



Medical Service Cylinder Scheme

Introduction:

Linde Bangladesh earned its reputation by providing community service through its Medical Gases, keeping behind its business objective. To improve service and to bring in more flexibility in the system, following proposals are placed. It may be mentioned that service through "Service Cylinder" is facing complexities with increasing number of Customers as well as cylinders.

Objective:

- Prompt Customer Service
- More Customer focused system

The following scheme is formulated to enable prompt supply of Medical Gases to Customers at all locations.

Medical Service Cylinder Scheme will be applicable for the following Medical Gases:

- ☐ Medical Oxygen
- ☐ Nitrous Oxide

Operating Mode:

Present position:

At present we sell service cylinder with Customers' identity ring to fill in the same cylinder, when it is brought back to us. Because of non-availability of instant filling options Customers need to wait hours at filling stations and for 3/4 days at remote Sales Centers. Furthermore, the cylinder of one Sales Centre may go to another Sales Centre by mistake and result in delay, operational inconvenience and Customers dissatisfaction. The situation will further aggravate in future with the increase of number of Customers.

Proposed mode of Operation:

Customer will have cylinder without any particular ID ring. He/She will come for the exchange of cylinder i.e. full against empty. This process will not only eliminate the filling time, but will bring in Customers satisfaction.

Process:

1. Customers will submit prayer, to be a member under Medical Service Cylinder Scheme and for treating his/her cylinder marked as "Service Cylinder MO₂/N₂O" by replacing the "Customer ID Ring" in his/her name.
2. Customers will have facilities to exchange equal number of cylinder as applied under this scheme.
3. Full cylinder will be exchanged immediately on receipt of empty cylinder.
4. Customers will not pay any rent on these cylinders but he/she will have to pay for gases and other charges as and when applicable as per prevailing rate.
5. Customers will have the option to withdraw from this scheme, with the cylinder remaining in the possession of the Customers irrespective of quality and age of cylinder at the time of withdrawal.

Eligibility of the Scheme:

- Cylinders not purchased from Linde Bangladesh shall not come under this scheme.
- A new Customer will have to purchase a cylinder and apply under the scheme at the same time.

Safety:

Safety measures are to be strictly followed as per instruction given to Customers at the time of enrolment. Customers are strongly advised to handle and use gas cylinders carefully, as these are high-pressure containers.

Indemnity:

Linde Bangladesh reserves the right to modify the Terms and Conditions of the Medical Service Cylinder Scheme, at any time without notice.

Documentation:

- Application form for Medical Service Cylinder Scheme
- Proforma of Particulars
- Terms and Conditions of Medical Service Cylinder Scheme.
- Safe Use of Medical Gases Cylinders
- Sales Centers of Linde Bangladesh Limited

Tel: 8870341-4, Fax: 8870357



Application Form for Medical Service Cylinder Scheme

Date:

Linde Bangladesh Limited

285, Tejgaon I/A

Dhaka

Dear Sir,

Application for Medical Service Cylinder Scheme:

I / We wish to take supplies of Medical Gases from you under the above scheme. I/We hereby enclose the required particulars as per your Proforma of Particulars.

I / We have agreed and signed your Terms and Conditions of Medical Service Cylinder Scheme in acceptance. I/We also acknowledge that these terms & conditions are subject to change without notice.

I / We also declare that these cylinders will be used only by us for medical purposes. Under no circumstance I/We will issue/resale these cylinders to any other party.

Yours faithfully,

Signature of the Customer

Date :

Name:

Designation:

Name of the Hospital/

Clinic/Organization:

.....

Address:

.....

.....

.....

Telephone:

.....

Fax:

.....

E-mail:

.....

Proforma of Particulars

(This portion to be filled in by the Customer)

Name of Customer:

Postal Address at which Correspondence
are to be made :

Telephone:

Fax:

E-mail:

Address where cylinder will be used:

Telephone:

Fax:

E-mail:

Nature of Business:

Permanent Address:

Sales Centre from where the cylinder
will be transacted :

Signature of the Customer: _____ Date: _____

Official
Stamp/ Seal

(Following portion to be filled by Linde Bangladesh Ltd.)

Reference Number: ISP-MSCS/...../.....					Date: _____	
Customer Code Number:					Customer Name.....	
Approved Quantity of Cylinders: 1. Medical Oxygen 1.36 M3 Bull nose:						
2. Medical Oxygen 0.68 M3 Pin-index:						
3. Nitrous Oxide 1800 Ltr. Pin-index:						
Approved by:						
(Details of cylinders deposited by customer for Medical Service Cylinder Scheme)						
Date	Cylinder Number	Cylinder Type	Capacity	Gate Entry Slip no.	Remarks	Signature

Please use continuation sheet if required

Terms and Conditions
Medical Service Cylinder Scheme

Cylinders:

Medical Gases are supplied in cylinders, which are given to Customers under Medical Service Cylinder Scheme. A Customer is entitled only to the number of cylinder a Customer is allocated. Under this scheme, Linde Bangladesh will provide the Customer with a full cylinder from the Sales Centre upon placing empty ones.

Rates:

Customers will have to pay for the Medical Gases and other charges as and when applicable as per prevailing rate. Linde Bangladesh reserves the right to modify the rate and charges of the scheme without notice.

Cylinder Content and Pressure:

Linde Bangladesh endeavors to maintain a high standard of serviceability of cylinders and reliable quality control on pressure and purity of gases. Facilities are available at the Sales Centers for Customers to check pressure and condition of the cylinder while taking delivery. After the cylinder has been taken out of the Sales Centre, Linde Bangladesh may not entertain any claim.

Use of Cylinder:

Customers are responsible for the safe custody and proper use of cylinders. Customers will use this cylinder and gas for medical purpose as per Physician's advice only. If a Customer is found to misuse or engaged in illegal trading of cylinders, he/she is liable to be excluded from the Scheme. A Customer will exchange cylinders from Linde Bangladesh Sales Centers only. If any cylinder is damaged or found damaged the cylinder should immediately be brought to Linde Bangladesh Sales Centre for necessary repairs. It is strictly prohibited for Customers to try to rectify/repair the defect. However, in doing so if any accident occurs, the responsibility of the accident will be on the Customers.

Safety:

Safety measures are to be strictly followed as per instruction given to Customers at the time of enrolment. Customers are strongly advised to handle and use gas cylinders carefully, as they are high-pressure containers.

Customer Identity Card:

Having opened a cylinder account a Customer is allotted a Customer Code number and issued with a Customer Identity Card. At the time of obtaining supply of gases, the Customer is required to present the card at the Sales Centre. Failure to produce the Identity Card may result in refusal of supply.

Withdrawal from the Scheme:

Customers will have the option to withdraw from this scheme, with the cylinder remaining in the possession of the Customers irrespective of quality and age of cylinder at the time of withdrawal. The Customers intending to withdraw from the scheme will be required to inform in writing about his/her intention to the Sales Centre from where he/she was taking his/her supplies.

Arbitration:

All disputes and difference arising between the parties hereto (Linde Bangladesh and the Customer), including any dispute or difference in regard of the interpretation of any provision or terms or the meaning thereof, or in regard to any claim of one party against the other or in regard to the rights and obligations of any party or parties hereto under this terms otherwise, howsoever, shall first try to get it settled amicably. If it fails, then the same shall be referred to two Arbitrators, one to be appointed by each party and if felt necessary by both parties, to an umpire appointed by the two Arbitrators appointed as above.

Force Majeure:

Should Force Majeure prevent or hinder the execution by either party of any of its obligations under this terms, then the party so affected shall be excused performances of its obligations for so long as such performance of its, is thereby prevented or delayed. Both parties shall make every reasonable effort to minimize the effects of Force Majeure upon the supply as far as possible.

For the purpose hereof, Force Majeure means, all events beyond the control of the Party claiming Force Majeure which prevent or hinder the carrying out of obligations under the agreement and without being limited thereto, shall include Acts of God, war, riot, civil war, insurrection or civil commotion, strikes, hartals, lockouts, blockades, earthquake, flood, fire, cyclone or any other natural physical disaster or revolution, sabotage, epidemic, plant breakdown etc.

I/We agree to abide by the above terms and conditions and confirm having received a copy of the same.

Signature of Customer

Date:

Name of the Customer...

Address...

Official Stamp/Seal

Safe Use of Medical Gases Cylinders

Use Of Cylinders:

Cylinders Valves: Cylinders are fitted with "Pin-Index" or "Hand-Wheel" type valves.

Pin index: The Pin Index valves or non-interchangeable valves have been devised to ensure the correct gas cylinder is connected to the appropriate equipment. The pin & hole positions of these valves are unique to the gas traffic and conform to BS 1319, ISO 407 and IS 3745.

Valve Hand-wheel: Some cylinders are fitted with Hand-Wheel type valves in Medical Oxygen, N₂O, CO₂ and other gases.

During use of a medical cylinder, it should be ensured that:

- Cylinders are located in a safe position and secured so they cannot fall over.
- Only correctly designed spindle keys should be used to open/close the cylinder valves, where Hand-Wheels are not available.
- All cylinders, including those containing liquefiable gases (e.g., nitrous oxide and carbon dioxide) should be used in upright position with the valve uppermost.
- Cylinder contents are checked to ensure that sufficient gas is available for the required use.
- Check that the "O" ring or sealing washer is in good condition. Replace if it shows any signs of wear or damage.
- Attach the regulator, or yoke to the cylinder valve, using only reasonable force to tighten (hand tight). Never use excessive force as this may damage the valve outlet threads and sealing washer.
- Leave the valve 'spindle key' with cylinder so that it may be closed in an emergency.
- Before use, clean valve outlets with dry, oil free soft cotton cloth, or by "Sniffing" (open the valve momentarily and close) to blow away any grit, dust or foreign matter.
- While "Sniffing" or opening the valve of a cylinder, ensure that the valve outlet is pointed away from the handler.
- It should be ensured that the connecting face on the yoke or regulator is clean.
- The cylinder valve should be opened by turning the hand-wheel or spindle towards left.
- If a cylinder fitted with an apparatus is to be moved, the cylinder valve should be closed first.


Precautions:

- Cylinders should be used only in conjunction with a proper pressure regulator.
- Only the appropriate regulator should be used for the particular gas concerned.
- Cylinder valves and associated equipment must be kept free of oil or grease.
- No attempts should be made to repair persistent leaks. Any cylinders or equipment with persistent leaks should be returned to the Linde Bangladesh for repairs and servicing.

After use:

- Cylinder valves must be closed properly after use, even if the cylinder is empty.
- When cylinder regulator shows empty or below the use pressure, close cylinders valve by turning right and allow the regulator pressure to be released.
- No force greater than required (hand tight only) to close a cylinder valve should be applied.

Storage & Handling of Cylinders

- Cylinders should be stored in a cool, dry and well ventilated place. Cylinders should not be exposed to temperature extremes of heat and cold.
- Cylinders should not be stored near any combustible materials, source of heat and ignition.
- Medical cylinders should be stored separately from any Non-Medical cylinder.
- Full and empty cylinders should be stored in properly marked segregated space.
- Cylinders should be used on "First In First Out" basis.
- Cylinders should not be allowed to become rusty or dirty.
- Cylinders must not be repainted except by the BOC Bangladesh.
- Cylinder marking and label must not be obscured.
- Entonox cylinders to be stored at above 10°C for 24 hours before use.
- Cylinders should never be rolled along the ground as this may cause the valve to open accidentally.
 - In case of N₂O or CO₂ cylinders fitted with Hand-Wheel valves escaping liquid may cause cold burns.
 - It will also damage the cylinder label and paint work.
- Large cylinders should be stored vertically on a level concrete floor.
- Small cylinders should be stored horizontally on wood shelves or on some metal bin that will not damage the surface coating of the cylinders.
- A warning sign prohibiting smoking  and naked lights of any kind should be clearly visible outside the store to indicate that compressed gas cylinders are stored there.
- Cylinders should be handled with care and not knocked violently. Aluminum cylinders should be lifted clear of the floor by the handle and should not to be dragged along the floor.
- Cylinders should be moved with the appropriate size and type of trolley.

- Never apply any unauthorized labels or marking to cylinders.
- It is good practice to wear safety shoes and leather hand gloves when moving cylinders.

Fire & Explosion Hazard:

Materials, which do not normally burn in air, will burn in Oxygen-enriched atmosphere or in presence of gas mixtures containing more than 21% Oxygen. These gases do not burn themselves, but strongly support combustion.

- Special attention should be given to the hazards associated with smoking and naked flames.
- No part of the cylinder valve or equipment should be lubricated/contaminated with oil or grease due to the risk of spontaneous combustion with high pressure gases.

In the event of a fire it is stressed that the safety of all personnel must be the first priority.

- In case of a fire, immediately operate the fire alarm and notify the fire services, warning them of the presence of pipeline gas or compressed gas cylinders.
- Cylinders should be moved to a safe location, provided it is safe to do so.
- If any cylinder is involved in fire, evacuate the area and allow the professionals to take over.
- Unless you are properly trained, do not attempt to fight a fire where cylinders are involved.
- If you have appropriate training, try to keep the cylinder cool by using a fire hose from a protected position. Do not take any undue risks.
- If a cylinder is connected to, but is some distance from, an apparatus involved in a fire, and it is safe to do so, close the valve and if possible remove the cylinder from the area.
- Cylinders which have been involved in a fire should be identified and segregated from other cylinders. Under no circumstances should their contents be used. Linde Bangladesh must be informed and the cylinder returned for examination.

Declaration:

I/We have read "Safe Use of Medical Gases Cylinders" instruction and I/We hereby agree to abide by the safety instructions.

Signature of the Customer:

Date: