

BOC Supply Solutions



The right solutions from BOC

It is important to have reliable choices and options designed to suit your every need. Your processes require one or more gases from BOC's comprehensive range, but your requirements are greater than "just gas".

Product range and quality, the correct package design and security of supply are essential to ensure process efficiency. Safety compliance and technical ability are fundamentals throughout the industry but with BOC, you get the extra advantage of more than 120 years expertise and professional product knowledge.

Flexible and innovative supply options will support your business goals whether they be efficiency based, value add or savings. Responsive and reliable service is the hallmark of a provider in whom you can trust to support your business activities.

Commercial options to meet your needs, coupled with dedicated expert teams can help deliver business excellence and best business practice.



Your total process gas supplier

At BOC we bring together the experience, technology and people to offer customers unrivalled capability in design, engineering procurement, project management, gas supply equipment and process control. We work with customers operating in a diverse range of industry sectors and working environments from energy to healthcare, science to manufacturing, automotive to retail, delivering a total gas solution. All our gases conform to our stringent quality specifications.



Cylinder Gas

Every year tens of thousands of businesses across the UK and Ireland rely on BOC to supply them with high quality industrial and special gases. Our experience and know-how has helped us to develop and offer products, design services and expertise which meet the ongoing needs of companies just like yours.

We supply an extensive range of industrial gases covering Oxidant, Fuel, Inert and Shielding ranges, as well as our Special Products range of refrigerants, balloon gas, chemicals and special mixtures. All our gases conform to BOC quality specifications with special gases up to 99.9999% purity.

Cryospeed

When you turn to Cryospeed for your cryogenic gas needs, you choose a partner with decades of experience in gas technology and distribution. While our knowledge and skill come as standard, it's the reliable and responsive service which gives you reassurance.

Where you require large volume gas supply, BOC can meet your needs by providing a hands-free delivery of liquid argon, carbon dioxide, nitrogen and oxygen. We provide a wide range of cryogenic vessels, all of which are designed to meet high standards of quality and safety.

Bulk Gas

As the largest Bulk supplier in the UK and Ireland, BOC keeps thousands of public and private sector organisations supplied with industrial and special gases, helping them to reduce operating costs, cut environmental emissions, enhance safety levels and improve product quality.

For customers with high volume requirements of argon, carbon dioxide, nitrogen and oxygen, a bulk cryogenic storage vessel can be installed on site.

On-Site Generation

For many customers, on-site generation may be the best way to meet their industrial gas requirements. At BOC, our extensive knowledge and expertise ensures that companies like yours get an economical, flexible, reliable and environmentally sound solution that is specifically matched to your needs.

An extensive portfolio of standard generation plant options covering oxygen, nitrogen and hydrogen and capacities from 5Nm³/hr up to 6,000 Nm³/hr ensures we can cater for any demands.

Engineering solutions Support at every stage

We don't just deliver gas – we support you at every stage of your operation, from engineering design to installation, start-up to routine operation, maintenance and emergencies. We offer the full choice of standard and customised gas, cryogenic and safety equipment including vessels, vaporisers, regulators, manifolds, valves and purging systems. And to ensure that you're operational and legal at all times, we'll advise you on the most suitable maintenance package for your business.

OnStream

BOC recognises that safety is top priority, and complying with safety legislation such as Pressure Systems Safety Regulations 2000 (PSSR) can be complex and time consuming. We have created our On Stream service package, designed to help you achieve proper system safety and PSSR compliance, freeing you to concentrate on your core business.

System design and installation

Our engineers will work with you to design a gas distribution system that meets your specific needs. We will ensure that it's installed efficiently and a series of rigorous operational and safety checks will be carried out to ensure that it meets industry regulations and legislative requirements.

Breakdown response

We want to make sure that you're operational at all times. So if a problem arises, our engineers are equipped with the experience and tools to respond to breakdowns of both BOC and, by agreement, customer-owned equipment. If the problem can't be resolved over the telephone, we'll arrange a site visit.

Maintenance packages

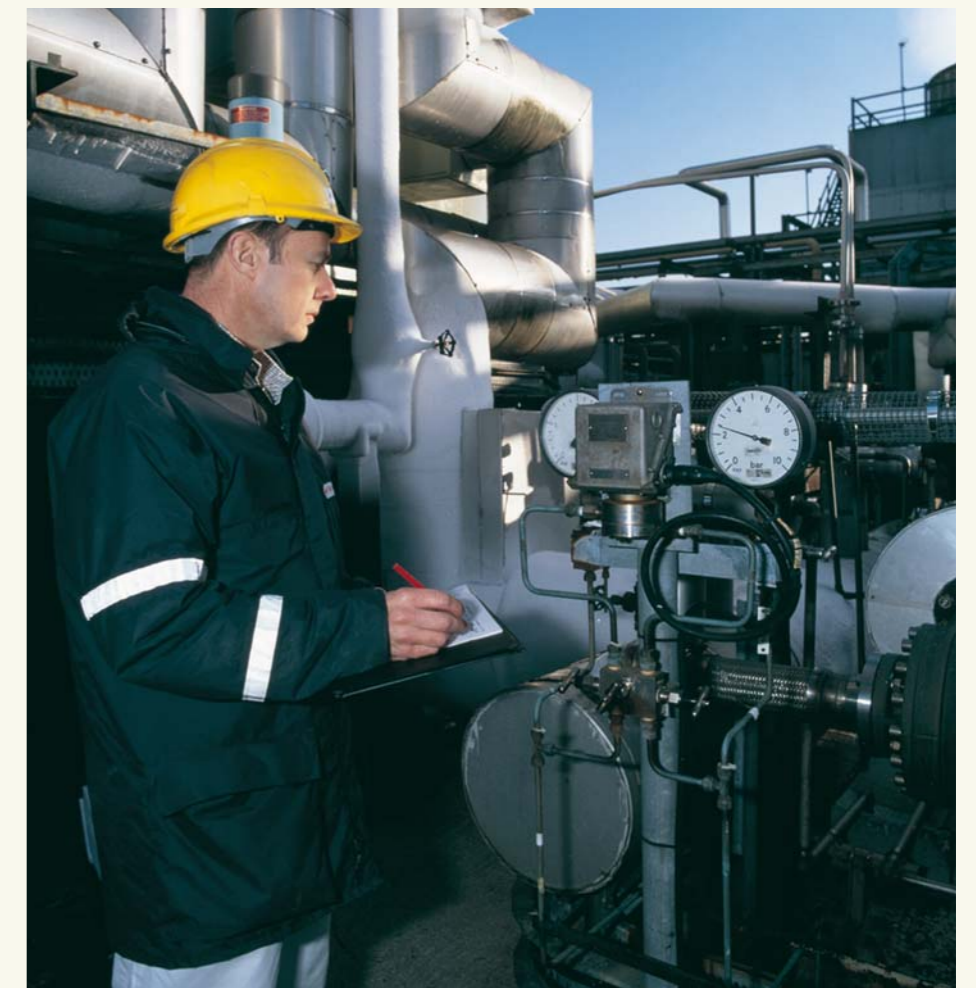
We offer a number of maintenance packages to suit your needs and budget. Our engineers can help to ensure that your system remains in full working order and complies with all industry regulations and standards, highlighting any safety or technical issues and recommending appropriate courses of action.

Customer Engineering Services

Equipment and vessel maintenance

Tel 0800 222 888 (24 hours UK)

Tel 01 409 1808 (ROI)
Or in an emergency please call
1800 490 999 (ROI)



Cylinder Gas

Every year tens of thousands of businesses across the UK and Ireland rely on BOC to supply them with high quality industrial and special gases. Our experience and know-how has helped us to develop and offer products, design services and expertise which meet the ongoing needs of companies just like yours.



Product range and packages

BOC operates across many commercial and private industry sectors and with a diverse range of applications. Our continuing investment in the gas industry reflects our unmatched expertise and wide range of gas products, cylinder options and solutions available for our customers.

We supply an extensive range of industrial gases covering Oxidant, Fuel, Inert and Shielding ranges, as well as our Special Products range of refrigerants, balloon gas, chemicals and special mixtures. All our gases conform to BOC quality specifications with special gases up to 99.9999% purity.

Your gas supply can influence your productivity. Frequent handing and changeover of cylinders could increase non-productive time, reduce efficiency and ultimately increase your operational costs.

BOC can work with you to match your demand to your gas supply, helping to make your business more efficient.

Our range of packaged gas solutions includes:

- Full range of sized cylinders
- High pressure cylinders
- Vivantos
- Drums (for special products)
- Cylinder manifolds
- Manifold Cylinder Pallets (MCPs)

We also offer pipe work and equipment for each supply option.

Delivery options

Expert advice with every delivery

Scheduled deliveries

Scheduled deliveries are made by our team of experienced and fully trained drivers who provide qualified guidance and advice on the safe storage of your gas and optimised use and regular maintenance of your system.

Collection of empty cylinders

You can also arrange for our drivers to remove empty cylinders. Just call our Customer Service Centre on freephone 0800 111 333 (UK, NI), or 1890 355 255 (ROI).

Milkround deliveries (UK Only)

As well as managing the delivery of cylinders to your site, premium service drivers will also monitor your gas usage and work with you to schedule deliveries to ensure uninterrupted supply and meet your needs most efficiently and cost-effectively.

Emergency deliveries

Sometimes, unforeseen circumstances can catch us out. That's where our Emergency delivery service can take the strain. We'll make every effort to get your gas to you in good time to ensure supply and therefore business continuity.

Collection in person

Customers can also collect certain stock items from our Gas & Gear stores and BOC accredited agents.



Cryospeed

When you turn to Cryospeed for your cryogenic gas needs, you choose a partner known for reliability, flexibility and expert customer service. Cryospeed customers have the reassurance that comes from knowing supply is secure and help is always at hand.



Product range and packages

Where you require large volume gas supply, BOC can meet your needs by providing a hands-free delivery of liquid argon, carbon dioxide, nitrogen and oxygen. Our cryogenic liquids are stored in vacuum insulated vessels which are filled on site by the Cryospeed Sales and Service operators.



As a BOC customer, you'll have a dedicated Cryospeed operator who will not only deliver your product when you need it, but will be a regular point of contact. You will also be given their personal phone number.

Highly technically trained, they provide a truly personal service and practical answers to your product, technical and safety questions, guidance on best practice and advice to develop the service and supply package that works best for you.

Cryogenic vessel range

BOC provides a wide range of cryogenic vessels, all of which are designed to meet high standards of quality and safety. Cryospeed can advise on the most suitable storage solution for you, and provide installation and commissioning services.

Rented Vessels

Most customers rent vessels from BOC. This gives more flexibility if requirements change, and we take care of maintenance. The vessel is checked each time it is filled and our operators can resolve most technical problems on the spot. Unlike some suppliers, we include all regular maintenance in the rental charge.

Delivery options

Expert advice with every delivery

Delivered by the largest mini-bulk fleet in the UK and Ireland, Cryospeed can be found in more places, more often, than any other supplier can. Our operators will deliver your product without assistance and have the experience and flexibility to provide true security of supply.

Scheduled deliveries

Most customers rely on the simplicity and security of our scheduled delivery service. Our operators are experts in understanding customer-use patterns and adapting to changing requirements, so they'll look at your demand and then schedule regular deliveries to ensure supply security.

So there's no need for you to place orders and if you expect changes in demand, let us know and we'll adapt to your needs.

Customer Owned Vessels

If you have your own vessel, Cryospeed will fill it, providing it is properly maintained as defined by the Pressure Systems Safety Regulation 2000 (PSSR). To help with that, we offer maintenance packages to ensure that your vessel operates safely and complies with the regulations.



If anything unexpected happens outside of the normal delivery schedule, our operators are only a call away.

Unscheduled Delivery

If you have sporadic demands which make scheduled delivery impractical, that's not a problem. Just give us 48 hours notice of your requirements and we'll fit you into our schedules.

Emergency Delivery

Sometimes, unforeseen circumstances can catch us all out. We'll make every effort to get your supply to you in good time and because we have the largest fleet and widest coverage, Cryospeed is ideally placed to keep customers' operations running at short notice.

Bulk Gas

As the largest Bulk supplier in the UK and Ireland, BOC keeps thousands of public and private sector organisations supplied with industrial and special gases, helping them to reduce operating costs, cut environmental emissions, enhance safety levels and improve product quality.



Product range and packages

For customers with high volume requirements of argon, carbon dioxide, nitrogen and oxygen, a bulk cryogenic storage vessel can be installed on site.

Delivery options

Expert advice with every delivery

Through our extensive national distribution network we can supply bulk gases whenever and wherever required. Our dedicated Delivery Planning Centre can offer you a flexible range of supply options and ensure that your supply is maintained at all times.

Scheduled deliveries

To ensure continuity and efficiency of supply and provide the most cost-effective service, we can work with you to organise a delivery schedule using one of two proven prediction methods.

Our Gold scheduling system uses historical consumption data to predict and plan future product deliveries, carrying out regular readings and taking account of any significant changes in consumption.

BOC's TelTank telemetry system uses a modem link to gain direct access to current stock levels and takes hourly readings to project the next scheduled delivery.

Unscheduled Delivery

Alternatively, you can control product ordering yourself. Making sure that you give us at least 36 hours delivery lead time, you can place an order at any time by calling our Delivery Planning Centre on 0880 861 861 (UK) or 1800 490 900 (ROI).

Emergency Delivery

We can't always predict events and sometimes supplies might run low. That's where our Emergency delivery service can step in. If you require a delivery at short notice, then we'll make every effort to get it to you in good time to maintain your supply and ensure that your business remains unaffected.

Bulk Delivery Planning Centre (UK & Ireland)

For all Bulk gas requirements please contact our Delivery Planning Centres on the following 24 hour numbers.

Tel 0880 861 861 (24 hours UK)
Tel 1800 490 900 (24 hours ROI)



On-Site Generation

For many customers, on-site generation may be the best way to meet their industrial gas requirements. At BOC, our extensive knowledge and expertise ensures you get an economical, flexible, reliable and environmentally sound solution that meets your needs.



Product range and packages

An extensive portfolio of standard generation plant options covering oxygen, nitrogen and hydrogen and capacities from 5Nm³/hr up to 6,000 Nm³/hr ensures we can cater for any level of demand.

Process technologies for the generation of oxygen and nitrogen include Pressure Swing Adsorption (PSA) and Vacuum Pressure Swing Adsorption (VPSA), Membrane and Cryogenic. BOC on-site generation plants are built around standard components ensuring maximised cost efficiencies.

Flexibility is critical. Standard system modules can be combined to create supply solutions tailored to your precise needs. Systems can be designed for indoor or outdoor installations, to fit available space and to suit the availability of utilities.

The best on-site generation technology for your needs will depend on capacity, product purity and pressure. Our skills and knowledge mean that we can specify the optimum on-generation supply scheme.

Supply Options

The on-site generation plant will be at the heart of the supply scheme, providing a reliable and uninterrupted supply of gas for your process. BOC will own, operate and maintain the plant over the course of the supply period.

To ensure continuity and efficiency of supply and minimised service costs when the generator plant is off-line for routine maintenance, we can provide essential back-up facilities to the generation plant. These cover the plant when it not operating and supplement output when demand for gas exceeds capacity.

BOC has the capability to remote-monitor both the on-site generation plant and the back-up system. This enables us to observe the system performance and to respond quickly in the event of breakdown.

Emergency response

If the on-site generators go off-line, the Customer Engineering Services will provide a nationwide network of support and response. In addition, the back-up system minimises any disruption to your operations whilst critical maintenance activities are performed.

Key contacts

Equipment and Vessel
Maintenance

Tel 0800 222 888 (UK)

Tel 01 409 1808 (ROI)



Customer Service

BOC understands the importance of creating commercial options to suit every customer need, which is why we have a dedicated Customer Service Centre available to all our customers, 24 hours a day, 365 days a year.

Our dedicated Customer Service team can help you with issues relating to supply and pricing, invoicing and payment, delivery options, technical support and safety. We aim to provide a single point of contact designed to resolve your needs first time, every time.

Customer Service Centre (UK)

Customer Service Centre,
Priestley Road, Worsley,
Manchester M28 2UT

Tel 0800 111 333
Fax 0800 111 555
Email custserv@boc.com

Customer Service Centre (ROI)

PO Box 201,
Bluebell, Dublin 12,
Republic of Ireland

Tel 1890 355 255
Fax (0)1 409 1801
Email irelandsales@boc.com

Special Products Sales Office

Special Products,
The Priestley Centre,
10 Priestley Road,
The Surrey Research Park,
Guildford, Surrey GU2 7XY

Tel 0800 02 0800
Fax 0800 136 601
Email specialproducts@boc.com

Also from BOC...

As the UK's leading distributor of welding equipment, BOC also offers an extensive range of Industrial, PPE and Workplace Safety products to suit a wide range of applications, customer needs and budgets.

Orders can be placed anytime, 24 hours a day, 365 days a year by calling our dedicated Customer Service Centre on **0800 111 333** or alternatively, with over 70 stores throughout the UK and Ireland, you are never far from your nearest BOC store where you are always welcome to drop in and discuss your requirements.

Give us a call or visit us online at either www.BOOnline.co.uk or www.bocsafetyproducts.co.uk to view the ranges or to order your copy of the BOC Industrial Products Catalogue or BOC Safety Products Catalogue.



BOC – turning ideas into solutions

BOC is a member of The Linde Group, the leading global gases and engineering company.

BOC is the UK's largest provider of industrial, specialist and medical gases, as well as related products and services. As a leader in the application of technology, we are constantly looking for new ways to provide our customers with high quality products and innovative solutions.

At BOC we help our customers to create added value, clearly discernible competitive advantage and hence greater profitability. To achieve this we have a comprehensive range of products and services, and technical support which can be customised to meet the individual requirements of our clients.

To keep ahead of the competition in today's market, you need a partner for whom quality, service, process and productivity optimisation are an integral part of customer support. We are there for you and with you, helping to build your success.

BOC's reputation has been forged through partnerships – with customers, with relevant regulatory authorities and with key suppliers. In this way, we deliver comprehensive and consistent benefits to you.

BOC – world-leading knowledge and resources adapted to local requirements.

For enquiries please contact:

BOC

Customer Service Centre,
Priestley Road, Worsley,
Manchester M28 2UT

Tel 0800 111 333
Fax 0800 111 555
Email custserv@boc.com

BOC Ireland

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Bluebell, Dublin 12,
Republic of Ireland

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