

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

**Compliance: EPEAT** – (IEEE Std 1680.1-2018 Standard) EPEAT 1.0: 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; EPEAT 2.0: 5.7.1 Provision of product take back service, 5.7.2 End-of-life process requirements



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### **Product Take-Back and end-of-life processing requirements**

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, including but not limited to institutional and/or consumer markets, 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 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 customer's 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 US 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(v3), ISO 14001:2015, ISO 9001:2015 and ISO 45001:2018 certified and is a member of the Illinois Recycling Association. Roughly 99% of the material COM2 processes is 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 and Key Boards
- Batteries

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 COM2 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.

Once Ace Computers has received the batteries for recycling, Ace disposes of the batteries in a responsible manner through COM2’s processing facilities.

While shipping arrangements and expenses are the customer’s responsibility, Ace will assume the responsibility and cost for processing upon arrival at Ace Computers Head Quarters and further processing at the COM2 facility.

If the client prefers, they can also work directly through COM2's facilities and recycle all batteries. COM2's contact information is 1-877-977-2662 and <https://www.com2recycling.com/>. 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
12/12/2025	Updated R2 and ISO certifications versions and added EPEAT 2.0 criteria and language	N. DeSalvo
05/19/2026	Revised battery recycler from Call2 to COM2	N. DeSalvo