



RAD Club Guide

Ngā Aratohu mō Ngā Kāhui RAD

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1. Our Resources | Ā Tātou Rauemi

1.1 The Websites | Ngā Paetukutuku

Our websites are where you can find everything you need to get involved with RAD and support your club to continue building skills and refurbishing devices.

Beyond our general website, as a RAD Club you and your members have access to our online hub of resources designed to guide you through essential processes, get the parts you need, and keep in touch with us.

- **Recycle A Device** = recycleadevice.nz

This is the homepage for the RAD initiative, where you can find more information on our kaupapa, device donations, current events, and more. This site is primarily community facing, with general information, opportunities, and contact details.

- **RAD Club Hub** = radclub.nz

This is the access-only resource and tech support portal for RAD clubs, where you can directly access RAD resources and other support. This site is exclusively for registered clubs and is designed to help you succeed. Get in touch with the RAD team to make sure your club can access this password-protected site.

1.2 Accessing Resources | Te Mana Uru ki Ngā Rauemi

As a registered club, you should have been given the password to access the RAD Club Hub. Ask your club leader about accessing the resource portal.

If you have any questions or issues accessing the hub, prompt your club leader to get in touch with your RAD Community & Schools Liaison, Eva Riddell, to let us know about your situation and to get your group access.

- **Eva Riddell**, RAD Community & Schools Liaison
eva@recycleadevice.nz

Keep in mind that the password to the RAD Club Hub may change over time. So coordinate with your club leadership to keep up with RAD team communications, and make sure that you're up-to-date with your access to all the good stuff all in one place.

Please also keep in mind that the RAD Club Hub site is intended for registered RAD clubs and their members, so please keep access details private. All of the resources there are free to use, made specifically for clubs taking part in the RAD program, and may include protected content.

2. Health & Safety | Ngā Tikanga Haumaru

Safety is always one of the fundamental keys to success. Whether you're opening up laptops, handling old batteries, or just organising your workspace, following a few key safety practices can keep everyone protected and productive.

2.1 The Workspace | Te Wāhi Mahi

Cluttered workspaces lead to accidents, tools and parts can be hazardous or get lost if left scattered about, and a tangle of cords can trip you up. That's why the best place to start is to always keep your space tidy.

Make it a core part of your procedures to maintain an orderly workspace while you work and clean up when you're done. Keep your workspace clear, and try only getting out the tools and parts you need. Then, make it second-nature to return everything to their well-organised areas when you're finished.

2.2 Personal Protection | Te Haumaru Whaiaro

Whenever you're in your work space, always stay mindful of how your actions might impact the people and things around you. You have a responsibility for your safety as well as that of your clubmates, not only while you're working but also in the state that you leave things in when you're wrapping up.

Work as a team so that everyone is on the same page and prepared to manage mistakes. Assign a safety leader, or someone designated to oversee safe practices and be the go-to person if something goes wrong.

Don't work alone. Always have at least one other person around when opening or testing devices. If something feels unsafe, stop and ask for help. Foster a club environment that encourages members to feel empowered to speak up. You're all in this together, and it's much better safe than sorry!

Remember to mind your footing when moving around, and make an effort to help keep your workspace tidy even if it's not always your mess.

When working on devices, it's a good idea to wear an anti-static wristband and use ESD-safe tools in order to protect both your hardware and yourself from electrical discharge.

Maintain good hygiene, and wash your hands before and after mahi. This way your parts and devices will stay more clean, and once you're done it's essential to wash away the dust or chemical residue from your hands. In fact, it's a good idea to wash your hands immediately after any instance of using chemicals during your work.

2.3 Tools | Ngā Taputapu

Tools are incredibly useful, and no doubt we'd be lost without them. However, they can also be dangerous if used incorrectly or paired with the wrong task. That's why it's important to pick the right tool, and use it properly.

When working, make sure you direct your energy away from you and watch out for others so that no one is in the line of fire if you slip.

To keep a good kit, it's a good idea to clean your tools after each use and return them to their well-organised storage areas when you're finished. It's also best practice to regularly inspect them to identify any damaged or aging tools, and to replace them as needed to help protect yourself and your devices.

2.4 Electricity | Te Hiko

1. **Unplug** – Before starting any kind of work, first always make sure to unplug the device.
2. **Turn Off** – Then turn off the device, and make sure that it's actually shutdown and not just in sleep mode.
3. **Remove Battery** – Finally, once the device is open, remove the battery before proceeding to other repairs to make sure that there's definitely no power supply while you work.

Even when powered off, some components can still carry a charge. So be sure to follow the advice for personal safety with regard to electrostatic discharge (ESD).

Be cautious when working with batteries. Lithium-ion batteries can be dangerous if punctured, bent, or exposed to heat. Be sure to follow the [advice for managing batteries](#) and battery e-waste.

2.3 E-Waste | Ngā Para Tāhiko

These are electrical components or other computer parts that are damaged or can't be used again. Importantly, they don't go in regular bins. Instead, this kind of rubbish must be disposed of through proper e-waste channels.

Develop a procedure that works for your club where you can separate and store e-waste items. Follow the [advice for managing e-waste](#), and use the [E-Waste Request Form](#) to let RAD help get rid of it.

Clearly label hazardous items so that it's clear which parts pose more of a risk. If a battery is swollen or leaking, mark it clearly and store it safely in a fire-safe container in a cool, dry place. Learn more about the [advice for managing batteries](#).

Due to strict transport regulations, batteries cannot be sent through the post or courier delivery services. Instead, batteries bound for e-waste must be disposed of locally

So remember — do not ship battery e-waste! Instead, store it safely until you can get rid of it locally, and get in touch with the RAD team if you need support.

Identify and use a local e-waste facility or battery recycling program. Check to see if your local [Bunnings](#) or [Mitre 10](#) has an active program. Or check with your local council, library, or school for suitable collection points. And again, if you find you're still lost for options, then reach out to the RAD team for support.

Here are some key pointers to help your club evaluate e-waste programs for responsible and ethical practices:

- **Transparency**

A trustworthy recycler should be open about their practices and show a willingness to share details about downstream partners and disposal methods. Look for clear information about where the e-waste goes after collection and any certifications that verify ethical standards.

If a recycler won't answer your questions or doesn't disclose what happens to the materials, that's a red flag.

- **Security**

Protecting data and devices is essential. Make sure the recycler keeps devices secure during handling and storage and has a process for data wiping, physical destruction, and can provide proof of data destruction.

Data security is about privacy as well as preventing electronics and data from being reused or sold unethically.

- **Sustainability**

Responsible recyclers reduce harm to people and the environment. Look for programs that reuse or recycle as much material as possible. Consider how they keep e-waste out of landfills, whether they avoid exporting hazardous waste to developing countries, and the working conditions their members are provided.

Sustainability includes environmental impact and how people are treated throughout the recycling chain.



Transparency

Know what happens.
Choose recyclers who are open about their processes, standards, and certifications



Security

Protect data & privacy.
Choose recyclers who guarantee to securely wipe, destroy, and provide proof



Sustainability

Support safety & fairness.
Choose recyclers who minimise landfill waste and treat workers and the environment with care

For more guidance around managing e-waste and information on the RAD e-waste request process, check out the [E-Waste Guide](#).

3. Organising Your Club | Te Whakahaere Kāhui

Congratulations on completing a RAD Refurb Workshop! Whether you're a student or teacher, you're now on your way to becoming one of our awesome RAD co-ordinators, fostering the next generation of computer technicians!

Once you and your club are set up to access our website, use this guide along with the resources there to build on your experience in the training workshop and foster a thriving and successful club where members can learn, grow, have fun, and give back.

3.1 Prioritising Laptops | Te Whakaraupapa Rorohiko

Moving forward, keep in mind that you probably don't need to give every laptop a full overhaul like you did in the training workshop. It's good to know that not every device is necessarily going to need new thermal paste, a new RAM stick, or some other drastic fix.

Get in the habit of testing devices and organising them based on how much attention they'll need to get up and running. This way you can prioritise your time and resources in order to more easily fix the ones worth fixing, reserve the really tricky ones for salvaging parts, and know when a laptop or part is beyond hope and ready for the e-waste bin.



Prioritise

Start with devices that are easiest to fix

Inspect your devices to organise them by amount and type of damage



Reuse

Salvage parts from devices that are more difficult to fix

Take what you need from the most hopeless devices to help repair hopeful ones



Order

If you can't find parts you need, then order them!

Shop used parts first, then new, and fill out the form to let us know what you need

Typically only devices that have failed a test need to be opened up. It's likely you'll find that many laptops simply need Windows installed and a quick clean before they're ready to be donated, which can sometimes be done in a matter of as little as 10 minutes!

3.2 Team Roles | Ngā Whakataū o Te Rōpū

Work with your club to identify the strengths and capacity of your members and understand the duties and functions that need to be done. Then keep tabs on how you work together so you can continue to get things done while supporting everyone to be engaged, effective, and empowered.



Mentor

Go-to person when things get complicated



Coordinator

Helping keep things on track for success



Comms Manager

Keeping the team and RAD connected



Logger

Recording what has and hasn't been done



Technician

Taking the lead on hands-on tasks

Here are a few example roles that represent some of the essential responsibilities to consider in order to keep your club running smoothly. Roles like these may be shared, swapped, or assigned, depending on what works for your group.

-  **Mentor | He Tuakana, He Kaiārahi**
This is someone you can go to when things get complicated, who is confident and experienced enough to guide others to examine problems, identify solutions, and manage practical steps, helping support everyone to learn, grow, and thrive in a RAD Club.
-  **Coordinator | He Kairuruku**
This is someone who joins in taking responsibility for the organisation of a club in order to build relationships, synchronise efforts, and help empower everyone to contribute meaningfully to the success of the club and all of its members.
-  **Comms Manager | He Kaiwhakahaere Whakawhiti Kōrero**
This is someone who joins in taking responsibility for helping keep everyone connected, to each other within a club team, to the resources they need to succeed, to RAD for ongoing support, and to their wider school and community.
-  **Data Keeper | He Kaitiaki Raraunga**

This is someone who joins in taking responsibility for maintaining accurate records of what goes on in a club, including tagging devices, logging what has and hasn't been done, what parts are available, needed, or on their way, and more.

- **Technician | He Ringa Hangarau**

This is someone who takes the lead with hands-on activities, who is experienced and enthusiastic enough to guide others in tasks like pulling things apart, replacing parts, and tackling other practical problems that deal directly with the laptops and their components.

- **All-Rounder | He Ringa Raka**

This is someone who is ready to take on whatever comes their way, who can recognise their strengths and limitations, who knows when to ask for help, follows through with skills and tasks, is prepared to try new things with an open mind, and can learn and grow from mistakes.

3.3 Lean Canvas Modelling | Te Tauria Kānawehi Tūpuhi

Another way to help identify your team's strengths and find an effective group structure is by working together through a lean canvas session.

A lean canvas is a one-page visual tool to help understand fundamental problems and solutions and focus on determining key ideas and strategies that address them. Creating a lean canvas model is a collaborative brainstorming exercise that helps bring together a variety of ideas and feedback on what can work best for your club.

Check out this custom [RAD Lean Canvas template](#) to try this method with your club.

4. Tracking Your Work | Te Makatea o Ngā Mahi

4.1 The Spreadsheet Log | Te Ripanga o Ngā Mauhanga

It's important to keep accurate records so that your club knows what's going on, where things are, what's been done, what needs doing, and more. The most fundamental way to keep track of things is by maintaining a digital spreadsheet.

Start with the RAD Club Refurbishment Log spreadsheet that was shared with you after your initial refurb workshop. This is designed to be a useful template for logging your progress. Of course as your team finds their rhythm or if you can't find your original template, feel free to adapt the spreadsheet and your process into a system that works best for your club while also complementing the wider RAD processes.

Here is a breakdown of data fields that help make an effective spreadsheet log:

- **RAD Asset Number | He Tau Huarawa**

This is the unique RAD-specific identification number that every laptop has, found on the underside of a device.

- **Laptop Model | Te Hanga o Te Rorohiko**

This is the specific version or type of laptop within a manufacturer brand.

- **Battery Wear Level | Te Tūnga Mauri o Te Pūhiko**

This is the condition or status of a battery, which provides an indication of when it may need to be replaced.

- **Components Replaced | Ngā Waehanga Kua Whakakapi**

This is a record of the different parts that have been replaced within the device.

- **Checkbox Fields | Ngā Āpure whai Pouaka Taki**

These are conditions with boolean values (i.e. 'true' or 'false'), where an unticked checkbox shows that the condition isn't true or hasn't been completed yet, and a ticked checkbox shows that the condition is true or has been completed.

- **Parts Ordered | Kua Hokona Ngā Waehanga**

This is confirmation of whether or not any necessary parts were ordered to service a given device.

- **Windows Installed | Kua Tāutangia ko Windows**

This is confirmation of whether or not Windows OS has been installed on a given device.

- **Ready to Ship | Kua Reri ki Te Tuku Atu**

This is confirmation of whether or not a device is completed, boxed up, and ready for courier.

- **Given Out | Kua Kohaina Te Rorohiko**

This is confirmation of whether or not a device has been successfully gifted to a deserving recipient.

- **Comments | Ngā Tākupu**

These are helpful comments that give context and other important information to help anyone handling a device to understand its history and next steps.

- **Conditional Sum Fields | Ngā Āpure whai Tapeke Whakawhirinaki**

These are number values that are calculated by checking information across spreadsheet cells within a specified range, counting those that meet a particular condition to give up-to-date figures as the spreadsheet is used.

- **To Be Fixed | Ko Ngā Rorohiko Me Whakatika**

This is the amount of laptops in stock that need to be fixed, that are still in the process of being assessed or refurbished. This number is calculated using the COUNTIF function to total the number of checkboxes in the 'Ready to Ship' column that are unticked (i.e. 'false').

- **Fixed | Ko Ngā Rorohiko Kua Whakatikahia**

This is the amount of laptops in stock that have already been fixed, that have completed the refurbishment process and are ready to be given out.

This number is calculated using the COUNTIF function to total the number of checkboxes in the 'Ready to Ship' column that are ticked (i.e. 'true').

Here's a look at some other types information that RAD clubs often decide to add to their spreadsheet when adapting it to suit their club processes:

- **Parts Needed | Ngā Waehanga E Hiahiatia Ana**
This is a list of what parts are needed to repair the device.
- **Who Worked On It? | Nā Wai Te Rorohiko i Mahi?**
This is a record of who in your team handled the device and repairs.
- **Where Did It Go? | I Kohaina Te Rorohiko ki Hea, ki a Wai?**
This is a record of where or to whom the device ended up when it was given out.

As for who's collecting all this data, it's up to you how to manage logging tasks. You can assign the role to someone in particular, or you may want everyone in the club to be familiar with the process and spreadsheet. Check out the '[Organising Your Club | Te Whakahaere Kāhui](#)' section of this guide to revisit tips for managing duties and responsibilities amongst your team.

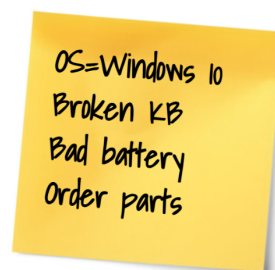
Finally, while keeping records is important work, it also helps to remember not to get bogged down. Find an approach that works for your team so that the process is straightforward and painless, so that you're more likely to keep accurate logs and not spend more time shuffling data than you do actually fixing laptops.

4.2 Sticky Notes | He Pepa Hāpiapia

Another helpful tip for tracking activity is to use sticky notes on laptops. These help you easily note down what has been done and what needs to be done for a device.

Sticky notes are a convenient tool for leaving an immediate and up-to-date record of what's going on with a device, stuck right on the device itself. This way anyone can pick up a laptop and instantly see where things left off and what needs to happen next.

Sticky Notes | He Pepa Hāpiapia

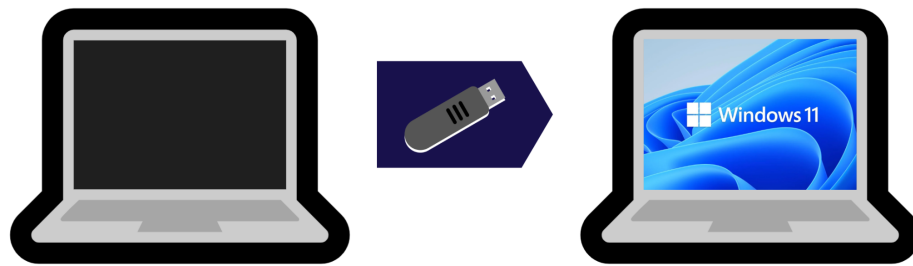


Of course it will still be important to update your digital records at regular intervals in order to more durably capture the progress that's being made and to back up your records just in case a sticky note gets damaged or lost.

5. The Windows Operating System | Te Pūnaha Whakahaere ko Windows

5.1 The USB Flash Drives | Ngā Rākau Pūmahara

Following the training workshop, our facilitators left behind a mix of USB drives that you can use to install Windows and test your laptops.



Plug a USB stick into your laptop, and turn the computer on. In most instances the laptop will install Windows automatically.

If Windows installation doesn't start automatically, then try another of the USB drives provided. We've included different copies of the Windows operating system on each USB stick, so if one doesn't work, then you have the option to try another.

Check out the [Windows 11 Installation Guide](#) for more information about the installation process, or check out the [Windows 11 Bootable USB Creation Guide](#) for more information on how your club can create your own installation media.

5.2 Windows Installation Errors | Ina Hapa Tāuta ko Windows

If you continue to have issues with automatic installation, then you can try to install Windows manually. Check out the [Windows 11 Installation Guide](#) for help with the automatic and manual processes, as well as basic troubleshooting.

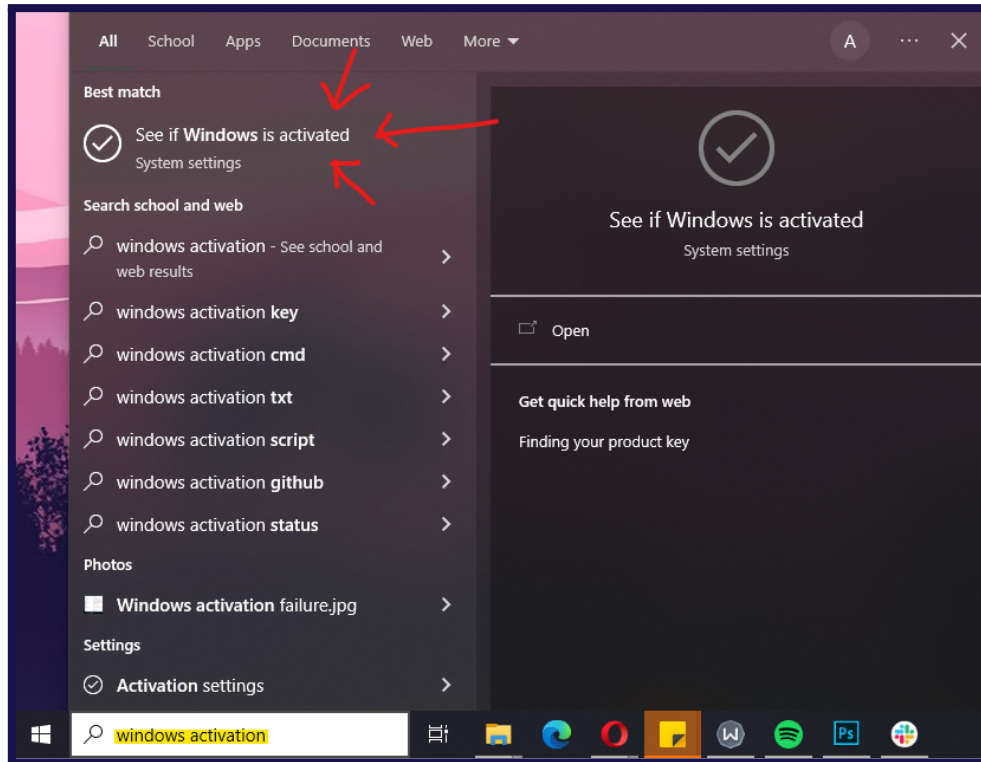
For additional assistance with operating system installation and errors, check out the '[How to Reach RAD | Me Pēhea ki Te Whakapā Mai](#)' section of this guide to get in touch with the RAD team for technical support.

5.3 Windows Activation | Te Whakahohe Windows

Once Windows is installed and whenever you replace any laptop parts, please always check that Windows is activated before marking a device as 'complete.'

Make sure the laptop is connected to Wi-Fi, then restart the computer at least once before checking the activation status.

If needed, you can order an activation key from us using the [Parts Ordering form](#). Check out the '[Orders & Requests | Te Hoko Mai, Te Tono Mai](#)' section of this guide for more information on this process.



5.4 Diagnostic Software | Ngā Pūmanawa Aromatawai Kohura

When working on laptops, it helps to know what's going on under the hood. Diagnostic tools are important tools for gaining insight into the health of your hardware and for pinpointing issues before or after repairs.

Here are four essential programs diagnostic software applications pre-installed in Windows that you can use to test your device and help identify when you need to fix or replace any parts.

- **CPU-Z (by CPUID)**

This one gathers detailed information about a computer's hardware components, particularly the CPU, motherboard, and RAM.

- *Use it to identify hardware specs, check components after a purchase or upgrade, and monitor performance.*

- **HWMonitor (by CPUID)**

This one monitors temperature sensors, voltages, and fan speeds. It shows real-time stats for the CPU, battery, and other internal components.

- *Use it to help identify thermal issues and verify battery status.*

- **CrystalDiskInfo**

This one checks the health of hard disk drives (HDDs) and solid-state drives (SSDs), showing the drive temperature, usage hours, and other SMART (Self Monitoring Assistance Reporting Technology) health status data.

- *Use it to help understand whether a drive can be reused, needs replacing, or might be causing slow performance. A yellow or red health status usually means it's time to swap the drive.*

- **Windows Memory Diagnostic**

This built-in Windows tool tests RAM for errors and is a great first check if you suspect memory issues.

- *Use it to identify faulty RAM, which can cause crashes, freezes, or blue screens.*

These programs are free, easy to use, and serve as essential tools in your club's refurbishment arsenal. When combined, they can give you a solid picture of a laptop's internal health so you can repair or retire parts with confidence.

6. Unresponsive Parts | Ngā Waehanga Uruparekore

6.1 Loose Connections | He Hononga Mātangatanga

One common cause for unresponsive components is a loose connection, where cables are not firmly plugged in and signals can't reach where they need to go.

So if you have trackpads, keyboards, or other parts that are unresponsive, one simple and effective way to potentially solve this is to remove and reseat the ribbon cables that connect the unresponsive component to the motherboard.

Lift the flap that clamps down on the ribbon cables, then gently pull the ribbon away before properly reconnecting it with its destination socket.

If a connector is damaged then you can try to use a small amount of blue tack to hold the parts in place and help secure the connection. Often something as simple as this helps fix things up, but if it doesn't then you may need to consider replacing the part.

6.2 Grubby Parts | He Waehanga Paru

Another common cause for unresponsive or faulty components is contamination from dust, grease, or corrosion. The accumulation of grime like this can prevent parts from connecting and functioning properly and can even cause devices to overheat or fail by blocking vents, fans, or other thermal regulators.

So if you have unresponsive components and notice a build-up of debris, then below are some simple and effective ways to safely clear things up:

- For ribbon cable connections, apply small amounts of isopropyl alcohol and gently clean both the ribbon cable connector and its socket. This can help remove dust or minor corrosion that may be interfering with a firm connection.
- For unresponsive keyboards, soak individual unresponsive keys with isopropyl alcohol and wait until alcohol evaporates completely. You may have to do this multiple times to break up and dissolve tough grime beneath the keyboard and allow for a clear signal. Keyboards can gather a lot of debris since they're constantly coming into contact with hands that are naturally greasy, and since dust and all kinds of crumbs tend to fall into the cracks between keys.
- Follow a similar process for any other unresponsive components, using isopropyl alcohol to break up and clear grime in any gaps around the exterior of the laptop or on exposed components inside the laptop. Always make sure to leave the alcohol solution to evaporate completely before moving on.

Importantly, remember to make sure that a device is turned off and disconnected before working on it, especially when using wet products like isopropyl alcohol. With isopropyl alcohol, do your best to apply small amounts or only as much as needed, and make sure that the product has fully evaporated and everything is dry before moving on.

6.3 Drivers | He Pūtāhono

From a software perspective, peripheral parts may not be working because your operating system is missing the **drivers** to transfer data from the part to your device.

Typically drivers will install themselves automatically, so if they haven't, here's what you can try:

- Make sure your computer is connected to the internet. Especially for refurbished devices that you've just finished fixing and setting up, you may just need to enable wifi for the operating system to start automatically pulling drivers from online.
- If your device is connected to the internet but automatic updates still haven't been triggered, then you may need to force an update. Check your system for pending updates and run them.

6.4 More Support | Te Tautoko Ake

For more support for testing and issues with specific peripheral devices, check out the [Inputs & Peripheral Devices | Ngā Tāuru, Pūrere Āpiti](#) section of the [Diagnostic Guide](#).

7. Orders & Requests | Ngā Hokonga, Ngā Tono

7.1 Ordering Parts | Te Hoko Waehanga

When refurbishing laptops, it makes sense that at some stage you'll need to source parts in order to service your devices. When this happens, here's how you can get in touch with us to get what you need.

Use the resources below to help identify online retailers, suitable prices, and submit your order to our team.

- [Parts Ordering Guide](#), for a full overview of the process.
- [Parts Ordering Form](#), to complete and submit an order request.

Parts Ordering Guide (Slide Deck)



Parts Ordering Form

Fill out the form to
send us your order!

*Follow the form instructions
along with the guide to make
sure you get what you need*

7.2 Requesting More Laptops | Te Tono i Ngā Rorohiko

Keep in touch to let us know when your club needs more laptops to work on. Your RAD Community & Schools Liaison, Eva Riddell, is your contact person with the RAD team for requesting more laptops when you need.

- **Eva Riddell**, RAD Community & Schools Liaison
eva@recycleadevice.nz

We recommend always having slightly more devices than you think you need as overstock can help ensure that your club always has something to work on, even if you run into setbacks like a problematic batch or a long wait for parts to arrive.

We also recommend that you keep reliable records of your devices, parts, activities, and more. This data can be a massive help in forecasting your expected output and needs. Check out the '[Tracking Activity | Te Mauhanga Mahi](#)' section of this guide to revisit more information on logging and tagging.

Check out the '[Organising Your Club | Te Whakahaere Kāhui](#)' to revisit tips and strategies for making it easy to gauge your needs, and check out the '[Keeping In Touch | Ngā Kōrero Whakapā](#)' section of this guide for information on how to reach us.

7.3 E-Waste | Ngā Para Tāhiko

As a RAD club, a commitment to reducing waste is at the heart of your mahi. However, when working with old devices, it's only natural that you'll end up with damaged or obsolete parts that no longer have any use and that may even become hazardous. So it's important to start with best practices for minimising e-waste and then to also have a plan for managing the e-waste that you can't avoid.



Divert

Try to minimise what you throw away

Do your best to repurpose old parts or stash them for later



Stash

Keep a library of parts that you can pull from

Organise and store a collection of salvaged parts that can be used later



Dispose

Designate an e-waste bin for unusable parts

For parts that can't be reused, gather them safely for ethical disposal

A **parts library** is a collection of salvaged computer components that are still in good working condition and can be reused in future laptop repairs or builds. A well organised parts library helps reduce waste, save time and money, and make repair work faster and more efficient for you.



Salvage

Pull parts from broken devices, and keep any that have been tested and confirmed to still work



Store

Clean and clearly label all parts before safely storing them in organised containers for easy access



Maintain

Follow a system to track and test inventory, so you know what's there and can retire any unusable parts

Not all parts are worth keeping forever, and it's important to know when to remove a part from your collection. When this happens, update your inventory records, clearly label the item, and move it into your designated e-waste bin to help make sure that only reliable parts remain in your parts library.



Damaged

When a part is broken, cracked, scratched, overly corroded, or otherwise physically ruined



Failed

When a part fails a test, is unreliable, or is no longer functional and can't be repaired



Obsolete

When a part is so outdated that it's not compatible with any current devices

When you have a collection of e-waste ready to throw away, you can get in touch with us to help properly dispose of it. Use the resources below to help submit your e-waste request to our team.

- [E-Waste Guide](#), for guidance managing e-waste and using the request form.
- [E-Waste Request Form](#), to complete and submit a disposal request.

E-Waste Guide



E-Waste Request Form

Fill out the form to send us your request details!

Follow the form instructions along with the guide to help ethically discard your e-waste

7.4 Batteries | Ngā Pūhiko

When packing up e-waste, please make sure to keep batteries separate. Due to safety regulations during shipping, all laptop batteries need to be discarded locally. Batteries bound for e-waste can be dangerous, so it's important to know how to spot a bad one and what to do with it.



Hazardous

*Couriers **prohibit** faulty batteries as too dangerous to ship. So instead they need to be disposed of **locally***



Restricted

*Couriers **prohibit** faulty batteries as too dangerous to ship. So instead they need to be disposed of **locally***



Help

***Don't worry, we can help!**
Let us know in your e-waste request, and we can help you manage battery disposal*

It's important to know how to identify a hazardous battery and how to safely store it until disposal. Bad batteries won't hold any charge and may be swollen, discoloured, or have fluid or oxidation at the connection point. These batteries must be securely stored away from anything flammable.



Charge

Bad batteries **can't hold charge** any longer, so their laptops won't power on unless plugged in



Damage

Serious damage can include **swelling, discolouration, or signs of fluid or oxidation** at the connection point



Storage

Keep **secure, away from anything flammable**, like in an ESD* bag in a metal container on a metal shelf

*ESD = Electrostatic Discharge

Check out our RAD [Laptop Battery Guide](#) for more information on battery management.

8. Keeping In Touch | Ngā Kōrero Whakapā

8.1 Our Commitment | Ō Mātou Kī Taurangi

Part of RAD's commitment to clubs is providing ongoing tech support and assistance. This means things like accessing resources, ordering parts, requesting more laptops, disposing of e-waste, or simply fielding questions and being here to help.

Teachers and students are welcome to get in touch with questions, updates, or other club matters, and we'll do our best to support you. We're here to help, and it's part of our mission to guide your team to have what it needs to learn, grow, and thrive together.

8.2 How to Reach RAD | Me Pēhea ki Te Whakapā Mai

-  **RAD website**, for general information
recycleadevice.nz
-  **RAD Club hub**, for access to resources and support
radclub.nz
-  **RAD Team email**, for general queries and e-waste support
team@recycleadevice.nz
-  **RAD Parts email**, for parts ordering and technical support
parts@recycleadevice.nz

-  **RAD Community & Schools Liaison**, for laptop requests, training, returning fixed devices, and other club support
eva@recycleadevice.nz

8.3 RAD Socials | Ngā Pae Pāhaporī o RAD

- Instagram
[@recycleadevice](https://www.instagram.com/recycleadevice)
- Facebook
[@RecycleADevice](https://www.facebook.com/RecycleADevice)
- LinkedIn
[Recycle A Device](https://www.linkedin.com/company/Recycle-A-Device)