Product Use and End-of-Life Policy

Scope

This **Product Use and End-of-Life Policy** applies to all customers, clients, partners, and entities that purchase, handle, or use printed circuit boards (PCBs) manufactured and distributed by **STARTEAM**.

It is mandatory for all parties involved in the procurement, use, and disposal of PCBs to adhere to the guidelines outlined in this policy. This policy also applies to third-party manufacturers or assemblers utilising STARTEAM's PCBs in their products.

Customers and partners must ensure compliance with all local laws governing electronic waste and disposal within their respective jurisdictions.

Policy Details

1. Product Use Guidelines

To ensure optimal performance and longevity of electronic products incorporating our PCBs, customers must adhere to the following guidelines:

- **Proper Handling**: Customers must handle electronic products incorporating our PCBs with care to prevent damage to components and ensure optimal performance.
- **Installation**: Follow recommended installation procedures provided in the documentation of electronic products incorporating our PCBs to maintain functionality and avoid damage.
- **Maintenance**: Regular maintenance and inspection of electronic products incorporating our PCBs are crucial to identify and address issues promptly.
- **Environment**: Use electronic products incorporating our PCBs in environments that adhere to specified temperature, humidity, and operating conditions as per product specifications.

2. End-of-Life Management

- **Recycling**: Customers are strongly encouraged to recycle electronic products incorporating our PCBs through authorised facilities at the end of their lifecycle to promote environmental sustainability.
- **Disposal**: If recycling is not feasible, dispose of electronic products incorporating our PCBs in compliance with local regulations governing electronic waste disposal. These may include:
  - **EU**: WEEE Directive
  - **United States**: U.S. EPA guidelines
  - **International**: Basel Convention
  - **Region-Specific Regulations:**
    - **United Kingdom**: WEEE Regulations, Polychlorinated Biphenyls (PCBs) Regulations
    - **Hong Kong**: Waste Disposal Ordinance

  - **China**: Import Ban on Electronic Waste
  - **Thailand**: National waste management and import bans

- **Data Security**: Ensure secure erasure or destruction of all sensitive data stored on electronic product incorporating our PCBs before disposal to prevent unauthorised access. Secure erasure may adhere to standards such as **NIST 800-88** or **GDPR Article 17**. Additionally, customers must adhere to applicable local data protection laws, including but not limited to:

  - **China:** Personal Information Protection Law (PIPL)
  - **United Kingdom:** Data Protection Act 2018
  - **Thailand:** Personal Data Protection Act (PDPA)
  - **Hong Kong:** Personal Data (Privacy) Ordinance

  These laws require careful handling, processing, and secure destruction of personal data stored on electronic products that incorporate our PCBs.

- **Product Returns**: after disassembly of end-of-life electronic products, customers may return our PCBs to STARTEAM for proper disposal or recycling, following established return procedures. Customers must obtain prior authorisation for returns and bear associated shipping costs unless otherwise agreed.

Objectives

Environmental Sustainability: Minimise the environmental impact of PCB disposal through responsible recycling practices.

Product Safety: Ensure PCBs are used and disposed of in a manner that prioritises safety for individuals and the environment.

Compliance: Align with relevant regulations and industry standards governing the use and disposal of electronic components.

Customer Support: Provide guidance and resources to customers for proper handling and end-of-life management of PCBs.

Contact Information

For inquiries or assistance regarding the Product Use and End-of-Life Policy, please contact STARTEAM at: ✉ sales@starteam.global

Responsibility and Review

This policy is the responsibility of **STARTEAM Management**. It was last updated in **January 2025** and will be reviewed **annually**. STARTEAM reserves the right to modify this policy at any time, with updates communicated via our official website.