

E-waste collection guidelines / points to note

For clients who have booked ALBA IWS's door-to-door e-waste collection service, please pay attention to the following to facilitate the collection:

Preparation before collection

- Please inform our customer service team if the lift is not available / out of service in your building.
- Please inform our customer service team if there is a staircase inside the collection location.

ALBA IWS reserves the right to decline collection service should any client fails to follow the guidelines below.

Air conditioner

- Please unplug your air conditioner.
- If it is a split type air conditioner, please move the outdoor unit indoors.
- If applicable, please place the appliance indoors near the front door for easy pick up.

Washing machine

- Please unplug your washing machine.
- Please disconnect the pipe of your washing machine from the drain.
- Please empty your washing machine. ALBA IWS will not keep any items inside the washing machine for clients.
- If applicable, please place the appliance indoors near the front door for easy pick up.

Tumble dryer

- Please unplug your tumble dryer.
- Please disconnect the drain hose or vent hose of your tumble dryer.
- Please empty your tumble dryer. ALBA IWS will not keep any items inside the tumble dryer for clients.
- If applicable, please place the appliance indoors near the front door for easy pick up.

Refrigerator

- Please unplug your refrigerator.
- Please empty your refrigerator. ALBA IWS will not keep any items inside your refrigerator for clients.
- ALBA IWS reserves the right to decline the collection if the refrigerator is in an unsanitary condition (e.g. food waste, cockroaches or ants are present).
- If applicable, please place the appliance indoors near the front door for easy pick up.

Dehumidifier

- Please unplug your dehumidifier.
- Please empty the water in your dehumidifier.
- If applicable, please place the appliance indoors near the front door for easy pick up.

Television

- Please unplug your television.
- Please take your television off the wall and off the rack.
- Once the rack has been collected, it will not be returned.
- If applicable, please place the appliance indoors near the front door for easy pick up.

Computer

- Please unplug your computer.
- Please erase all personal data in the computer. To protect the clients' privacy, ALBA IWS will not switch on nor donate any collected computers.
- Please remove the accessories (e.g. mouse, keyboard, USB device, hard disk, etc.) that you still require.
- If applicable, please place the appliance indoors near the front door for easy pick up.

Monitor / Scanner / Printer

- Please unplug your device.
- Please remove the accessories or utensils (e.g. paper, keyboard, USB device, etc.) that you still require.
- If applicable, please place the appliance indoors near the front door for easy pick up.



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On the day of collection

- Please pay attention to any phone call and if possible, turn off “junk call blocking” app, to ensure you will not miss our call.
- To protect the safety of our collection team, kindly note that our collection team will be wearing antiskid shoes throughout the collection service.
- If you have a new appliance nearby the old one, please place clear signs to distinguish which appliance is “new” and the other one “old”.
- Please ensure there are sufficient space for our team to collect and take out your appliances. You may want to place some cardboard or fabric to protect your floor to minimize any potential harm or possible scratches. In case of any serious damage during the collection, please call our customer service hotline immediately.

If you have any questions, please call our customer service hotline at 2676 8888. Our service is available from Monday to Saturday (except public holidays) 09:00-18:00.

WEEE TRANSFORM WASTE

四電一腦回收 E-waste collection WhatsApp 6081 5096 | Hotline 2676 8888