

# Technical services package



Increase safety

Improve reliability

Enhance efficiency

Reduce operating costs

Support your staff with Air Products' expertise

Experience the convenience of a single source for parts, service and support



"If you own an air separation or natural gas processing plant, Air Products is serious about providing the services you need to optimize plant operations—regardless of who built your facility. Our customized Technical Services Packages are designed to give your people the engineering and operational support they need to run your plant safely and reliably."

Mark O'Donnell,  
Americas Regional Manager,  
Equipment Sales & Plant Support

## We have knowledge and tools to share

Whether you are a first-time operator or an experienced air separation or natural gas processing plant owner, you can benefit from Air Products' experience since 1940s in designing, building and operating gas separation plants. Through our custom-designed Technical Services Package, we can provide your staff with the operational and maintenance support, training and technical advice necessary to improve safety, reliability and operating efficiency and to reduce costs for the life of your facility. For example, we built a new 1,600 MTD plant for a methanol producer who had never operated a large cryogenic air separation plant. Our customized technical service package included classroom and on-the-job training for plant operators, mechanics and technicians, as well as technical assistance and troubleshooting via phone, fax or email. In addition, we can view current operating conditions at the plant through a web server connection that transfers data to our facilities in the United States—10,000 miles from the plant. Remote monitoring allows the Equipment Sales and Plant Support Team to advise the customer on operational expertise, access to spare parts, and more. Our flexible services agreements can be tailored to meet your needs—anywhere in the world.

## What we can offer

**We offer customized Technical Services Packages tailored to meet your specific needs. Typical services provided include:**

- Continuous technical support
- Maintenance program support
- Spare Parts Management services
- Site audits with formal reports, including documentation of findings and recommendations
- Continuous improvement recommendations
- Environmental, Health and Safety awareness programs
- Hands-on training at an Air Products facility or at your site
- Remote monitoring
- Advanced controls applications
- And many more

## What does this mean for your operation?

### Maximum flexibility

- Technical Services Package agreements can be customized to meet your needs

### Access to Air Products' resources

- We have engineering expertise, technical know-how, operating experience, spare parts inventories and more—for a wide range of equipment
- We put our people at your disposal during site visits to complete audits, training, etc.
- You receive engineering and operational support during your plant's operating lifetime

### Greater efficiency and productivity

- Programs are designed to transfer knowledge and skills to your staff
- Training programs can help eliminate problems and inefficiencies caused by inexperienced operators and staff turnover
- Audits and recommendations help keep plant operating at its peak



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**For more information,  
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