

BOC Supply Solutions



The right solutions from BOC

It is important to have reliable choices and options designed to suit your every needs. Your business processes require one or many of the BOC gases range, but your requirements are greater than “just gas”.

Product range and quality, package design and security of supply are important and necessary to ensure process efficiency. Safety compliance and technical ability are prerequisites throughout the industry, so a professional supplier with trained experts is valuable to gain the advantage.

Flexible and innovative supply options can help towards your business goals whether they be efficiency based, value add or savings. Reliable service providers that are responsive to your requirements help set suppliers apart and ensure your business excellence.

Commercial options to suit your business specifications, coupled with dedicated people from trained, expert teams can help guide best business practice.



Your total process gas supplier

At BOC we bring together the experience, technology and personnel to offer customers capability in design, engineering procurement, project management, gas supply equipment and process control to deliver a total gas solution. 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.



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 specialist gases. Our experience and know-how has helped us to develop products, design services and offer expertise which meet the ongoing needs of companies just like yours.

An extensive range of industrial gases covering Oxidant, Fuel, Inert and Shielding ranges, as well as our Special Product range of Refrigerants, Balloon gas, Chemicals and Speciality 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 is a given, it's the reliable and responsive service which gives you that peace of mind.

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 supplier of Bulk gases in the UK and Ireland, BOC keeps thousands of public and private sector organisations supplied with industrial and specialist 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 suitable bulk cryogenic storage vessel can be installed on site. All our gases conform to BOC quality specifications.

On-Site Generation

Many customers consider on-site generation as a way to meet their industrial gas requirements. At BOC, our extensive knowledge and expertise ensures that companies just like yours get the most 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 covering capacities from 5Nm³/hr up to 6,000 Nm³/hr ensures we can cater for any demand.

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 recognise that safety is top priority, and complying with safety legislation like Pressure Systems Safety Regulations 2000 (PSSR) can be complex and time consuming. So we have created our OnStream service package, designed to help you achieve proper system safety and hassle free PSSR compliance, allowing you to concentrate on your core business.

System design and installation

Our engineers will work with you to design a gas distribution system which meets your specific needs, ensuring that it's installed efficiently and carrying out a series of rigorous operational and safety checks 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 customer-owned equipment (by agreement). And 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 is 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 (24 hours/ROI)

Please contact our customer engineering service centres on the 24 hour freephone numbers.



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 specialist gases. Our experience and know-how has helped us to develop products, design services and offer 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 across a range of diverse applications. Our continual investment in the gas industry reflects our unmatched expertise and wide range of gas products, cylinder options and solutions available for our customers.

We have the most extensive range of industrial gases covering Oxidant, Fuel, Inert and Shielding ranges, as well as our Special Product range of Refrigerants, Balloon gas, Chemicals and Speciality 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 the gas supply to your demand, helping to make your business more efficient.

Our full range of packaged gas solutions includes:

- Full range of cylinder sizes
- High pressure cylinders
- Vivantos
- Drums (For special products)
- Manifold Cylinder Pallets (MCPs)

We also offer pipe work installation and equipment solutions for the chosen 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 can provide qualified guidance and assistance as to 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 safely remove empty cylinders. Just call our Customer Service Centre on 0800 111 333 (UK, NI), or 01 409 1800 (ROI).

Milkround deliveries (UK Only)

As well as managing the delivery of all 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 all out. That's where our Emergency delivery service can take the strain. We'll make every effort to get your supply to you in good time and ensure that continuous supply is maintained and your business remains unaffected.

Collection in person

Customers can also collect designated 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 peace of mind 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'll not only deliver your product when you need it, but will be a regular point of contact. You'll even get their personal phone number.

Highly trained, they'll provide a truly personal service – practical answers to your product, technical and safety questions, guidance on best practice and advice when developing a 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, plus we take care of maintenance requirements. 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. 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 schedule regular deliveries to ensure security of supply.

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 requirement 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 takes some beating in keeping our customers' operations running at short-notice.

Bulk Gas

As the largest supplier of Bulk gases in the UK and Ireland, BOC keeps thousands of public and private sector organisations supplied with industrial and specialist 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 suitable bulk cryogenic storage vessel can be installed on site. All our gases conform to BOC quality specifications.

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 to fit in with you 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 periodical 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.

Emergency Delivery

We can't always see what's around the corner 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.

Key contacts

Bulk Delivery Planning Centre
(UK & Ireland)

Tel 0880 861 861 (24 hours)

For all Bulk gas requirements please contact our delivery planning centre on the 24 hour number.



On Site Generation

Many customers consider on-site generation as a way to meet their industrial gas requirements. At BOC, our extensive knowledge and expertise ensures that companies just like yours get the most economical, flexible, reliable and environmentally sound solution to meet your needs.



Product range and packages

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

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 maximising 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 in-door or out-door installations, to fit available space and to suit the availability of utilities.

The precise on-site generation technology required to meet your needs will depend on capacity, product purity and pressure. Our extensive skill and expertise means that we can specify the most optimum on-generation supply scheme for you.

Supply Options

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

To ensure continuity and efficiency of supply when the generator plant is off-line for routine maintenance and provide the most cost-effective service, we can provide essential back-up facilities to the generation plant. These facilities not only cover the plant when it not operating but also can supplement the plant when demands for gas exceed the plant capacity.

BOC have the capability to monitor both the on-site generation plant and the back-up system remotely. This enables us to keep a watchful eye on the system performance and to respond quickly in the event of an unpredicted breakdown.

Emergency response

We cannot always see what is around the corner and sometimes our on-site generators go off-line. That is where our Customer Engineering Services comes in to provide a nationwide network of support and response. In addition, the back-up system minimises any disruption to your operations whilst any critical maintenance activities are performed.

Key contacts

Equipment and Vessel Maintenance

Tel 0800 222 888



Customer Service

BOC understand 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. We aim to provide a single point of contact designed to resolve your needs first time, every time.

Our dedicated Customer Service team can help you with issues relating to supply and pricing, invoicing and payment, delivery options, technical support and safety.

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.bocindustrial.co.uk or www.bocsafetyproducts.co.uk to view the ranges or to order your copy of the BOC Industrial Products 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 are 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 continually 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, 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 optimization are an integral part of customer support. Not only are we there for you but we are there with you, helping to build your success.

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

BOC – global knowledge and resources adapted to local requirements.

For enquiries please contact us on:

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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The Surrey Research Park, Guildford, Surrey GU2 7XY, United Kingdom

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