



E-Bike Battery Recycling Program



Welcome Kit

Provided by:

call 2 recycle®

Leading the charge for recycling.™

WELCOME

Welcome to the e-bike battery recycling program. Call2Recycle, a leader in safe and responsible battery collection and recycling, and Specialized have partnered to offer your business and customers a safe, convenient, and free of charge way to collect and recycle Specialized e-bike batteries.

Participating in the e-bike battery recycling program is good for you, your customers, and the environment and ensures that the Lithium Ion (Li-Ion) rechargeable batteries powering e-bikes are managed safely and responsibly at the end of their useful lives.

Our welcome kit will fully prepare you to participate in Call2Recycle's e-bike battery recycling program. It includes instructions for setting up an account with Call2Recycle, taking required training, ordering materials, correctly identifying end-of-life and damaged/defective batteries, and safely packing batteries for shipment in compliance with the U.S. Department of Transportation (USDOT) regulations.

PROGRAM ROLES & RESPONSIBILITIES

A bike retailer or independent bike dealer serves as a collection and recycling point for e-bike batteries generated by the retailer or returned to the retailer for safe and responsible recycling. The retailer serves as a touchpoint in the education process to inform customers that their batteries can be recycled at their place of purchase.

Retailer Responsibilities

- Complete Call2Recycle's online safety training
- Accept an e-bike battery from a consumer
- Inspect battery to determine if end-of-life or damaged/defective
- Place battery in appropriate recycling kit
- Arrange for shipment of battery within 48 hours of receipt
- Communicate with customers when selling a new e-bike or aftermarket battery
- Educate customers on how and where they can return their e-bike battery for recycling
- Order new recycling kits and materials from Call2Recycle

Call2Recycle Responsibilities

- Administer the e-bike battery collection and recycling program
- Offer end-of-life and damaged/defective e-bike battery collection and recycling kits
- Supply retailers with safety material, including online training, guideline sheets, and poster
- Arrange for collection, transportation, and recycling of the e-bike batteries
- Support retailers' program needs and questions via dedicated Customer Success Team
- Provide its online locator for consumers to find participating retail recycling locations
- Maintain insurance coverage for incidents that occur from the time the carrier accepts the recycling kits from the retailer through when signed in at recycling processor(s)
- Note: Call2Recycle does not take ownership of the batteries while moving within their collection, transportation, and recycling network

Thermal Runaway: Inspection & Handling

Thermal runaways in new and used e-bike batteries are rare; however, rapid response is required when they do happen.

A thermal runaway occurs when a cell within the e-bike battery overheats due to various reasons (such as thermal or mechanical failure, short circuits, or misuse), causing a chemical reaction to occur inside the battery. This triggers a chain reaction within battery cells that can be difficult to stop once it has started. As the temperature builds within the battery, the potential for fire increases.

Most common signs that a thermal event is imminent or occurring?

- Visible flames
- Too hot to the touch
- Visible burn marks on outer shell
- Visible smoke (gray/black) or visible vapor (light gray/white)
- Off-putting smell - like ether, fruit, or burning!
- Melted battery material or plastic on outer shell

How to Properly Manage a Thermal Event:

If a battery in your possession goes into thermal runaway, having the proper protocols in place ensures people and property are protected.

- Develop a plan for thermal runaways and practice it with your employees.
- Follow your internal company fire-response procedures and initiate your evacuation procedures.
- Never try to fight a fire that you are not trained to fight!
- Lithium Ion battery fires are considered a *Class B Fire*:
 - Class A/B or A/B/C fire extinguishers **can be used**
 - Class D fire extinguishers (for burning metal) **should NOT be used**
- If the battery event cannot be immediately extinguished or controlled, clear the area, and call 911 and/or Emergency Responders.

How to Safely Prepare for Recycling

Per USDOT, a battery that has experienced a thermal event becomes a damaged/defective battery after being dormant for 7 consecutive days. These batteries cannot be shipped during that 7-day window.

- Place thermal runaway battery in the damaged/defective (**orange labeled**) battery kit and hold for 7 days. Do NOT place this battery in the end-of-life (**teal labeled**) battery kit!

BATTERY IDENTIFICATION

Depending on their condition, Lithium Ion e-bike batteries are categorized as either an end-of-life battery or a damaged/defective battery.

End-of-Life Batteries

Most e-bike batteries received will be categorized as end-of-life batteries if they:

- No longer hold a charge
- Experienced a charging system failure
- Experienced a cell-imbalance
- Experienced a reduced charge range
- Have cosmetic issues*

**Note: a cracked battery case may be a common cause of battery returns; however, it doesn't necessarily mean that the battery is damaged. If it is minimal damage and only to the case itself, these batteries are categorized as end-of life batteries. If the battery shows exposed cells, wires, battery material, or if there has been any water damage, the battery should be deemed damaged/defective.*

If the e-bike battery is intact, has not had a thermal event, or does not show signs of previous damage:

- ➔ Follow the packing instructions for the end-of-life (teal labeled) battery kit (found on pages 7-9).
- ➔ You should have received an end-of-life battery kit upon enrollment; however, if you need to order another one, request one at: www.call2recycle.org/specialized_reorder

Damaged/Defective Batteries

E-bike batteries that have had a thermal event OR show signs of previous damage are categorized as damaged/defective:

- Swelling or bulging
- Burn marks or fire damage (older than 7+ days)
- Any kind of water damage
- Severe physical damage
- Defective for safety reasons

! The USDOT requires special packaging for damaged/defective lithium-based batteries.

- ➔ Follow the instructions for safely preparing and packing a damaged/defective e-bike battery use the damaged/defective (orange labeled) battery kit (found on pages 10-11).
- ➔ If you don't have a damaged/defective battery kit, request one by visiting: www.call2recycle.org/specialized_reorder

HOW TO SAFELY PREPARE & PACK

The following instructions will help you safely and compliantly prepare and pack Lithium Ion (Li-Ion) batteries per U.S. Department of Transportation (USDOT) guidelines.

- Call2Recycle offers two unique collection & recycling kits: 1 for end-of-life batteries (**teal label**) and 1 for damaged/defective batteries (**orange label**). They are not interchangeable.
- Both recycling kits are designed to ship e-bike batteries per U.S. Department of Transportation (USDOT) regulations.
- E-bike batteries must be returned only using the customized e-bike battery recycling kits.
- Each kit requires specific shipping instructions:
 - End-of-Life Kit (**teal labeled**): hand to the UPS driver during regularly scheduled UPS visits or call UPS to arrange a pickup.
 - Damaged/Defective Kit (**orange labeled**): contact Call2Recycle to schedule a pickup

End-of-Life (EOL) E-Bike Batteries (Use Teal Labeled Kit)

→ How a Box Containing EOL E-Bike Batteries Should Be Prepared

Your E-Bike Lithium Ion Battery Recycling Kit 24 will include the following:

- Shipping Box (x1)
 - Plastic Bags (x4)
 - Piece of tape
 - Battery Tray
 - Instructions
- Each kit is permitted to hold four (4) e-bike batteries ($\leq 24''$) or one (1) e-bike battery (24" to 26") when placed diagonally and the battery tray removed.
 - If you have a lot of batteries ready to ship, contact Call2Recycle's Customer Success Team at 877-723-1297 or ebikesupport@call2recycle.org.

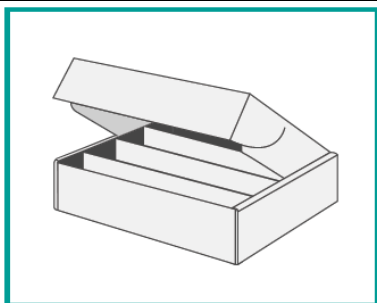
End-of-Life (EOL) Battery Kit (teal labeled)

1. Upon receiving your EOL Battery Kit, open the box and remove kit components bag. Then, determine your battery size ($\leq 24"$ or $24"-26"$) and follow the below instructions:

For e-bike batteries $\leq 24"$:

up to 4 batteries

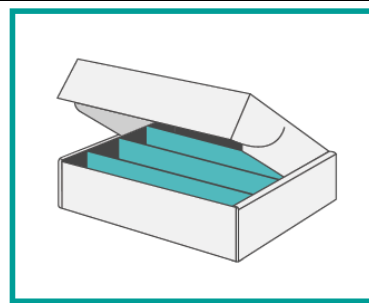
DO NOT remove the cardboard battery tray, liner, or any labels from the outside of the box.



For e-bike batteries $24"-26"$:

1 battery per kit

Remove the tray if the battery is too long to fit into one of the cardboard slots in the tray.



2. Place each battery into one of the provided bags – one battery per bag. If bags are too small, other clear bags that fully enclose the battery may be used.

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3. Place the bagged battery into the box tray. One battery per bag, One battery per slot.

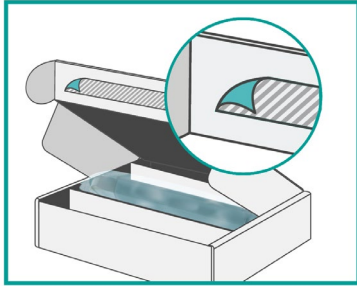
3. Place the bagged battery on a diagonal inside of the box. One bagged battery per box on diagonal.



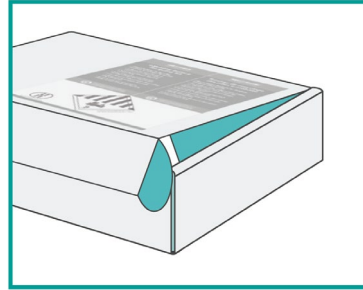
Proceed to Step 4

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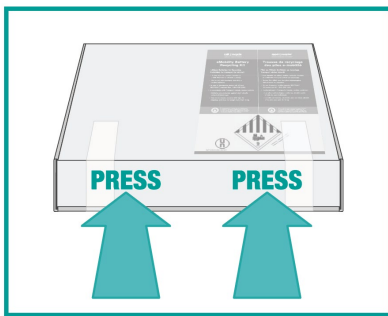
4. Remove the tape backing from the pre-applied tape-strip on the underside of the front lid.



5. Close box by sliding the side flaps along inside of the box walls while inserting the front locking tabs into the vertical slots.



6. Press down across the front of the mailer to secure it closed for shipping. Apply provided tape over front flap.



7. Hand to driver during your regularly scheduled UPS visit or call 1-800-PICK-UPS to arrange a pickup.



IMPORTANT

- ! This kit is only for e-bike batteries.
- ! The final packaged box should weigh no more than 44 lbs (20 kgs).
- ! Total combined watt hours (Wh) in this package may not exceed 3,600 watt hours regardless of any individual battery's watt hours. Any individual battery with a watt hour of 1,200 or higher must be drained to no more than 30% prior to shipping.

Damaged/Defective E-Bike Batteries (Use Orange Label Pail)

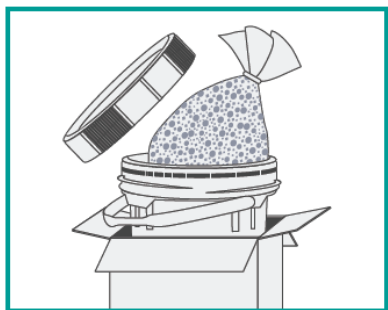
→ How to Package Damaged/Defective (D.D.) Lithium-Ion Batteries

Kit Includes:

- Shipping Box
 - Pre-labeled Shipping Pail
 - Bag of CellBlockEX[®] Fire Suppressant
 - Plastic Bag (for bagging battery)
 - Piece of Tape
 - Set of Required Marks and Labels
 - Instructions
- Each kit is permitted to hold one (1) e-bike battery.
 - If you have many batteries ready to ship, contact Call2Recycle's Customer Success Team at 877-723-1297 or ebikesupport@call2recycle.org.

Damaged/Defective Battery Kit (orange labeled)

1. Upon receiving your E-Bike Damaged/Defective Recycling Kit 6.5G, remove all contents and set aside.
DO NOT DAMAGE OR DISCARD THE CARDBOARD SHIPPING BOX – it will be used for return shipping.



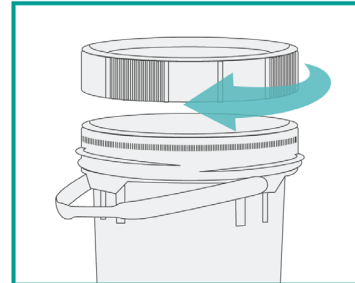
2. Place the battery into the provided bag. If bag is too small, other clear bags that fully enclose the battery may be used.



3. Pour 1-3 inches of CellBlockEX into the pail. Place bagged battery on top of the CellBlockEX and pour in remainder of the CellBlockEX. **! Photograph open pail.**



4. Screw the lid clockwise until it clicks, indicating that it is secure. Place the sealed pail back into the cardboard shipping box.



5. Close top flaps and secure with the provided strip of tape. Affix the labels (Class 9/UN3480 lithium ion battery, completed universal waste, & "DDR ID label") on the side of the box.



6. After securing the box:
! Photograph your "ready-to-ship" package with all labels visible.



7. Scan the QR code or visit www.call2recycle.org/hazmat_ship to upload photos, verify, & schedule your shipment. Once approved, a BOL will be emailed to you. Print & tape BOL to top of the box.



IMPORTANT

- ! This kit is only for e-bike batteries – 1 battery per pail.**
- ! The final packaged box should weigh no more than 25 lbs (11.5 kgs).**

IMPORTANT REFERENCES

- Program Information: www.call2recycle.org/specialized
- Enroll your site(s): www.call2recycle.org/e-bike-register
- Order additional end-of-life or damaged/defective kits:
www.call2recycle.org/specialized_reorder
- Schedule a Damaged/Defective battery shipment with Call2Recycle:
www.call2recycle.org/hazmat_ship
- Online drop-off locator: www.call2recycle.org/locator
- For program questions, contact Call2Recycle's Customer Success Team:
ebikesupport@call2recycle.org or 1-877-723-1297