



**Succeed with a Gas Company
that Meets Your Needs.**
tell me more

Your success is our aim

Our approach to customer relationships is based simply on understanding your needs first. That way, we can offer the right gases, technologies, and services to help you be more successful. When you work with Air Products, you deal with people whose understanding, integrity, and passion have been valued by our customers for years.

Our people work hard to maintain an outstanding 99.95 percent on-time delivery record. They use their creativity and ingenuity to develop new technologies and solutions to process and product problems. They are passionate about providing world-class customer service. And their commitment and integrity have helped make Air Products a safety leader and top performer in the CMA Responsible Care program. All this adds up to important benefits for you, whatever your challenges—time, quality, cost, or environmental compliance.

Whatever your needs—gas supply, combustion systems, technology assistance, safety training programs, or consulting services—Air Products has the people, products, and services to help you succeed.

But don't just take our word for it. Read on and see what our customers have to say.



RT65-03

“Why did Air Products get our business?
Differentiation. Your sales team took the time to thoroughly assess our needs. You went to great lengths to win our trust . . . and delivered a level of customer support that is unique in the industry.”

Charles Molina, President, Nikkiso Cryo, Inc.

A close-up portrait of a woman with dark hair pulled back, wearing clear safety glasses and a white lab coat over a colorful turtleneck sweater. She is looking slightly to the right with a focused expression. The background is a blurred industrial or laboratory setting with various pieces of equipment and lights.

Chris Han-Adebekun
is one of many
Air Products
technologists helping
customers every day.

“The more we work with Air Products, the more it pushes us to collaborate further with them. Their knowledge and its application to problem solving appear to be unsurpassed.”

Martin B. King, Heat Treatment Engineer, Renold Ltd.

Technologies to help improve your operation

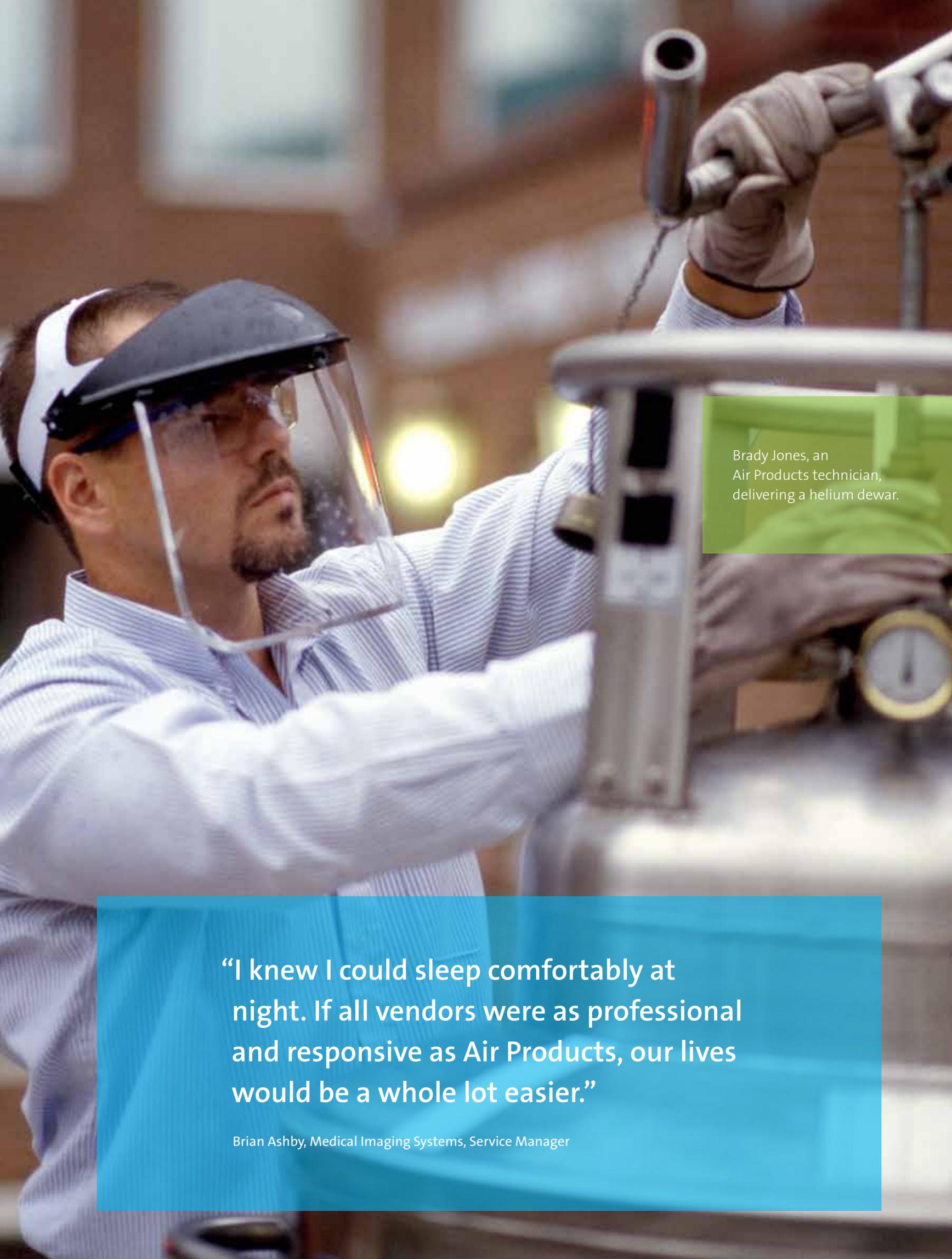
Staying competitive often involves investing in new or better products, more efficient and safer work processes, or improved environmental compliance. Air Products' technical specialists can help. For more than 70 years, we have provided technical assistance as well as breakthrough technologies for a wide range of applications. When you're challenged to keep costs down, quality up, throughput high, and safety a top priority, our technical teams are here to assist you.

- Innovative technologies ranging from liquid nitrogen food freezing to oxy-fuel burners for glass melting
- Expertise in combustion, cryogenics, materials and reaction chemistry, applications development, and continuous improvement
- 19,000 patents
- Automated process monitoring and controls
- Computational modeling
- Engineering and consulting services during design, start-up and ongoing operation
- Process evaluations and optimizations
- Safety awareness training
- State-of-the-art research and trial facilities

Worry-free gas supply and delivery services

Air Products provides a range of gases, supply options, and services to help meet your purity, volume, flow rate, and delivery needs economically and effectively.

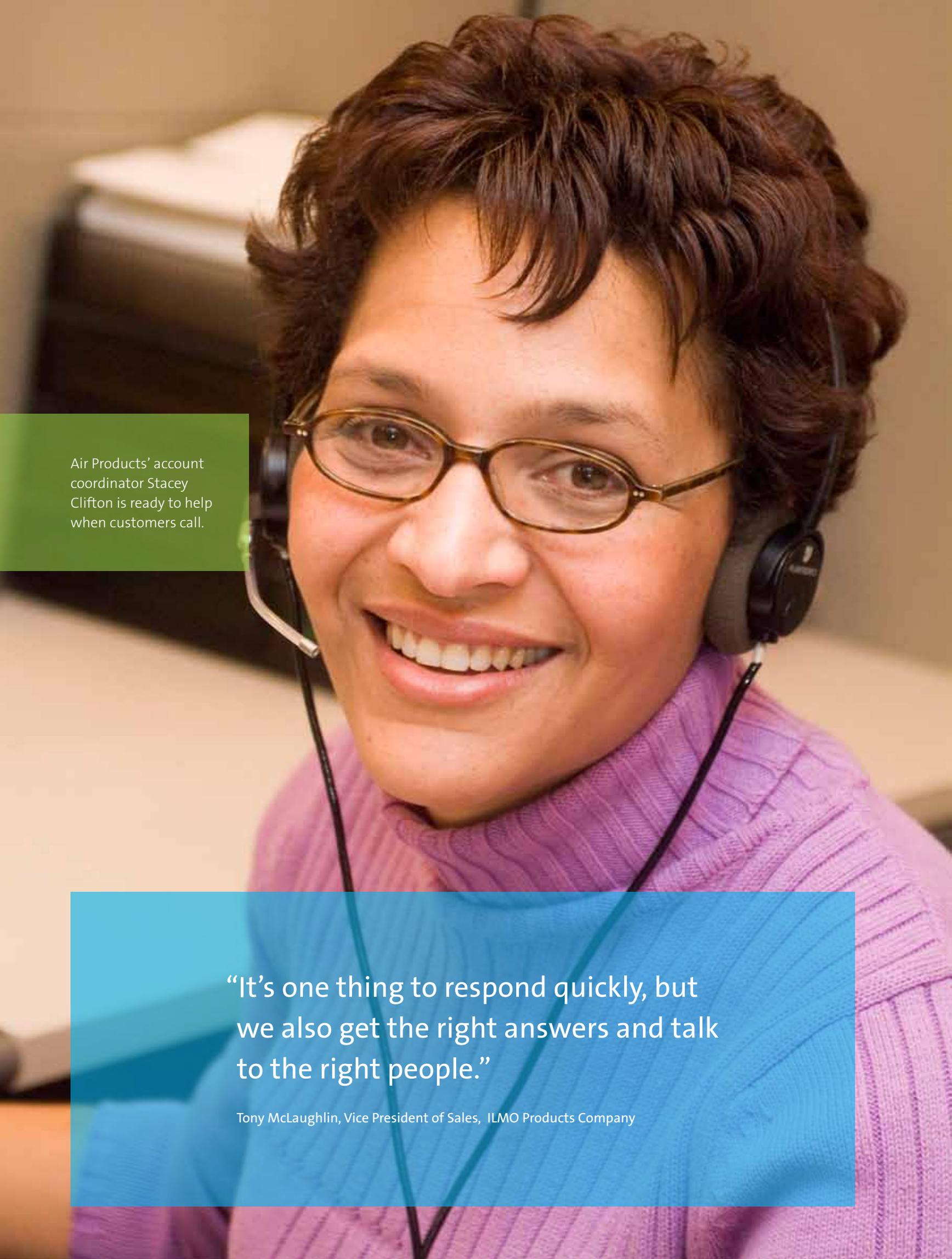
- Nitrogen, oxygen, argon, hydrogen, helium, carbon dioxide, and carbon monoxide
- Multiple supply options, including bulk and microbulk delivery, plus on-site generation
- A **99.95 percent on-time delivery record** for our bulk gas products
- Customized gas or liquid storage and distribution systems
- One of the largest privately owned trucking fleets in the industry
- Dedicated drivers delivering 24 hours a day, 365 days a year
- Centralized scheduling using proprietary logistics software and remote TELALERT telemetry services to help decrease your risk of product runouts
- Excellent gas compliance with United States Pharmacopeia (USP), National Formulary (NF), and European Pharmacopeia (EP)
- APEX Express service for fast temporary supply of nitrogen and hydrogen for short-term or emergency needs



Brady Jones, an
Air Products technician,
delivering a helium dewar.

“I knew I could sleep comfortably at night. If all vendors were as professional and responsive as Air Products, our lives would be a whole lot easier.”

Brian Ashby, Medical Imaging Systems, Service Manager

A close-up photograph of a woman with short, curly brown hair, wearing glasses and a headset. She is smiling warmly at the camera. She is wearing a purple turtleneck sweater. The background is slightly blurred, showing what appears to be an office setting with a desk and some papers.

Air Products' account coordinator Stacey Clifton is ready to help when customers call.

“It’s one thing to respond quickly, but we also get the right answers and talk to the right people.”

Tony McLaughlin, Vice President of Sales, ILMO Products Company

World-class customer service

Sometimes what you need most are quick answers to everyday questions. Maybe you need help with an invoice, want to place a new order, or have a problem that needs technical assistance. When you call our Customer Service Center, you talk to a real person, every time. Our experienced staff is eager to help. Of course, you can also access your account or technical information online whenever you need it.

Customer Service (1-800-224-2724)

Call 24/7 for help with deliveries, equipment, or your account, in both normal and emergency supply situations.

Technical Information (1-800-752-1597)

Call or e-mail gastech@airproducts.com for gas applications assistance, equipment recommendations, regulatory information, and more.

APDirect® Customer Portal (www.airproducts.com/apdirect)

Get simple, secure, 24-hour access to your account information. A one-stop location for managing your inventory usage—enter your tank readings, place orders, view product usage, and inform Air Products of changes in your production schedule.

Air Products Online Fact Book (www.airproducts.com/factbook)

Access detailed information about our cryogenic liquid and compressed gas products, including specifications, physical properties, interactive conversion tools, and safety information.

Dedicated to safety and sustainability

No matter what business you're in, protecting the safety of your employees and your operations is vital. At Air Products, nothing is more important than safety – not production, not sales, not profits.

We are a safety leader in our industry and stand among the top performers of the CMA Responsible Care program. In addition, Air Products has a long-standing commitment to sustainable development and corporate responsibility. For seven decades, we've provided gases, materials, and technology solutions that address pressing energy, environmental, and emerging market challenges. And we'll continue putting our experience in safety and the environment to work for you, whether it's help in an emergency, preventive training, or identification of opportunities to upgrade your existing operation.

Emergency Response

If you have an emergency, our employees are available to help 24/7 at our toll-free emergency response number **(800-523-9374)**.

Material Safety Data Sheets

Available in multiple languages so your employees can understand the hazards and precautions involved in working with our products. Visit www.airproducts.com/msds to find the MSDS you need.

Sustainability

In many ways, our offerings and applications expertise can help improve our customers' sustainability, by reducing energy use, increasing productivity and product quality, and lowering emissions and waste. Find out more at www.airproducts.com/company/sustainability.

“Driving safely has been my life's work.”

Joe Quinn, Truck Driver, Air Products



“Anyone can supply molecules. Air Products’ after-sales technical support has been phenomenal. Their engineers have done a lot to help us optimize our nitrogen and oxygen usage.”

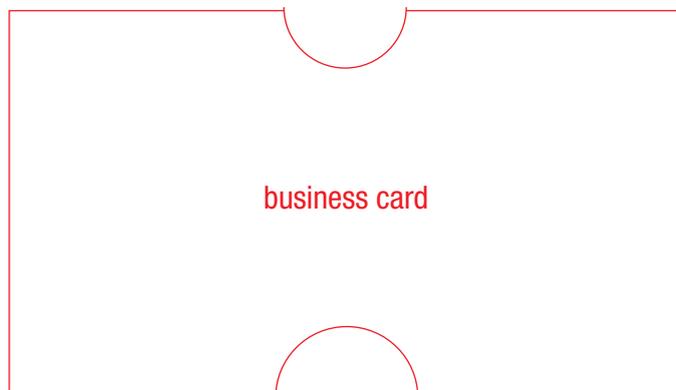
Stan Albrecht, Plant Engineer, Grede Foundries

“We told Air Products what we needed, and it was done. I have no worries.”

Larry Stuyt, President and Owner, Ontario Laser Cutting

“Air Products was very thorough in showing us how to safely use the equipment and maintain it. I’d have to give them an A+ in safety training.”

John Rodriguez, Operations Manager, Sierra Home Care



Gases and support
that give you a
competitive edge.

About Air Products

Around the world, our customers tell us they value our service. Founded in 1940, we are recognized for our innovative culture, operational excellence, and commitment to safety and the environment. In fiscal 2010, Air Products had revenues of \$9 billion, operations in over 40 countries, and 18,300 employees around the globe.

tell me more

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