



## The Replay Station

### Manufacturing and Technology Centre (MTC) breathes new life into consumer electronics and white goods

The Manufacturing and Technology Centre is where damaged electronics and white goods find a second life.

“We virtually touch every category of consumer electronic product, from an MP3 player up to a 72-inch television, from refrigeration to dishwashers, laundry, baking ovens, air conditioners, dehumidifiers—the whole gamut,” explains Senior Vice-President Troy Hanson, referring to work completed in the company’s inspection, repair and logistics facility.

The products like Sony Playstations come through a variety of sources, from manufacturers who are dealing with warranty claims, to retailers that have accepted returns, or even individuals who walk into the massive showroom on Water Street. In each case, the goods need to be evaluated with the appropriate software, repaired, cleaned, sanitized and repackaged.

The company was originally the division of a single manufacturer, but since being privatized has expanded to serve a wide array of well-known brands. An original 17,000 square foot facility was even left behind in favour of a new 207,000 square foot site.

“We’re readily accessible, right off the 401. To be able to ship the amount of product that we do, in and out of different processes, in and out of a customer’s hands, we need that ease of access.”

**Troy Hanson**  
Senior Vice-President  
MTC



Community of Choice...for Business

**Fast Fact** Brand name electronics from manufacturers and retailers in the US and Canada are refurbished at MTC in Whitby.

**choosewhitby.ca**



“We have tremendous scalability in front of us here. It allows us to streamline our production lines. We’re not encumbered by walls or a maze of corridors. And [it’s] just a great location for us to expand the business and build on what we’ve already built,” Hanson says, referring to the new home. “You have to drive the volume to make this [business] model work, and we’re ideally suited to maximize that opportunity.”

The Town offered some important support to make the larger home a reality.

“The Economic Development [Office] has been instrumental, particularly in helping us plan and analyse the acquisition of this facility,” he says. “They brought together a number of people right on site for us.” Those meetings involved representatives of key groups as diverse as the Central Lake Ontario Conservation Authority and local building inspectors.

“That allowed us to make the decision to go ahead, but also [informed us about] the steps that we need to consider for certain applications or processes, or zoning approvals for our specific business avenue, so they’ve been key for us to get here on this site.”

Easy access to the highway network was also vital in the search for a new location. “We’re readily accessible, right off the 401. To be able to ship the amount of product that we do, in and out of different processes, in and out of a customer’s hands, we need that ease of access,” he says. “Things go right across Canada from here. So it’s huge in terms of our ability to be able to deliver what we do to our customers.”

Employees see another value in the access.

“To us, the employees, myself included, it’s a real treat to be able to work and reside in the same community—no stress of travel, no congestion on the highway,” Hanson adds. “We’ve got the infrastructure around for community, for family, to support leisure activities.

“It has everything you need to enjoy life here.”

**Web:** [www.mtcservice.com](http://www.mtcservice.com)