace Computers Commercial E-Waste Take-Back Program.

Notice, if sending a shipment via mail all end-of-life dry-cell rechargeable lithium-ion batteries must be packaged for safe and legal transport by mail. The following packaging requirements must be followed if you are shipping a **non-damaged dry-cell battery** for recycling:

- Place each required battery in an appropriately sized non-conductive bag (can include clear plastic bags, Ziploc, or produce bags). If no bags are available, cover the positive terminal with duct, electrical or another non-conductive tape. If utilizing a non-conductive bag, once the battery has been placed in the bag ensure that the bag is properly sealed using either duct, electrical or another non-conductive tape. Place only one battery per bag.
- Once packaged per the above instructions, the batteries can be placed in a cardboard box for shipping.

As an alternative, you can also purchase battery collection and recycling kits through Call2Recycles website: <https://www.call2recycle.org/store/> .

If you are shipping a **damaged, defective, or recalled (DDR) dry-cell battery**, these are considered hazardous under U.S. Department of Transportation (DOT) shipping regulations and require special handling when shipped to prevent safety problems during transportation. The provisions in 49 CFR 173.185 must be followed when preparing these items for shipment.

The following packaging requirements must be followed if you are shipping a **damaged, defective, or recalled (DDR) dry-cell lithium-ion battery** for recycling:

- Immediately place the battery in an absorbent, non-flammable material, such as sand or kitty litter.
- You will need to purchase a DDR dry cell battery recycling kit to ship the DDR dry-cell lithium-ion battery to Ace for recycling. These kits will include directions on how to properly package and label the shipping container, which will include a UN rated container with lid, a Class 9 hazard label and surrounding the bagged battery in a non-flammable material.

As an alternative, place the battery (one per bag) in a clear plastic bag and take it to your municipal household hazardous waste (HHW) recycling center. Do not place them in the trash for any reason.

Once Ace Computers has received the batteries for recycling, Ace disposes of the batteries in a responsible manner through Call(2)Recycle's processing facilities.

While shipping arrangements and expenses are the customers responsibility, Ace will assume the responsibility and cost for processing upon arrival at Ace Computers Head Quarters and further processing at the Call2Recycle facility.

If the client prefers, they can also work directly through Call(2)Recycle's facilities and recycle all batteries (including lead-acid and alkaline/disposable type batteries). Call(2)Recycle's contact information is 1-877-723-1297 and [www.call2recycle.org](http://www.call2recycle.org) . They offer collection of all types of batteries as a free service to keep landfills battery free and support sustainable reuse/recycling efforts of these materials.

<b>Revision History Table</b>		
<b>Date</b>	<b>Description of Change</b>	<b>Approver</b>
2019	Initial Release	J. Samborski
08/04/2021	Revisions to Initial Program, Updated Third-Party Vendor	L. Hartranft
08/23/2021	Minor edits to Commercial E- waste Take Back Program Section	L. Hartranft
01/18/2022	Added in provisions on how to package batteries for safe and legal transport by mail	L. Hartranft