



FREQUENTLY ASKED QUESTIONS

Who is Call2Recycle®?

Call2Recycle is the only free battery and cellphone collection program in North America. Since 1996, Call2Recycle has diverted over 31 million kilograms of batteries from local landfills and established a network of 30,000 recycling drop-off locations. Advancing green business practices and environmental sustainability, Call2Recycle is the most active voice promoting eco-safe reclamation and recycling of rechargeable batteries and cellphones. Call2Recycle Canada, Inc. is a non-profit organization.

How does the program work?

As our world goes wireless, retailers, corporate offices, communities and public agencies are becoming increasingly aware of the need to recycle the rechargeable batteries that power the items used in day-to-day operations and life. More than 30,000 businesses and organizations across the U.S. and Canada understand the need to recycle batteries and cellphones, and have enrolled in our program to serve as collection sites.

Consumers can collect batteries and cellphones that are no longer being used, then visit call2recycle.ca or call 1-877-2-RECYCLE to find a nearby public drop-off location that accepts them free of charge. The collection site ships the batteries and cellphones at no cost to our recycling partner.

Many corporate offices, healthcare facilities, military bases and other businesses or public agencies serve as private Call2Recycle collection sites to collect and recycle the batteries and cellphones used in their daily operations.

How is the program funded?

Collecting and recycling batteries and cellphones through Call2Recycle is completely free to collection sites and consumers. Call2Recycle is funded by product manufacturers across the globe committed to environmentally-sound recycling of batteries and cellphones. These manufacturers place the Call2Recycle Battery Seal on their products and batteries, letting users know that the batteries need to be recycled rather than thrown in the trash.

How can a business, community or public agency become a collection site?

Visit our website to [request information](#) or call 1-877-2-RECYCLE

Why is recycling batteries and cellphones important?

Like newspapers, glass and plastic, batteries can and should be recycled. Consumers use an average of six wireless products – which are powered by batteries – in their day-to-day lives, and over 43 percent of people replace their cellphone every two years. Batteries and cellphones can contain metals that may be harmful to the environment if sent to landfills, but when recycled properly, can be reclaimed and used to make new products. Additionally, some cellphones can be given a new life by being refurbished and resold. The Call2Recycle program keeps millions of kilograms of batteries from entering the solid waste stream each year, preserving natural resources and helping to fulfill the mission for a more sustainable earth.

If the batteries are rechargeable, then why do we need to recycle them?

Most rechargeable batteries can be recharged up to 1,000 charges – between two and five years depending on frequency of use, proper handling and charging – but eventually they will no longer hold a full charge and must be replaced. That is when they can and should be recycled.

What happens to the batteries and cellphones once they are collected?

Once collected, the batteries are sent to our recycling partners located throughout North America. There they are sorted by chemistry and melted down to make new products such as new batteries or stainless steel items. Metals that are reclaimed from batteries during the recycling process include:

Cadmium – Found in Nickel Cadmium (Ni-Cd) batteries, Cadmium is used to make new Ni-Cd batteries or as a stiffener in materials such as cement.

Cobalt – Found in Lithium Ion (Li-Ion) batteries, Cobalt is used to create new Lithium-based batteries.

Lead – Found in Small Sealed Lead Acid (SSLA/Pb) batteries, Lead is used to make new batteries.

Nickel – Found in Ni-Cd, Nickel Metal Hydride (Ni-MH) and Nickel Zinc (Ni-Zn) batteries, Nickel is used in steel alloy products.

Cellphones are refurbished and resold when possible. A portion of the proceeds received from the resale of phones benefits select charities. Those that cannot be refurbished are recycled.

How do I know which batteries can be recycled?

Call2Recycle accepts all batteries up to 5 kg including Ni-Cd, Ni-MH, Li-Ion, Ni-Zn and SSLA/Pb.

What types of products are powered by batteries?

There are many common household cordless electronics powered by batteries, including but not limited to: cellphones, cordless power tools, laptop computers, digital cameras, two-way radios, mp3 players and cordless phones.

What types of cellphones can be recycled?

Call2Recycle accepts all cellphones, with or without batteries, regardless of make, model or age.

Does Call2Recycle collect single-use batteries?

Yes, Call2Recycle accepts single-use batteries in all Canadian provinces.