

TipOne® recycling service.

THE STARLAB UK PROCESS, FROM NOVEMBER 2022

A STEP BY STEP GUIDE

REGISTER

You must register before you can use the service. Click here:

REGISTRATION FORM

or go to: www.starlab.click/recycling-UK

- Email the completed form to: recycling@starlab.co.uk so we can set up your details on the Recycling Collection Portal
- An email with your personal log-in details will be sent within a few days, from remondis-recycling.de
- Your account will be set up ready to go, pre-filled with all your details

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ARRANGE COLLECTION

Collections are arranged via the:

RECYCLING COLLECTION PORTAL

<https://login.remondis-recycling.de/versandlabel>

- Log-in using your personal details
- Click on **Archiv / Shipping** in the left-hand menu
- Click **Create Label** button
- Confirm (tick boxes) that the recycling is contamination free, and agree to the Data Protection Regulations
- **Create and print a separate label for each box being shipped.**

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COLLECT THE RECYCLING

All TipOne® recycling must be returned in a large, sturdy box

- If you do not do so already, we suggest buying your tips by the case – it's both cheaper and greener!
- You can then reuse the outer, large case box to store and send back your recycling. Clever eh?



You can easily spot our case Article Nos. as they all end with -C

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WAVE GOODBYE

Prepare the box for collection:

- Securely seal the box and contents
- Affix a courier delivery label to each box being collected
- Leave the box(es) in your designated collection location (this is printed on the courier label)
- Your recycling will be collected by DHL Express, and taken to our recycling partner for processing

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WHAT CAN I RECYCLE?

All TipOne® polypropylene (PP) packaging



Tips cannot be recycled. All recycling must be contamination free. **TipOne® plastic only please!**

When you have filled your TipOne® case box with recycling, simply arrange collection

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REPEAT

Repeat steps 1 to 4

- And continue to Reduce, Reuse, Refill and Recycle with Starlab TipOne®

RECYCLING SERVICE: FAQs

Q: I used the previous recycling service, what has changed?

A: The main difference is that recycling must now be returned in boxes only – no bags. The new process via Replano (part of the Remondis Group) provides you with the self-serve convenience of organising your own collections via an online portal, as and when needed.

Q: What is the cost of using this service?

A: This service is free of charge for all Starlab UK TipOne® customers located in England, Wales or Scotland. The service is currently unavailable in Northern Ireland (sorry!).

USING THE RECYCLING COLLECTION PORTAL

Q: Do I have to use a specific browser for the Recycling Portal?

A: No. However, we recommend Firefox as this facilitates the use of the site better.

Q: Where can I get help if:

- a) I forget my password, b) my login doesn't work,
- c) I am having problems printing the label

A: Email: support-starlab@remondis-recycling.de

Q: What should I do if my contact details change, ie name, collection address or e-mail etc?

A: Please contact recycling@starlab.co.uk

Q: What are the 'Order No', 'Parcel No', 'Date from' and 'Date to' fields on the portal?

A: Once you have your log-in and can access the portal, no set-up is required. Your name, company details etc are pre-filled. To organise a collection you just need to click the Create Label button to generate one courier label per box being returned. Your collection history will be stored on the portal and this can be exported to excel for reporting purposes. The fields mentioned above can be used to search/filter your collection history by Order No., by date or by Tracking No. (Parcel No.) should you wish to do so.

Q: I can no longer access my account?

A: In line with data protection laws, any account not accessed over any 6 month period will be inactivated. An email will be sent to you prior to inactivation. If you use your account but find you cannot access it, contact: support-starlab@replano.com

WHAT ITEMS CAN BE RETURNED FOR RECYCLING?

Q: What TipOne® polypropylene packaging components can I return for recycling?

A: **The blue racks, the coloured tip wafers, the clear bottom shells and lids from the refill systems, and the layers and lid of the Stack Racks can all be returned for recycling. Nothing else!**
No plastic bags or wrap, and no pipette tips! And please, no plastic from other manufacturer's tip systems. Clean, uncontaminated TipOne® packaging ONLY may be returned.

Q: Why can't I send other plastics for recycling too?

A: Other manufacturers racks are not made entirely of Polypropylene, or from material that is not as high quality as ours. Please do not contaminate your TipOne® recycling with non-TipOne® plastic items from other manufacturers' tip systems, or any other products or types of plastic. The recycling will be rejected if it contains plastic other than TipOne®. Recycling collections will be monitored to ensure only TipOne® polypropylene is being returned and you may be asked to leave the scheme if you continue to return mixed plastics.
Why is this important? Starlab would like to manufacture, new high-quality PP products from your TipOne® recycling and our long-term goal is to have a closed-loop system. The plastic from your recycling can only be reused in this way if it is from a single source, ie TipOne® polypropylene only. Therefore, it is very important to the whole process that **our customers support us fully in this initiative, by returning boxes that contain TipOne® polypropylene packaging only.**

Q: Do I need to autoclave the recycling before return?

A: Although the items that can be returned will usually not have come into direct contact with samples, Starlab cannot provide a definitive answer to this, as only you know what your TipOne® plastic may or may not have come into contact with and where/how it has been used. For all collections, you will need to tick the "contamination-free" declaration when organising.

ORGANISING A COLLECTION

Q: Can I use boxes for the recycling that are not TipOne® case packaging?

A: Only in exceptional cases. The service is currently designed around the TipOne® case box sizes and the maximum weights, so please use TipOne® case boxes if you can. This makes the process greener as the same box is used from manufacturing to recycling. All boxes returned with recycling are recycled too! However, if you are really stuck, you can use any strong box with the approximate dimensions of 57 x 45 x 27 cm, but please ensure that the box is strong enough for the weight of the contents and its safe transit.

Q: Is there a limit to how many boxes I can send at once?

A: No. But to ensure both space on the collection van and to limit transportation, please try to send around 2 to 4 boxes at a time.

Q: Is there a limit to the weight of the boxes I send?

A: Many of the TipOne® packaging components are designed to be stacked inside each other, which means you can get more of them in the box. Please try to fill your box to reach the maximum weight of 10 kg. This will reduce both packaging and transportation and make the whole collection process as green as possible.

Q: How do I get a mailing label?

A: Log into the portal and click the **Create Label button** to generate a pdf to print.

Q: If I have multiple boxes, do I need to generate multiple labels?

A: Yes. **You must create and print a separate courier label for each box being sent.** Sending three boxes? You must create and print three mailing labels.

Q: Which courier company will collect the recycling?

A: DHL Express

Q: Do I need to contact DHL about the collection?

A: **No.** The creation of the label informs DHL that a collection is ready. You just need to affix the label(s) to your box(es) and take it/them to your designated collection area (this location is pre-printed on the courier label too).

Q: Can I track the parcel shipment?

A: **Yes.** On the portal, click on the Tracking icon for the parcel you want the info on.

Q: How long does it take for the recycling to be collected?

A: Within **2 to 3 working days** of the label being created. However, once you have created the label(s) please take the box(es) to the collection point. Creating the label informs the courier a collection is ready, and they could turn up sooner rather than later.

Q: Who do I contact if the box is not collected?

A: support-starlab@remondis-recycling.de

WHAT HAPPENS NEXT?

Q: What happens to my recycling?

A: The material is ground, dedusted and homogenized. The material obtained in this way is now available as a raw material. Starlab's long-term goal is to reuse the plastic from our TipOne® collections in our own, manufactured products.