

Frequently Asked Questions

1. Do I need to be a Town of Renfrew Resident to participate in the Pilot Program?

YES – All participants must be a Town of Renfrew resident, and proof of residency will be requested at time of purchase.

**Address is based on the Tax Roll and not Canada Post indicators*

2. How will participants be selected?

Registration for the pilot program is based on a first come first serve basis. The first 100 **eligible** participants will be contacted to participate in the program. Any registrations after the 100 will be automatically added to a waiting list and will be contacted should spaces become available.

3. When will the Pilot Program Start?

The official Start Date is still to be determined. The Town is looking for commitment from at least 50 participants prior to ordering the appliances. Once the order has been placed, a better timeframe will be determined.

4. How will I receive my FoodCycler appliance?

Once the pilot program is a go - an information/Pick up date will be scheduled. A representative from FoodCycler will be on hand to answer any questions, and payment will be collected at the time of collection.

5. How do I pay for my FoodCycler?

Payment will be required at the time of pick up. Eligible payment options will be Cash, Cheque or Debit. Sorry – NO CREDIT option available.

6. What happens if I've registered and no longer want to participate?

If you've registered for the program and decide prior to purchasing the unit that you no longer want to participate, please contact the Development & Works department at dw@renfrew.ca / 613-432-8166 x 300 to advise. Your name will be taken from the registration list and your spot will be provided to the next available participant.

7. What happens if I can't collect the appliance on the schedule date?

If you're unable to collect the appliance on the scheduled date, please contact the Development & Works Department at dw@renfrew.ca / 613-432-8166 x 300 to make alternative

arrangements. If the appliance is not collected within 5 business days of the scheduled date, your spot within the program will be forfeited and the appliance will be reassigned to the next available participant. **Accommodations may be made in advance of collection should special circumstances be required.*

8. What happens if I start using the appliance and I decide that I no longer wish to participate in the program?

The Town is seeking volunteers who are willing to participate in the 12 week program. Your active participation during this timeframe is valuable in determining the validity and feasibility of in-home composting on a large scale.

However, we do understand if your willingness to participate in the program changes and simply ask that you complete the end of program survey and provide your feedback.

Please note that the Town will not provide reimbursement for the purchase of the Foodcycler Appliance.

9. What happens after the 12-week Pilot Program is complete?

Once the pilot program is complete and you've submitted the end of program survey, the Foodcycler appliance is yours to keep and do with it as you please. Our hope is that you'll continue to use the FoodCycler appliance within your home to in order to reduce kitchen waste within your home.

10. What happens if my FoodCycler stops working or I have a problem with the appliance?

FoodCycler provides a standard One Year Manufacturer's Warranty from the date of purchase for all FoodCycler products and accessories. Claims are processed directly through their customer support team and proof of purchase is required. Returns and replacements of defective items (as determined by the FoodCycler Customer Support Team) will be processed directly through FoodCycler.

11. WAIT! I have more questions, who do I ask?

If you have any questions or you're still not sure if the pilot program is for you, please reach out to the Development & Works Department at dw@renfrew.ca / 613-432-8166 x 300 for further discussion.

ALSO - The following information has been provided directly from Foodcycler and may answer some questions related to energy consumption, filters, storage, acceptable material, and By-Product use – **FoodCycler FAQ**