

Ewaste FAQs

What is the Ontario Electronic Stewardship program?

Ontario Electronic Stewardship is an industry funding group established by waste Ontario to recover valuable resources from scrap electronics that can be put back into the supply chain rather than landfills. For more information visit www.ontarioelectronicstewardship.ca.

Who pays to recycle waste electronics?

Environmental fees collected when you purchase your new electronics are used to pay for recycling your old electronics. You don't have to pay to recycle as long as your electronics are accepted by Ontario Electronic Stewardship.

What does it cost to recycle waste electronics?

There is no cost to recycle waste electronics.

What types of electronic devices do you accept for recycling?

We accept the following types of electronic devices for recycling.

- Desktop computers including laptops, notebooks, tablets.
- Computer peripherals including keyboards, mice and tracker balls
- Desktop printers including multifunction devices, standalone desktop scanners and fax machines.
- Floor-standing printers, photocopiers and plotters.
- Mobile devices such as cellular phones and pagers.
- All types of display devices, televisions and monitors including tube, flat panel and rear projection models.
- Telephone systems including corded and cordless telephones as well as telephone answering machines.
- All types of personal or portable audio video systems including speakers, portable stereos, personal CD players, portable audio recorders, tape/radio players, digital media (MP3) players, voice recorders, digital and video cameras.
- Home audio video systems including theater in a box systems, VCRs, DVD and CD players, speakers, amplifiers, receivers, data projectors and similar A/V systems.

What happens to the personal information that may be left on my my electronics?

We are not responsible for any data that remains on a recycled computer or other electronic device. It is your responsibility to ensure that all personal data is removed from your computer, cell phone and other electronics. We encourage you to take all necessary steps to clear hard drives, SIM cards and all memory storage areas of personal information before recycling your electronics.

Can I drop off waste electronics at your facility?

Residents and businesses can drop off accepted waste electronics for free disposal at our facility.

I live in Thunder Bay, where can I drop off my waste electronics for recycling?

If you live in Thunder Bay, you can drop off your waste electronics at our facility located at 1615 Rosslyn Rd. You can also drop off waste electronics at the Household Hazardous Waste Depot located at the city landfill. For more information about the Household Hazardous Waste Depot visit www.thunderbay.ca/Living/Environment/Recycling_and_Waste_Management/Electronic_Waste.htm .

I don't live in Thunder Bay, where can I drop of my waste electronics for recycling?

If you are located outside Thunder Bay, visit www.ontarioelectronicstewardship.ca to find a recycling depot near you.

What are your hours of operation?

We're open Monday through Friday from 8:30 am until 5:00 pm.

Are you open on holidays?

We are closed New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

What happens to my electronic waste?

All the electronic waste we collect is sent to an approved processor in Ontario. The recovered steel, aluminum, copper, glass and plastic is used in new products. Hazardous materials are separated and sent for further processing.

Will my electronic waste be illegally dumped in another country?

Electronic waste is not illegally dumped in other countries. All the material we collect is sent to an approved processor located in Ontario for recycling.

How can I make sure my waste electronics are recycled without harming the environment?

Make sure that your waste electronics are handled by a collection site or event approved by Ontario Electronic Stewardship. Pack Pros Plus is approved by Ontario Electronic Stewardship to collection, transport and consolidate electronic waste in Northwestern Ontario.

Can I buy waste electronics, scrap computers or electronic parts?

We don't sell / give away waste electronics, scrap computers or electronic parts to the general public, other businesses or any other organizations. Our contract with the Ontario Electronic Stewardship program requires that we send all the electronics we collect to an approved end-of-life recycler.

Will you buy my scrap electronics?

We don't pay for scrap and waste electronics. Our goal is to provide free electronic waste disposal that is not harmful to the environment.

My volunteer group would like to raise money by collecting e-waste, can you help me?

Ontario Electronic Stewardship will pay collection incentives to volunteer groups who wish to raise funds by collecting waste electronics. For more information call 1-888-646-1820, extension 11.

What types of common household appliances are excluded from the Ontario Electronic Stewardship program?

The following household appliances aren't accepted for free recycling in Ontario: space heaters, air conditioners, clocks, blenders, hair dryers, burglar alarms, can openers, ceiling fans, clothes dryers, clothes washers, coffee grinders, coffee makers, convection ovens, crock pots, curling irons, dishwashers, dryers, edgers, electric blankets, electric drills, electric fans, electric razors, electric toothbrushes, espresso makers, fans, flashlights, food processors, freezers, furnaces, hair dryers, heaters, hot plates, humidifiers, ice cream makers, irons, juicers, microwave ovens, food mixers, ovens, percolators, pressure cookers, ranges, refrigerators, rotisserie ovens, scales, sewing machines, smoke detectors, stoves, toasters, toaster ovens, vacuum cleaners, waffle irons, water heaters.

Do you accept batteries?

We accept batteries that are installed in accepted waste electronics.

Do you accept scrap metal?

We accept scrap metal.

Do you accept microwaves for recycling?

We don't accept microwaves for recycling.

Do you accept ballasts from fluorescent light fixtures?

We don't accept ballasts from fluorescent light fixtures.

Do you accept smoke detectors?

We don't accept smoke detectors.

Can I drop off household garbage at your location?

We don't accept household garbage at our facility. You may dispose of your household garbage at the solid waste and recycling facility located at 5405 Mapleward Road, Thunder Bay.

Do you rent dumpsters, bins or roll-offs?

Yes we do. For more information visit www.thunderbaybinrental.com.

Issues Specific to the General Public...

Can I drop off waste electronics at your facility?

The public is encouraged to drop off accepted waste electronics for free disposal at our facility.

Do you offer a pick up service to residents in Thunder Bay who want to recycle waste electronics?

We don't offer a pick up service to residents in Thunder Bay.

Issues Specific to the Businesses in Thunder Bay and Northwestern Ontario...

Can I drop off waste electronics at your facility?

Businesses are encouraged to drop off accepted waste electronics for free disposal at our facility.

Do you offer a pick up service for businesses wishing to recycle waste electronics in Thunder Bay?

We offer a free pick up service for businesses located in Thunder Bay wishing to recycle their waste electronics. Please use our online form to arrange your pickup.

Can you provide a certificate of destruction for my waste electronics?

Special arrangements can be made to provide commercial customers with certificates of destruction.