



Product Disassembly and End of Life Information

Intent

This document is provided for the professional disassembler / recycler. End-users needing to dispose of or recycle Avaya equipment should refer to the WEEE & Electronic Waste Management document (<https://www.avaya.com/en/documents/weee-statement.pdf>).

This document provides general guidance on product disassembly at end of functional/useful life. Disassembly should be conducted by qualified, certified, and bonded recyclers who have procedures in place to deal with any materials that might be identified as inert and safe while in use or held in storage, but could possibly become subjects of concern during mechanical or other disassembly processes. Recyclers have material disposition procedures and arrangements in place to properly handle the materials once disassembly is completed.

Cautions

Avaya suggests disassemblers use eye protection as there is a potential for objects to spring loose during disassembly especially for items that have been snapped together or welded together ultrasonically.

Instructions

Most Avaya products can be disassembled using common household tools such as Philips and/or flat-head screw drivers, nut-drivers, and pliers (needle-nose and duck-billed). However, the approach to disassembly may not be obvious, as many Avaya products are not intended for field service, and assembly is done for one-time use.

Before complex disassembly begins, all plug-in modules should be removed and set aside including cables, handsets, fans, power supply modules, and telset stands. Later in this document the instructions about removing faceplates or external housings will be addressed.

Many Avaya products are held together with screws found on the bottom, back, and/or sides of the product. Screws may be hidden underneath labels or rubber feet, including sheet-type pads as on the B189 conference phone. Removal of screws permit covers to be slid back and disengaged, or the lower housing to be lifted up and away from the main unit. In some cases, there may also be housings that were “snapped” together. Use of a flat-bladed screwdriver is usually sufficient to disengage the hook or clip to permit removal. Avaya does have products that use both screws and snaps, depending on when the product was designed and our approach to design for manufacturability and results from drop tests.

Once the cover is removed, individual piece-part removal is often straight-forward. Displays are plugged into printed wiring board using releasable connectors. Printed wiring boards are either loose (captured between upper and lower housings) or snapped or screwed in place. On 2 gateways or other chassis type products, the printed wiring boards, power supplies, and cables can typically be unplugged and separated from the chassis by examining the assembly and looking for screw heads or snaps.

At this point, sub-modules can also be disassembled – including faceplate and components that are attached to sheet metal (such as fans, power supplies, and plastic or film type graphics layers that provide the Avaya industrial design signature to the product).

Avaya does have some assemblies that are not meant to be opened, such as many of the telephone handsets since it gains access to the microphone, speaker, jack/wiring/board assembly, and weight. Since these items are ultrasonically welded, the only way to open them is to physically pry the upper and lower housings apart, which may break the plastic. Therefore, the use of safety glasses is encouraged.

Product Material Information

The following substances, preparations, or components should be disposed of or recovered in compliance with EU Council Directive 2008/98/EC.

Batteries	Lead	Avaya UPS's and the Raid Controllers on our rack mounted servers typically contain lead (Pb) batteries.
	Mercury	These products do not contain mercury containing batteries
	Cadmium	Avaya has used rechargeable Ni-Cd batteries in telset products.
	NiMH	Avaya wireless handset products may contain rechargeable NiMH batteries (removable)
	Other	Many Avaya products such as gateways and servers DO USE a Lithium Metal Coin Cell primary battery. Some servers and products use a Lithium ion battery.
Mercury		These products do not contain any devices with intentionally-added mercury.
Liquid Crystal Displays (LCDs)		Many Avaya telset products do not contain an LCD greater than 100 cm ² . An exception is noted for Avaya Scopia video displays.
Cathode Ray Tubes (CRT)		Avaya products do not contain a CRT.
Plastic containing brominated flame retardants other than PCB / PCA		Avaya products may contain plastic parts greater than 25 grams and use ABS plastic. Many of these parts are bromine free. These parts are labeled (usually molded directly into the plastic) per ISO 11469:2000(E) to identify the brominated compound contained.
Capacitors with PCBs		Avaya products do not use capacitors with PCBs.
Electrolyte capacitors (height > 25mm, diameter > 25mm)		Electrolytic capacitors (height and/or diameter greater than 25mm) may be present in the power supply portion of Avaya products.
Asbestos and its compounds		Not used in Avaya products
Refractory ceramic fibers		Not used in Avaya products

Radio-active substances	Not used in Avaya products
Beryllium and its compounds (including Beryllium Oxide)	Beryllium may be present in electronic components as a copper beryllium alloy, which contains less than 2% beryllium. CuBe alloys may be used in various components such as connectors, switches, relays, current carrying and RFI shielding springs, and integrated circuit sockets.
Gasses – which fall under Regulation (EC) 2037/2000 and all hydrocarbons (HC)	Not used in Avaya products
Components with pressurized gas which need special attention (Pressure > 1.5bar)	Not used in Avaya products
Liquids	The only Avaya products containing liquids are those with LCDs. Liquids are contained between the sheets of glass, there should be no disassembly of this glass.
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AVAYA CORPORATE PRODUCT ENVIRONMENTAL INFORMATION

Information on Avaya's Environmental programs and compliance initiatives may be found at <https://www.avaya.com/en/about-avaya/corporate-responsibility/>.