



## Major Appliance Recycling Roundtable

---

**INSTRUCTIONS FOR MAKING A CLAIM FOR  
REMOVAL OF REFRIGERANT AND RECYCLING OF  
MAJOR APPLIANCES**

**December 2018**

## TABLE OF CONTENTS

About the MARR Claims Program .....	3
Confidentiality of Data .....	3
SECTION 1: How to Register with the Claims Program .....	4
SECTION 2: How to Complete the Required Forms to Make a Claim .....	5
A. Refrigerant Units Log Sheet .....	6
B. Non-Refrigerant Units Log Sheet .....	7
C. Monthly Summary Reporting Spreadsheet .....	8
D. Additional Reporting .....	9
SECTION 3: How to Submit Forms to MARR .....	10
Additional Support .....	10

## **ABOUT THE MARR CLAIMS PROGRAM**

The Major Appliance Recycling Roundtable (MARR) is the approved stewardship program for the recycling of major appliances in British Columbia. The Program relies on the existing scrap metal recycling industry to manage major appliances responsibly at end-of-life.

MARR's claims program provides financial support to collectors of major appliances to offset the costs associated with removal of refrigerant (ozone depleting substances (refrigerant)) and to ensure that refrigerant is properly evacuated and managed responsibly.

This document provides step-by-step instructions to assist you in making a compensation claim for the removal of refrigerant from cooling appliances and the recycling of major appliances. This document is divided into three sections:

### **Section 1: How to Register with the Claims Program**

### **Section 2: How to Complete the Required Forms to Make a Claim**

### **Section 3: How to Submit Forms to MARR**

Please refer to this document as you go through completing your forms. If you are still experiencing difficulties after you review this document, please contact MARR at [operations@marrbc.ca](mailto:operations@marrbc.ca) or by telephone at 1-888-252-4621.

## **CONFIDENTIALITY OF DATA**

All information provided is treated with the strictest confidence and used only for internal verification purposes and aggregate reporting. Collection data and weights from individual collectors is never shared or reported externally

## SECTION 1: HOW TO REGISTER WITH THE CLAIMS PROGRAM

In order to register your collection site(s) with the MARR Claims Program, you must complete the following steps:

1. Review and agree to the terms in the **Memorandum of Understanding (MoU)**.

Once you have reviewed the MoU, sign the document and return it to [operations@marrbc.ca](mailto:operations@marrbc.ca). If your site is approved by MARR, the MoU will be signed by MARR and a copy returned to you.

Collection sites should familiarize themselves with section 4 of the MoU for collector responsibilities, including the requirements to:

- Segregate all products containing refrigerant
- Use a qualified individual to remove refrigerant from all Program Products collected
- Document and report units collected (refrigerant and non-refrigerant), as well as metal tonnages.

2. Complete the **application form**.

Section 1: Head Office Contact Information – Provide contact information for your company or organization.

Section 2: Collection Site Details – Submit a complete list of all collection sites or locations that will be participating in the Claims Program. You can submit a separate list with the application form, however it must contain all the information required in this section for each site.

Section 3: MARR Products Accepted – Tick both boxes acknowledging that MARR products will be accepted from consumers for free.

Section 4: Direct Deposit – All claims reimbursements are made through direct depots to your bank. Complete the banking information where you want your claim funds deposited. Attach a sample / void copy of your company's cheque marked "VOID".

Sign the form and submit it to MARR at [operations@marrbc.ca](mailto:operations@marrbc.ca).

Once the above has been completed and submitted, MARR will send you the necessary forms used to track and report the number of major appliances collected and refrigerant removed.

In addition, review the **MARR Product List**. This will assist in familiarizing yourself with the products included and excluded in the MARR Program. The MARR Product List is available at [www.marrbc.ca/participants/products](http://www.marrbc.ca/participants/products).

## SECTION 2: HOW TO COMPLETE THE REQUIRED FORMS TO MAKE A CLAIM

In order to make a claim for compensation, your collection site must track and report the number of major appliances collected and the amount of refrigerant removed. The following documents must be completed monthly and submitted to MARR:

1. Refrigerant Units Log Sheet: This form tracks the removal of refrigerant from refrigerant-containing units and must be completed by an agent authorized to remove refrigerant.
2. Non-Refrigerant Units Log Sheet: This count sheet tracks the number of non-refrigerant containing units collected by product type. Any operator in your facility can complete this log sheet.
3. Monthly Summary Report: This excel table summarizes units tracked in the log sheets. It also provides for reporting out tonnages of MARR products collected. Entries in the summary report must align with the log sheets. If you are reporting for separate locations or time periods, use separate lines on the summary report.

In order to receive compensation, all reports and supporting documentation must be completed and submitted. Documents must be received by the 15<sup>th</sup> of the month following the reporting month to be processed in that month.

### *Note to Retailers*

Participating retailers should count products when they are received at the retail location, not at point of collection from the consumer. This is especially important in the case of consumer take-back programs.

## A. Refrigerant Units Log Sheet

The authorized agent responsible for removing refrigerant from major appliances must complete a Refrigerant Units Log Sheet. Include totals for each product at the bottom of each page.

Both the authorized agent removing the refrigerant and a site staff person must sign the form.

### MARR COLLECTION SITE REFRIDGERANT REMOVAL LOG SHEET

Company Name: \_\_\_\_\_ Facility Name: \_\_\_\_\_  
 Operator Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Site Staff Name: \_\_\_\_\_ Signature: \_\_\_\_\_

*If multiple sheets are required, you only need to provide weights on one sheet for all units.*

Date: \_\_\_\_\_ Total Pages: \_\_\_\_\_ Tank #: \_\_\_\_\_

Tank Weights (kgs)  
 In: \_\_\_\_\_ Out: \_\_\_\_\_ Weight: \_\_\_\_\_

#	PRODUCT						DID I REMOVE THE ODS?		IF NO, WAS THE CORD CUT?		REFRIGERANT TYPE		
	Fridge	Freezer	Wine Cooler / Bev Ctr	AC	Dehumidifier	Other (non-MARR)	Yes	No	Yes	No	R134A	R12	Other
1													
2													

Facility name is the location from where the refrigerant is removed.

Reference each page if multiple log sheets are used.

Provide in and out weights of refrigerant collection tanks.

Complete a row for each unit processed.

## B. Non-Refrigerant Units Log Sheet

Track and report all products that do not contain refrigerant on the “Non-refrigerant Log Sheet”. Staff can use this sheet to count the number of units received. Depending on the number of units collected, you may need to use multiple sheets. In this case, only provide your total counts on the first page.

Follow these steps to complete the form:

Send completed form to either:  
 Email: [operations@marrbc.ca](mailto:operations@marrbc.ca)  
 Fax: 604.592.2982

**MARR COLLECTION SITE NON-ODS LOG SHEET**

Facility Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Date From: \_\_\_\_\_ Date To: \_\_\_\_\_ Page: \_\_\_\_\_ Of: \_\_\_\_\_

PRODUCT	COUNT	TOTAL
7. Clothes Washers		
8. Clothes Dryers		
9. Ranges		
10. Range Hoods and Downdrafts		
11. Built-In Ovens		
12. Built-In and Over the Range Microwave Ovens		
13. Surface Cooking Units		
14. Dishwashers		
15. Food Waste Disposers		
16. Trash Compactors		
17. Built-in Electric Water Dispensers (not standalone water coolers)		

marrbc.ca

1. Enter your ‘facility name’ and ‘date from’ (this is the start date for the form). Complete the remaining information prior to submitting the form(s) to MARR.

2. Count: Use this space to do manual counts of units as they enter your site.

3. Total: At the end of your reporting period, total the number for each product here.

4. Once you have completed your totals for each product, go back to the top of the page and complete the ‘date to’ (the end date of the form), indicate how many pages you will be submitting, and sign the form.

**NOTE:** If you have not collected any units of a particular product category within the reporting period, enter “0” in the total column for that product.

**NOTE:** If you run out of space in the count section, you can start a new form. If you submit multiple pages for a reporting period, provide totals for all units in each product category on the first page only.

### C. Monthly Summary Reporting Spreadsheet

Summarize information collected on the refrigerant and non-refrigerant log sheets on the monthly summary reporting spreadsheet. Report units collected separately for each collection site on a separate line.

Do not claim units received from other collectors. Claims for units already reported by an upstream collector will not be reimbursed.

In order to receive compensation, all log sheets for the reporting period must accompany monthly reporting spreadsheets. Refrigerant units reported on the Monthly Summary Report must match those on the Refrigerant Units Log Sheet. Unsupported units will not be compensated.

All units reported are subject to audit by MARR. Any fraudulent claims will result in immediate termination from the MARR program.

MARR Collector (RD/Company/etc.)												
Reporting Period Start Date						Date Report Submitted to MARR						
Reporting Period End Date						Name of person completing form:						
ODS Removal Company												
ODS Registration #												
Total Number of ODS Logs Submitted						Total Number of non-ODS Logs Submitted						

Enter the reporting period start and end dates.

Enter the refrigerant removal company name and registration number.

Enter the date you submit this report to MARR.

Collection Site	ODS Units					ODS Units without ODS (Empty)					Non-ODS Units										Total ODS lbs removed	
	Fridges	Freezers	Wine Coolers / Bev Ctr	AC	Dehumid	Other (non-MARR)	Fridges	Freezers	Wine Coolers / Bev Ctr	AC	Dehumid	Other (non-MARR)	Clothes Washers	Clothes Dryers	Ranges	Range Hood / Downdraft	Built-in Ovens	Built-in & Over Range Micro	Surface Cooking Units	Dishwashers		Food Waste Disposers

Enter units of products containing refrigerant evacuated by the authorized agent.

Enter units of refrigerant-containing products with refrigerant removed.

Enter units of Non-refrigerant containing products collected by product category.

Enter the total units of refrigerant-containing products not included in the MARR program and kgs of refrigerant



## **D. Additional Reporting**

### **Certificates of Destruction**

Collection Sites must provide MARR with Certificates of Destruction evidencing the proper management of refrigerant by the third party agent. The party responsible for removing refrigerant should provide Certificates of Destruction.

### **Metal Tonnages**

Each collection site must report to MARR the total tonnage of metal (tin) collected on a quarterly basis. This reflects the total outbound metal tonnages from your collection site. For organizations with multiple sites, report tonnages by collection site.

Collection sites are also encouraged to report tonnages or percentages (actual or estimated) for each MARR product category separately, if available.

## SECTION 3: HOW TO SUBMIT FORMS TO MARR

Before submitting your claims report, ensure that:

- All reporting documents are complete
- All data reported is correct
- All supporting documentation is accompanying your claim (log sheets, certificates of destruction).

Submit the Monthly Summary Report in Excel format, not as a PDF. Scan and submit the log sheets as PDFs. Please make sure all writing is legible. Failure to submit claims in the proper format may result in delays in processing claims.

Send completed reports and all supporting documentation to [operations@marrbc.ca](mailto:operations@marrbc.ca).

Monthly summary reports and accompanying logs for the reporting month are due by the 15<sup>th</sup> of the following month. Metal tonnages must be submitted quarterly. Failure to report total metal tonnages could result in delays or discontinuance in processing a collector's claims.

Once your claim has been processed, you will receive a remittance advice with your claims information.

## ADDITIONAL SUPPORT

For further assistance please contact MARR at 1-888-252-4621 or by e-mail at [operations@marrbc.ca](mailto:operations@marrbc.ca).