

Call2Recycle[®] Program FAQs

General Questions

1. What is the Call2Recycle program?

Call2Recycle[®] is the only free rechargeable battery and cellphone collection program in North America. Since 1996, Call2Recycle has diverted 70 million pounds of rechargeable batteries from the solid waste stream and established a network of 30,000 public recycling drop-off locations. Call2Recycle, Inc. is a 501(c)4 non-profit organization.

2. How much does it cost to participate in the program?

It's free to participate in the Call2Recycle program.

3. How is the program funded?

Members of the rechargeable battery and portable electronic product industry fund the rechargeable battery recycling program by paying a licensing fee to use Call2Recycle's Battery Recycling Seals – these are called our Licensees/Industry Stewards. The battery seals are printed on rechargeable batteries. Cellphone recycling is partially-funded by the resale of refurbished cellphones.

4. What types of rechargeable batteries or cellphones can be recycled?

Call2Recycle accepts just about any kind of rechargeable battery, weighing up to 11 lbs. The program accepts all cellphones, with or without the cellphone battery. The program does not take cellphone chargers.

5. Where can I recycle my used rechargeable batteries and old cellphones?

There are about 30,000 public collection sites in the U.S. and Canada where you can drop off used batteries and cellphones. Use our [drop-off locator](#) or call the toll-free helpline, 877.2.RECYCLE (877.273.2925). An employee or the customer service desk at any collection site can assist you in locating our recycling box.

6. What are the reclaimed materials from the rechargeable batteries and old cellphones made into?

All of the rechargeable batteries and cellphones collected through the Call2Recycle program are recycled and used to create other types of materials, including new batteries, stainless steel products and more. None of the material broken down from the recycling of rechargeable batteries and cellphones makes its way into landfills.

7. Why is it important to recycle rechargeable batteries and cellphones?

Consumers use an average of six wireless products in their day-to-day lives, and the average cellphone is replaced (or upgraded) every 18 to 24 months. That's a lot of rechargeable batteries and cellphones, so we want to make sure that they are properly disposed of and don't end up in landfills.

8. Do you recycle car batteries?

No. Please contact the car battery manufacturer, battery retailer or auto service center for information on recycling automotive batteries.

9. Is it illegal to throw away my rechargeable batteries or cellphones in the regular garbage?

Certain states/provinces have laws that make it illegal to dispose of rechargeable batteries and cellphones. We recommend doing your part to promote environmental conservation by recycling rechargeable batteries and cellphones regardless of your state's/province's policy.

10. Do you recycle single-use/non rechargeable batteries?

We do not accept single-use/non-rechargeable batteries for recycling in the U.S. at this time. However, certain states may have requirements for these batteries. We do offer drop-off locations in Canada's British Columbia, Manitoba, and Quebec provinces and select locations in Ontario that accept any household battery (including alkaline).

11. What happens to my cellphone data?

In the recycling process, the memory on the phones is destroyed and reusable materials are reclaimed – nothing goes into the landfill. The processors that are reconditioning the phones will remove the personal data in the phones before they are resold; however, Call2Recycle encourages corporations and other organizations to inform their employees to remove any personal information from phones before recycling. To do so, we recommend removing the SIM card, then follow the manufacturers' guidelines to remove additional personal data that may still reside on the phone. Cellphone providers also have specific instructions on deleting data stored on individual models of their phones. It may also be advisable to inform employees to utilize one of the cellphone data eraser downloads available on the internet.

Here are instructions provided by our processor: [How to Erase Your Data](#)

Participant-specific Questions

1. Why should my organization participate in the Call2Recycle program?

There are several reasons to participate:

- Call2Recycle can help boost your overall sustainability efforts
- Our program is an easy and convenient way to offer public recycling
- It's a free, simple way to comply with regulations*
- Participation provides an environmentally responsible way to ensure rechargeable batteries and cellphones don't end up in landfills

* In the U.S., visit our [Recycling Laws page](#) to find out what federal and state laws apply to you. In Canada, Call2Recycle is mandated to recycle batteries, including single-use, in the provinces of British Columbia, Manitoba and Quebec.

2. How much does it cost for my organization to participate in the program?

Rechargeable battery and/or cellphone recycling as a consumer or collection site is free. There is no charge to participate.

3. How does a portable product or battery manufacturer get involved in the program?

Portable product and battery manufacturers play a vital role as Licensees/Industry Stewards. [Learn more](#)

4. Can licensees register to receive collection boxes?

Yes. If you are a Licensee/Industry Steward and would like to participate as a collection site, please enroll through our [Sign-Up Form](#).

5. Are there any weight limits or other restrictions on batteries?

All rechargeable batteries are subject to a maximum individual battery weight of 11 pounds or 5 kilogram. In the United States, there are no shipment weight limits. In Canada, any single shipment – regardless of the number of containers used – must not exceed 500 kilograms. Have weight and shipping questions? Contact our [Customer Service Team](#) (877.723.1297)

6. Where can I obtain program safety and shipping guidelines?

Please visit the [Safety and Shipping Tips page](#).

7. How will consumers know where to recycle their used portable rechargeable batteries and old cellphones?



Recharging the planet. Recycling your batteries.™

We include all location information for public collection sites in our online drop-off locator and on our toll-free help line, 877.2.RECYCLE.

8. I ran out of boxes or bags. How can my organization order more?

Call2Recycle automatically sends new collection kits when our system informs us that your quantities are low (allow 2-3 weeks for delivery). However, if you are currently in need of supplies, please submit our [Collection Kit Re-Order Form](#) or call our Customer Service Team at 877.723.1297.

9. Do I have to be open to the public or can I collect internally?

As a collection location, you chose whether you are a public drop-off location, in which case, we will include your location on our online drop-off locator or you can select to be private and only collect internally as a service to your employees for your site. If you select private, your location information will not be shared.

10. Who do I contact if I have any program questions?

You can contact our [Customer Service Team](#) (877.723.1297) with any questions.