



MINIMIZE WASTE – MAXIMIZE VALUE

Client Information

Important information for those of you who are going to dispose of electronic equipment such as computers, mobile phones, storage devices, communication equipment, etc.

CONTENT

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Packing: General information, Security cabinets, Laptops, Mobile devices, Screens, Accessories, Batteries, Sorting & labeling, Contact information

IMPORTANT INFORMATION ABOUT HANDLING USED ELECTRONIC EQUIPMENT

This is a short piece of information for those of you who are disposing electronic equipment.

1.1 Prepare disposal

Check which equipment you wish to dispose of, let us know the approximate number and type of equipment.

Also, check for any damage to the equipment, such as damaged or swollen batteries. A new law in 2018 has introduced stricter regulations for the transportation and handling of defective batteries. Additional charges may also apply for the handling of damaged or swollen batteries.

2.1 Codes & passwords

2.2 COMPUTERS

It is essential that the equipment does not have any passwords, such as BIOS or Bitlocker, or similar. If the equipment is locked in any way, please notify us immediately.

2.3 MOBILE DEVICES

Mobile devices connected to provisioning services such as DEP (Apple), AE (Google) or KME (Samsung) must be deregistered before sending them to us. Also, ensure that the device's user has removed their connections to cloud services like iCloud or Google. Many people

overlook this, which can affect the value.

There may also be an additional charge for equipment with passwords.

2.4 LOCKED EQUIPMENT

It is also crucial that equipment connected to your organization, as mentioned above in the heading, is either disconnected or that you inform us so that we can assist you with this.

3.1 Packing & pickup

The packaging of the equipment is crucial for its resale value, and there are guidelines on how to pack to minimize damage and potential risks.

We can provide packing materials and lockable cabinets if desired and assist you with the packing of your equipment.

During collection, it's important to be aware of any truck limitations, such as height, loading dock and space restrictions, as well as accessibility with pallet jacks and cabinets. Additionally, it's essential for us to have information regarding business hours and gate codes, among other details.

4.1 Handling equipment

In addition to deidentification and secure erasure, we manage your equipment as environmentally friendly as possible through both reuse and recycling.

We accept various types of equipment, ranging from small components to entire server racks. Generally, we register all equipment that needs to be erased and will be reused, such as computers, servers, mobile devices, and other equipment intended for resale.

Monitors or THT screens are registered if they are to be resold. However, we do not typically register serial numbers for screens unless otherwise agreed upon. Equipment designated for recycling is not registered, including non-functional or older equipment, such as cables, keyboards, and older switches, among others.

Equipment with no market value will not be registered unless otherwise agreed upon. Instead, it will be recycled in accordance with the WEEE directive and handled by approved electronic recycling companies.

5.1 Special equipment

In cases where you are disposing of special equipment, whether it has unique value or requires a handling process outside our standard procedures, such as equipment storage for an extended period or return to a different address after reconditioning. Please notify us in advance.

If you have any questions, or need to get in touch with us, please contact us on the following email address:

info@itreon.se

6.1 Reporting the equipment

The reporting of your equipment can be customized to your preferences. As a standard practice, we register computers, screens, mobile devices, servers/storage, hard drives, and so on. The report typically includes details such as model. Condition, serial numbers of equipment being erased, comments and more. The report also includes the amount of CO² saved.

7.1 Other important information

7.2 EQUIPMENT WE DO AND DO NOT HANDLE

We manage the equipment that is received by us. Regarding common IT equipment, storage devices, network and communication equipment, conference equipment, and mobile devices, these are handled appropriately.

Other incoming equipment that does not fall within our primary area of expertise may not be guaranteed to be registered. If there is a justifiable market value, such equipment will also be sold and recorded.

It is crucial that you inform us about any special or valuable equipment

being sent to us if it has not been communicated previously.

7.3 HOW TO GET THE BEST RETURN

To ensure you receive the best compensation for your equipment you should.

- Include the appropriate charger.
- Sort the equipment.
- Ensure that the equipment is unlocked, deregistered and not password-protected (see “Codes and Passwords”).
- Pack the equipment securely.
- Notify us of any deviations, etc.
- Inform us in advance of the approximate details of what you are retiring, such as model and quantity (this is not a requirement).
- Avoid excessive labeling of the equipment.

7.4 REASON FOR ANY ADDITIONAL COST

Below, we have listed examples where additional charges may apply:

- Handling swollen/damaged batteries
- Memory/Hard drive cannot be securely erased, requiring us to remove the memory/hard drive.
- Cabinets are not returned in time.
- Inclusion of hazardous waste that must be handled differently.
- Stickers, etc.
- Equipment is not returned in accordance with the agreement.

7.5 REASON FOR ANY DELAYS

In cases where we have questions about equipment but cannot establish contact or receive feedback, it may result in delays, or the equipment being scrapped.

Equipment protected by passwords or other means preventing us from processing it can also lead to delays.

Special or unusual equipment that we have not handled before may also cause delays. In addition to the above-mentioned factors that can slow down the process, which we may not have control over.

Packing instructions

8.1 General information

You can order one or more cabinets to load your equipment. The cabinets are, of course, lockable to make the transport more secure and to ensure that the equipment is safe during the time it is stored in the office.

9.1 Security cabinets

We provide security cabinets for safe transporting of your equipment. The dimensions are:



Width 120 cm,
Depth 57 cm,
Height 180 cm.

To ensure stability and a low center of gravity, please pack the

heaviest items at the bottom of the cabinet. The maximum load capacity is 350 kg.

10.1 Laptops

Laptops should not be stacked on top of each other. Placing a heavy object on a laptop can damage the screen. They should be positioned upright in the cabinet as shown in the image below.



Chargers for the mobile devices should be placed at the bottom of the cabinet due to their weight. It is advantageous if the chargers are coiled up as much as possible – it makes handling easier for us.

11.1 Mobile devices

Just like laptops, mobile devices should not be stacked on top of each other but should be placed upright on their edges with screens facing each other. Many models have a camera lens that protrudes, which poses a significant risk of damaging other devices. It's preferable to pack the mobile devices tightly and in smaller boxes, wrapped in plastic to ensure they are not damaged.

12.1 Screens

All types of screens are sensitive; therefore, screens should be packed with the front side facing each other.

13.1 Accessories

It is important that essential accessories, such as chargers, are included. Place these in the same cabinet, adjacent to the main unit.

14.1 Batteries (Important)

According to the law, it is prohibited to transport swollen batteries without packing them in a transport-safe manner. In cases where you are aware of swollen batteries, please do not

pack them in the cabinets, we must handle them separately.

15.1 Sorting & labeling

If equipment is sorted by type, for example, functional and non-functional, our handling process will be faster.

Equipment that is labeled with issues such as faults, damage, locked device, no HDD etc., will allow us to manage it more efficiently.

16.1 Contact information

Do you want to know how to get the best value for your used equipment, a second opinion, appraisal, or have any other questions? Contact us at the email address below.

info@itreon.se