**What is a contactor?**

- Used to switch power circuits in electrical equipment (e.g., welding machines, control panels, HVAC systems)
- Sizes range from 1lb to 200+lbs
- Average operating life of 10 to 40 years
- Sold directly to OEMs and through distributors for replacement parts

**Project methodology**

Key question:
How can Eaton build a successful take-back program to recycle used contactors?

Project included four topics of inquiry:

- Develop the customer value proposition through customer interviews
- Assess the costs and benefits of various reverse supply chain models
- Research the current regulatory environment for industrial e-waste and potential changes in the near future
- Explore current e-waste take-back programs developed by other companies

**What is necessary for a successful electronic components take-back program?**

**High volume:** Choose products requiring frequent replacement to ensure adequate volumes for take-back

**Low logistics costs:** Focus on lighter-weight products to reduce shipping costs through reverse supply chain, and consider partnering to use collaborative supply chains

**Regulated/precious material content:** Regulations on hazardous materials provide incentive for recycling, and precious materials make recycling more cost effective

**Collaboration with OEMs/distributors:** Work towards shared sustainability goals and provide close point-of-contact for end-users