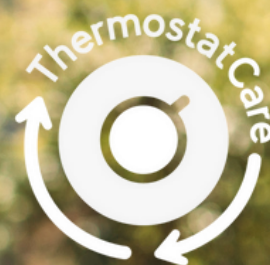


FAQ's

for HHW Programs



Q: Does Thermostat Care properly dispose of all types of thermostats?

A: No - this program is intended to safely dispose of mercury-containing thermostats only. Non-mercury thermostats are to be managed outside of the Thermostat Care program.

Q: I have a container labeled Thermostat Recycling Corporation (TRC) and/or I participated in the Thermostat Recycling Corporation mercury thermostat program, is this the same program?

A: Thermostat Care was formed in 2022 from state legislation (AB707) and is operated by PCA Product Stewardship (also known as Product Care). TRC operated the previous CA program, which was related to prior legislation. The TRC-branded bins and pails are still used as a part of the Thermostat Care program.

Q: When should I return my container?

A: Following Universal Waste Regulations in California, the maximum storage is one year. However, if your container is full and you don't have an additional bin or pail for collection, it should be scheduled for pickup by FedEx Ground as soon as possible. If you want an additional container, contact Info@ThermostatCare.org.

Q: Someone is asking when they'll receive their incentive check. What should I tell them?

A: California residents and service technicians who dropped off a mercury thermostat and completed an incentive form can email Info@ThermostatCare.org to inquire about the status of their check. A Thermostat Care representative will provide information on the status of their incentive check.

Q: I don't collect many mercury thermostats - are there other options than the large bin?

A: Yes! We also offer a small pail that can hold up to 9 mercury thermostats. View the free order form linked on our "HHW" web page (ThermostatCare.org/HHW) and email the form to ContainerRequests@ThermostatCare.org. As with the large bin, there is no cost for the small pail.

Q: Why should I participate in Thermostat Care as a collection location?

A:

- Helps save money by not needing to pay a hazardous waste contractor to dispose of mercury thermostats.
- Your collection container and its shipping back to our partner facility are free of charge.
- Residents and service technicians in your community will receive \$30 per mercury thermostat through our incentive form, which encourages them to conduct responsible disposal and helps prevent mercury from impacting environmental and public health in your area.

Q: Does it cost me to participate in the program or obtain Thermostat Care promotional materials?

A: No - all containers and shipping costs are absorbed by Thermostat Care and are offered free of charge to any collection locations. Thermostat Care also covers the cost of all promotional materials offered to partners.

Q: Are the mercury thermostats properly managed?

A: Yes - the collected mercury thermostats are sent to a licensed facility to be processed and retorted.

Q: How do I ship the container?

A: Once the container reaches your designated location, you will find a pre-paid return FedEx Ground shipping label included with the package. When you are ready to return the container, you can easily arrange a free pickup by contacting FedEx Ground. There is no charge associated with the collection service. You will automatically be sent a replacement collection container.

Q: What do I do if I've misplaced my collection container(s)?

A: Contact Info@ThermostatCare.org and a Thermostat Care team member will assist you in ordering a replacement container.

Q: Does my collection container need to be full in order for me to ship it back?

A: No, your container does not need to be full. Following Universal Waste regulations in California, the maximum storage is one year.

Q: What do I do if I need more incentive forms or collection supplies?

A: Contact Info@ThermostatCare.org and a Thermostat Care team member will assist you.

Q: How can I participate in the Thermostat Care program?

A: You can request a [large bin](#) or [small pail](#) by sending a completed form to our container processing email address (ContainerRequests@ThermostatCare.org).

- Email the Thermostat Care team with any additional questions Info@ThermostatCare.org
- Download educational materials and/or learn more on our “HHW” web page (thermostatcare.org/hhw)

Q: Besides participating as a collection location, is there any other way of participating in or promoting the program?

A: Yes! We would greatly appreciate any HHWs to distribute informational/promotional materials, furthering the mission of removing mercury thermostats from California homes and businesses. Alternatively, you can include a link to ThermostatCare.org to support your community in learning more about mercury thermostat safe disposal. View ThermostatCare.org for easily downloadable materials, or email Info@ThermostatCare.org to request printed and shipped materials to your location. We are also looking to promote collection events/periods related to your location and can cover the cost of running targeted digital ad campaigns. Contact Info@ThermostatCare.org to inquire about this opportunity.

Q: What is the relationship between Thermostat Recycling Corporation (TRC) and Thermostat Care?

A: TRC continues to fund the Thermostat Care program but has relinquished the development, administration, and management of the program. The TRC-branded bins and pails are still usable as a part of the Thermostat Care program.

Q: Where do I go if I have a question or request?

A: For support, please email us at Info@ThermostatCare.org and a Thermostat Care team member will assist you.

Q: How does the \$30 rebate work?

A: The \$30 rebate will be mailed to the address listed on the completed rebate form once the form is received and verified. It is important to note that rebate disbursement time varies depending on when our team receives these forms along with the collection container containing the mercury thermostats.

Q: How does my community find out that my HHW program is a drop off location?

A: A page on our website (thermostatcare.org/locations) has an interactive and searchable map to locate all public drop off locations registered with Thermostat Care. Below the map, locations are listed by county through a drop-down feature when clicking on the county. Communicate with Info@ThermostatCare.org about which landfill(s) or transfer station(s) should be listed that is publicly-accessible and has a Thermostat Care container if it won't be your program's address.

Q: How does the rebate get back to individuals?

A: When an individual drops off an incentive form at your location, it's placed inside of a provided plastic bag with the mercury thermostat(s) to keep those items together for processing. The facility we're partnered with (Veolia) will review the incentive form alongside the mercury thermostat(s) in the plastic bag to confirm it's mercury-containing. They will then mail the rebate to the address on the incentive form that is provided by the individual who dropped off their mercury thermostat(s).

Q: If my HHW program is interested in having a collection event or period promoted by Thermostat Care, would you do the outreach?

A: Thermostat Care will help support HHW programs that operate collection events (that accept mercury thermostats) with promotion of the event. Or, Thermostat Care can promote mercury thermostat collection at your location and the advertising support will occur over a specified period of time. For the event or period, we would assist in promoting through the method(s) that make the most sense for your community, whether that be outdoor signage, Google Ads, social media content, or another form. Thermostat Care handles all design, copywriting, etc. for these advertisements.