

# PROTECT WHAT MATTERS. BE BATTERY SAFE.

## E-bike Battery Safety for Retailers

Call2Recycle is pleased to work with our retail partners to ensure that they have the appropriate training and supplies to help avoid battery fire incidents.

This document is designed to help e-bike retailers understand and enact best practices to maintain a safe work environment and keep both employees and customers safe.



### Charging

- Follow the e-bike manufacturer's instructions.
- Only use approved chargers and outlets - no extension cords or power strips.
- Don't charge batteries in enclosed spaces or near flammable materials.
- Keep the charging area clear and well-ventilated with smoke detectors.
- Maintain a safe distance between charging batteries.



### Storing

- Store batteries in open-top, fire-resistant containers at least 5 feet from exits.
- Keep batteries in a well-ventilated area at a reduced charge (ideally around 30%).



### Fire Safety

- Ensure that your business has a fire safety plan that details procedures on how to respond to battery fires. Contact your fire department for best practice guidance. Other resources include:
- [National Waste & Recycling Association: Guide for Developing Lithium Battery Management Practices at Materials Recovery Facilities](#)
- Train your employees on battery fire procedures.
- Inform the fire department about where you store e-bike batteries.
- Never fight a fire if you are not trained to do so.



## Special Handling

- Take extra care with modified, prototype, recalled, or damaged batteries.
- Batteries that show severe physical damage, water damage, burn marks, or signs of a previous thermal event, should be handled as 'Damaged or Defective'.
- Damaged or defective batteries must be shipped using special DDR kits. Never ship in regular Call2Recycle household battery recycling boxes. Contact customer service to learn more.



## Recycling

- Follow all the requirements for training, shipping paperwork, and labeling for battery recycling.
- Contact Call2Recycle for damaged or defective kits or assistance with battery shipments.



## Support

- Call2Recycle has a suite of safety products available, including fire suppressant material, fire blankets, high temperature fire gloves, and DDR battery kits. Contact [customerservice@call2recycle.ca](mailto:customerservice@call2recycle.ca) to learn more.

**For more information,  
visit Call2Recycle's Safety Resources at:  
[call2recycle.ca/safety](https://call2recycle.ca/safety)**