

TONER RECYCLING PORTAL GUIDE



IF IT WORX, IT'S



In partnership with



Introduction

The new UTAX device consumables recycling program is operated by WBM Ltd. With an easy-to-use online portal, we can offer our partners a comprehensive collection and recycling solution for used device consumables.

As a UTAX partner, you can benefit from significantly reduced costs for this recycling program, as the cost of processing the consumables is entirely covered by UTAX. Please note that the subsidised services are for genuine original UTAX products only. Please do not include any other brands or compatible manufactured products in these returns.

To use the service, please register for an account on **www.utax.oemreturn.com** and enter the Dealer Code: **UTXSPCB25**

UK Synergy Partner: WBM Ltd

WBM Ltd. was formed in 2009, to provide a safe and efficient total recycling solution for printer consumables. The facility re-purposes an old, but remarkable, mill in the industrial town of Oldham, in the Northwest UK.

Replacing plastic with other 'more environmentally-friendly' alternative materials can be far worse for the environment when considering their production, transport and reusability impacts. Instead, WBM's focus is on using recycled plastics and developing the solutions to efficiently recycle plastic for further use.

Their goal is to reduce single-use plastic waste in the printer consumables industry by ensuring the products and materials can be reused. They provide a raw-material recovery-for-reuse process to fulfil a zero landfill promise.

www.utax.oemreturn.com



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Service

This recycling service covers the whole of the UK. Please note that turnaround times can be longer for remote and off-mainland UK services*.

WBM supplies collection boxes (with bags and tape) that can be placed next to your device. The boxes are 38cm x 38cm x 72cm high and can hold around 15-25 items dependent on product type. This is to reduce the environmental impact of moving smaller quantities.

Delivery of replacement boxes is usually within 3-5 business days of order.

WBM can collect boxes and pallets for recycling. If you require a collection of large quantities or bespoke collection services, please contact us to discuss the services they can provide.

Full recycling boxes are sent to WBM's recycling facility. There, each box is scanned, weighed and processed for raw material recovery with full itemised reporting.

Collection is usually within 3-5 business days of order.



**additional surcharges may also apply, See page 8 for more details.*

Products

This service accepts ONLY genuine original UTAH device consumables for recycling.
Please see the list below of items we can/cannot accept:

Acceptable products These can be returned in this recycling service	Not acceptable products Please find an alternative recycling service
Toner cartridges	Batteries
Waste toner containers	Hazardous materials
Fuser and drum units	Non-genuine brand consumables
Imaging and developer units	Any other waste
Maintenance kits	
Empty/full/used/unused/damaged products	

Online Portal

The online portal is designed to be a simple platform for you to use and manage both your own, as well as your customers' device consumables recycling.

UTAX partners who are dealers, resellers and managed-service providers can register and manage recycling services on behalf of their customers, as well as providing the UTAX dealer code to end-users to recycle their UTAX device consumables themselves.

You can add multiple sites/customers to one account, but please only create one account per organisation, so that all your recycling service history stays together. We recommend using a generic email inbox to register, which can be accessed by multiple people to be able to book the services.

The online portal can be used to:

- Request the collection of full recycling boxes/pallets
- Order replacement recycling boxes
- View historical returns and orders
- Download Waste Transfer Notes and Certificates of Recycling
- Add sites/customers to your address book

Registering

When you register your email address for the portal, don't forget to also enter the Dealer Code: **UTXSPCB25**, as this is what gives you access to the subsidised pricing.

You will be sent a verification email after registering. Please check your spam/junk email folders if the verification email doesn't arrive. It can take 2-3 days for your account to be activated with the subsidised pricing structure from UTAH.

Register

Email address *

A link to set a new password will be sent to your email address.

Dealer Code

Please enter a Dealer Code if you have been given one, otherwise please leave blank.

Your personal data will be used to support your experience throughout this website, to manage access to your account, and for other purposes described in our [Privacy policy](#).

Register

www.utax.oemreturn.com

Service Prices

Collections	Amount (ex. VAT)*
Per box	£10
Per pallet	£70

Replacement boxes	Amount (ex. VAT)*
3-pack	£18
5-pack	£25
80-pallet	£340



All orders are required to be paid in full in advance and the online checkout process accepts card payments.

Courier surcharges apply to some remote and off-mainland areas. They are applied per box/pallet and detailed at the checkout before you complete your order. Details can also be found at the bottom of the 'How it Works' tab on the portal.

**The collections and boxes are designed to make the recycling process as easy as possible for you and your customers. Using your own boxes and courier would make the recycling service free, as UTAH covers processing costs.*

www.utax.oemreturn.com

Documents

Waste Transfer Note (WTN)

A simple document to record where waste was produced, who moved it, when it was moved and where it was moved to. Any organisation can pay £105 to obtain a waste carrier license for 3 years. Then the company can move and receive waste using the WTN as documentation.

This is evidence for the movement of waste - it is not proof of recycling.

Certificate of Recycling (COR)

A signed document to declare that the proper and genuine recycling processes have been followed with your waste.

This is evidence for the recycling of waste - it is also not proof of recycling, as it is just a document. However, it is a signed declaration and we are accountable to it.

WBM issues a WTN for every collection they make. They also provide a COR for all waste processed, despite not being legally obligated to do so. This practice should give confidence in their operations.

For further information on waste codes and additional documentation available, please email **environmental.officer@utax.co.uk**



Real Recycling

WBM utilises facilities in the UK and Europe to ensure all non-reusable products are processed for raw-material recovery with zero landfill.

The non-reusable products are processed, broken down and cleaned, and the recovered raw-materials are separated. The recycled plastics and metals are then put into the manufacturing supply chain of new products.

The waste toner powder is even used in an innovative product, Tonerplas®, where it is combined with soft plastics to create an asphalt additive; for longer-lasting, higher-performance, and lower-maintenance road surfaces.

RECEIVE

- Recycling is scanned, weighed, recorded and tagged.
- WTN/CN completed and available online.

PREPARE

- Packaging removed and recycled.
- Products sorted by type, size and shape.
- Reports completed and reusable parts sorted.

CLEAN

- Toner is extracted into specialised containers
- Parts are cleaned

SEPARATE

- Parts are separated into plastics, metals and other materials

RECYCLE

- Raw material recovery for zero landfill e.g. plastic granulation for reuse in injection moulding
- Specialist recycling of toner powder

COMPLIANCE

Due diligence checklist

- ✔ Compliant with HSE recommendation to 'remove contaminants prior to shredding/dismantling/recycling'
- ✔ Using best available treatment recovery and recycling techniques
- ✔ Zero landfill and minimum thermal energy-recovery for non-recoverable materials
- ✔ Cleaned and separated raw-material outputs
- ✔ Documents provided to support transfer of waste and genuine recycling
- ✔ Valid environmental licenses, registrations and exemptions

Waste Carrier (broker and dealer) Upper Tier License:
CBDU 74010

T11 - Waste Treatment Exemption for WEEE:
EXP/MP3346YE

T16 - Waste Treatment Exemption for printer cartridges:
WEX373615

<https://environment.data.gov.uk/public-register/view/search-waste-exemptions>



Contact Us

Phone: 01793 786000

Email: environmental.officer@utax.co.uk

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