

European Union - Waste Electrical and Electronic Equipment (WEEE) Directive Information on Sangoma Products for Recycling Organisations and Treatment Facilities

This information is provided in compliance with the European Union WEEE Directive (2002/96/EC, Art 11) and the WEEE re-cast Directive (2012/19/EU, Art 15). Sangoma Products are Network and Telecoms equipment and are categorised as 'IT and telecommunications equipment' per the WEEE Directive.

While the useful life of all electrical and electronic equipment is dependent on the user application and rate of technological change, it is known that many Sangoma products remain in use long after manufacture. Sangoma provides in-warranty repairs and spares for customer installed products. Some pre-RoHS Directive and pre-WEEE Directive products remain in use and will be recycled in the coming years.

Sangoma products placed on the EU market after 13 August 2005 bear the 'Wheelie Bin' per the WEEE Directive (Waste Electrical and Electronic Equipment Directive - 2002/96/EC) and after 1 July 2006 comply with the RoHS Directive (Restriction of the use of certain Hazardous Substances in electrical and electronic equipment - 2002/95/EC). As these directives have developed, Sangoma has made applicable updates to the products and the products have remained in compliance with the applicable requirements.

Sangoma products do not require any specialised handling or processing and may be recycled alongside Personal Computer products. The table below provides information on the classes of Sangoma products.

Category	Product Information
Server Products, including Gateways, PBXs & Accessories	<ol style="list-style-type: none"> These are computer servers in metal (or plastic) housings and consist of PCBs, power supplies, disc drives and cables The housings and internal brackets can be dis-assembled using screwdrivers, cutters and wrenches (spanners) The PCBs consist of epoxy-based PCB material with electronic components soldered to them. The mother board normally has a removable lithium button cell battery fitted (Type CR2032). Otherwise, there are no components which need to be removed per the WEEE directive The servers and components are not suitable for re-use and are not repairable without specialised knowledge and equipment The PCBs can be treated using industry-standard recycling treatment methods Power supplies can be dis-assembled using screwdrivers and the PCB should be processed as above. Power supplies should never be repaired or re-used as they use mains voltages and are suitable only for the designated equipment Disc drives should not be re-used due to reliability and can be dis-assembled using screwdrivers Servers do not require any chemicals or substances to operate and contain no dangerous substances or mixtures
Desk Phones, Wireless Headsets & Accessories	<ol style="list-style-type: none"> These are desk phones (not mobile phones) in plastic housings and consist of PCBs, display panels (LED) and cables The phone housings can be disassembled using screwdrivers and wire cutters The PCBs consist of epoxy-based PCB material with electronic components soldered to them. There are no components which need to be removed per the WEEE directive The phones and components are not suitable for re-use and are not repairable without specialised knowledge and equipment The PCBs and LCD display panels can be treated using industry-standard recycling treatment methods The headsets contain a rechargeable Lithium Ion Polymer battery. It is not practical to disassemble headsets Some phone products use an auxiliary power supply, these can be disassembled using a screwdriver and cutters and processed as above. Power supplies should never be re-used as they use mains voltages and are suitable only for the designated equipment Phones do not require any chemicals or substances to operate and contain no dangerous substances or mixtures
PCB (Card) Products	<ol style="list-style-type: none"> These are PCBs of the same style and size as PCBs found in Desktop Personal Computers and Computer Servers

**European Union - Waste Electrical and Electronic Equipment (WEEE) Directive
Information on Sangoma Products for Recycling Organisations and Treatment Facilities**

	<ol style="list-style-type: none"> 2. The PCBs consist of epoxy-based PCB material with electronic components soldered to them. There are no components which need to be removed per the WEEE directive 3. The PCBs are not suitable for re-use and are not repairable without specialised knowledge and equipment 4. In most cases the PCBs will be installed into third party servers for recycling and may be recycled as part of the server 5. The PCBs can be treated using industry-standard recycling treatment methods 6. Cards do not require any chemicals or substances to operate and contain no dangerous substances or mixtures
Cables, both power cables & data/network cables	<ol style="list-style-type: none"> 1. The cables are mains power cables and data/network cables and can be recycled using industry-standard cable treatment processes 2. Cables should never be re-used as cables can carry high voltages, causing injury to people or interference to radio signals if damaged 3. Cables do not require any chemicals or substances to operate and contain no dangerous substances or mixtures

Sangoma Technologies Inc.
Markham, 9 November 2023