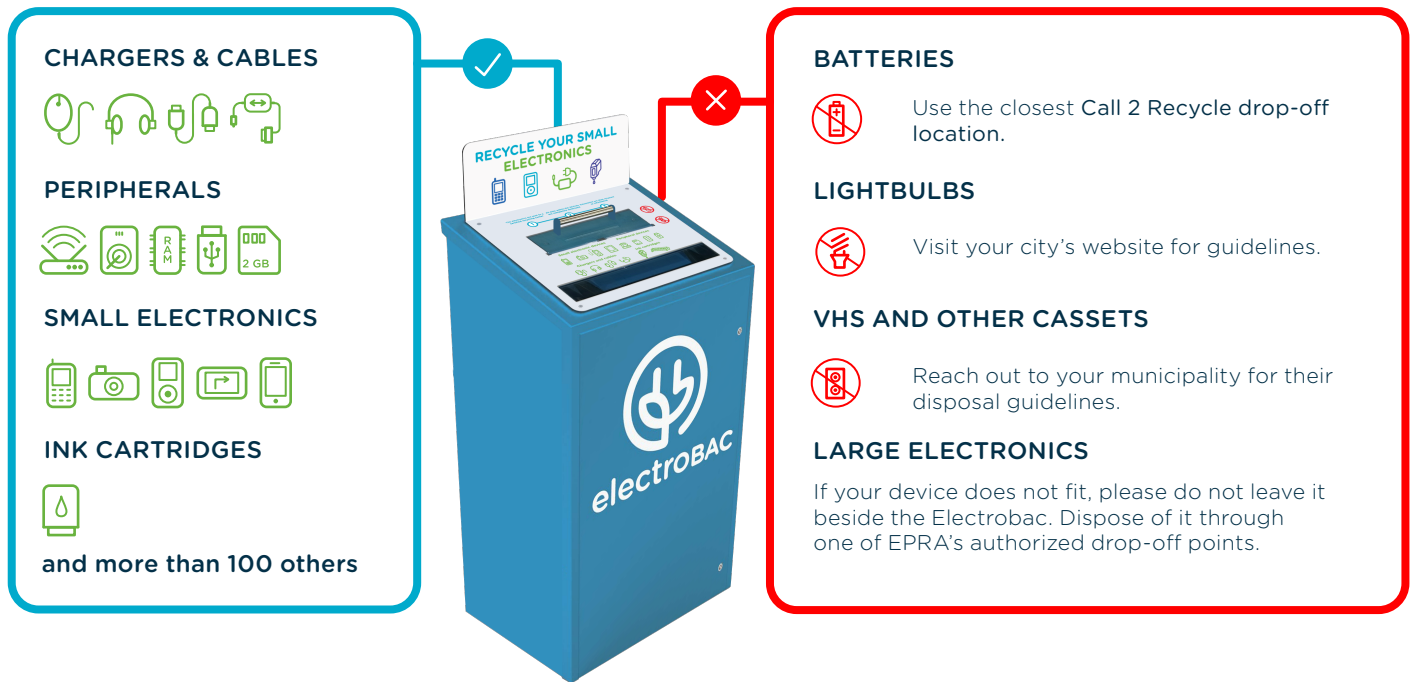
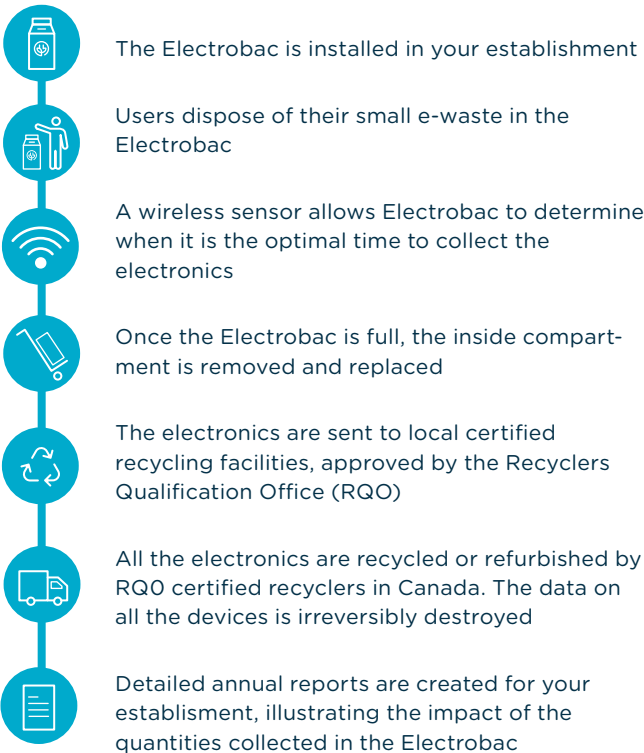


## Users' Guide

### WHAT IS COLLECTED?



### HOW DOES IT WORK?



### DID YOU KNOW?

- Electrobac is an EPRA authorized drop-off point, which is approved by the Canadian government.
- Electrobac is certified by the Recyclers Qualification Office (RQO). This Canadian standard requires superior environmental and security standards for our recycling and refurbishing processes.
- Electrobac is proudly Canadian - in addition to being a Canadian company, the Electrobac's are created and built in Canada.

## WHAT TO DO IF?



### An object was dropped by accident?

A user dropped their object in an Electrobac?  
**Ask them to contact us directly.**

Please note that there is a waiting time and a fee to retrieve the dropped device. Because of our high security standards imposed by our certifications, we cannot share the keys to the Electrobac with you.



### Can't open the trap door?

There are 2 possible causes:

- 1 If your Electrobac is full**, we've already received an automatic alert telling us to empty it. We're on our way!
- 2 If an object is blocking the trap door**, try gently rocking the Electrobac side to side. If the issue persists, please contact us directly.



### Is your Electrobac damaged?

**Contact us immediately so we can fix the situation.**

For security reasons, if the Electrobac is no longer functional or if the door is broken open, please temporarily move it to a safe area while our team takes care of fixing the issue.



### Do you need to move the Electrobac?

Before moving your Electrobac in a new location, **it is important to contact us beforehand**. Without knowing its new location, we will not be able to locate the Electrobac when it is full. Additionally, new users will not be able to locate it in your building through the map on our website.



## Keep your Electrobac clean!

The Electrobac should be treated just like all the other furniture items in your building. We count on you to clean it from time to time in order to up-keep it.

**A clean Electrobac is always more attractive for the users!**



**electroBAC**

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