



FAQs - What to do with your old Sky equipment?

Make a difference with Sky

Give your old Sky product a new life! We can reuse most parts of your old products, and any parts we can't reuse we recycle.

Q: What is the WEEE Directive?

A: The Waste Electrical and Electronic Equipment (WEEE) Directive is EU legislation. It aims to minimise the impact of waste electrical and electronic equipment on the environment by reducing the amount going to landfill and increasing reuse and recycling of old products. One way of doing this is by making producers of electrical and electronic equipment responsible for financing its collection, treatment and recovery, and for retailers of electrical and electronic equipment to allow customers to return their unwanted equipment free of charge.

Q: What does the crossed out wheeled bin symbol on Sky Products mean?



A: Products with this symbol on it should not be disposed with general household waste. Instead, they need to be collected separately for reuse or recycling.



Q: Why can't I put my old Sky equipment out with my normal household recycling?

A: Waste electrical and electronic equipment should only be recycled by specialist companies as they can be harmful to the environment and human health if it is not treated properly. Materials collected by your general household recycling service are not set up to deal with waste electrical and electronic equipment, so please send your old Sky equipment to a collection site*, or back to Sky.

Q: What should I do with my old Sky Equipment if I'm a UK residential customer?

A: Old Sky equipment can be reused or recycled, and the good news is that it's really easy to do.

We have two options for you:

1. **Send it to us, for free**, and we'll make sure it gets reused or recycled. Package it carefully, remove any batteries and include a note to say that it is for reuse or recycling, then send it to:

Freepost - RTEE-ZRZA-SSXL
Unipart Technology logistics
Unit 6020
Siskin Parkway West
Middlemarch Business Park
COVENTRY
CV3 4UP

2. Give it to your Sky engineer the next time that they visit.

Q: What should I do with my old Sky Equipment if I'm a Republic of Ireland residential customer?

A: Old Sky equipment can be reused or recycled, and the good news is that it's really easy to do.

We have three options for you:

1. **Send it to us, for free**, and we'll make sure it gets re-used or recycled. Package it carefully, remove any batteries and include a note to say that it is for re-use or recycling, then send it to:
C/O City Air Express Ltd
Unit M1 North Ring Business Park
Santry
Freepost F4939
Dublin 9
2. Take it to your nearest local collection site – find one at www.weeeireland.ie.
3. Give it to your Sky engineer the next time that they visit.

Q: What should I do with old non-Sky equipment?

A: We can help with that too.

When you buy a new product from Sky, we can take similar 'like-for-like' non-Sky equipment off your hands if you want us to.

Q: Will it cost me anything to recycle my old equipment?

A: Not a penny!

If you're posting it, use the freepost address. Giving it to a Sky engineer or dropping it off at a collection site* is also free.

Q: Why should I send my old Sky equipment for re-use or recycling?

A: Electrical equipment should not be disposed of with your general household rubbish as it can be harmful to the environment and human health if it is not treated properly. Plus, some parts will still be useful, so throwing them away wastes valuable resources.

By collecting waste electrical and electronic products separately, we can ensure they are sent for specialist treatment and assessment for reuse or recycling, meeting the necessary environmental standards. We ensure they are disposed of in an environmentally sound way.

If a Sky product shouldn't be thrown away, we'll mark it with a crossed-out wheeled bin symbol. This means it needs to be sent for reuse or recycling in the ways we mentioned above.

* only for Republic of Ireland residential customers