

→ Product service offering



Linde Bangladesh.
Delivering commitment.



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About The Linde Group. A global market leader in gases and engineering solutions.

The Linde Group is a world-leading gases and engineering company with around 65,000 employees working in more than 100 countries worldwide. In the 2015 financial year, The Linde Group generated revenue of EUR 17.944 bn, making it the largest gases and engineering company in the world.

The strategy of The Linde Group is geared towards long-term profitable growth and focuses on the expansion of its international business with forward-looking products and services. Linde acts responsibly towards its shareholders, business partners, employees, society and the environment in every one of its business areas, regions and locations across the globe. The company is committed to technologies and products that unite the goals of customer value and sustainable development.



Linde Bangladesh. A member of The Linde Group.

Linde Bangladesh manufactures and distributes industrial, special and medical gases, and welding and healthcare products. It also provides a range of related services including installation of pipelines.

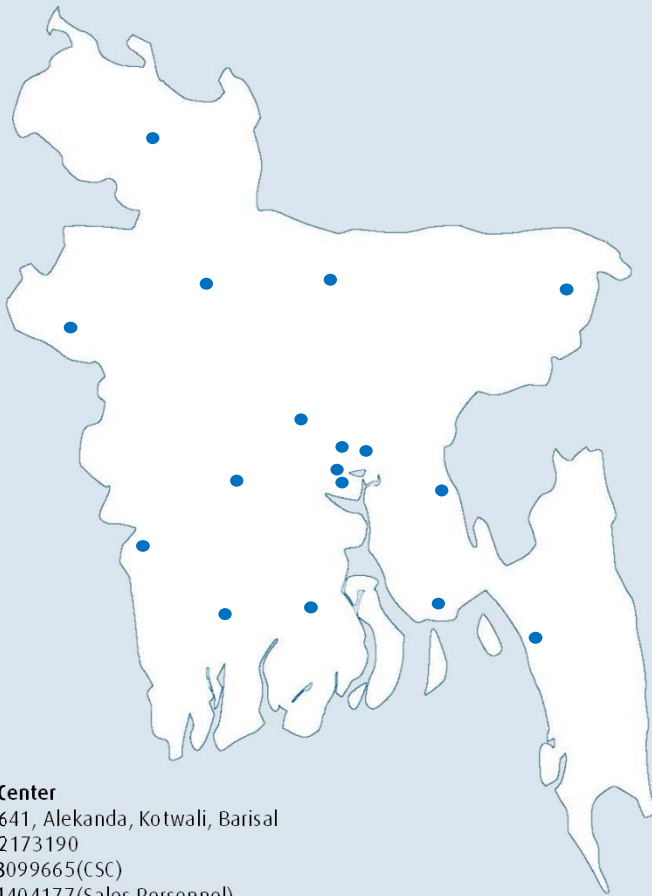
We have an excellent welding training centre at Tejgaon factory premises equipped with modern facilities and audio-visual equipment that caters to the needs of the skilled job welders for local as well the foreign job markets.

Our production facilities include air separation plants, welding electrode plants and industrial and medical gases production plants across the country. The company is currently capable of producing 80 tonnes of liquid ASU gases per day and 30.8 thousand metric tonnes of welding electrodes per year.

Combining The Linde Group's advanced technology, our deep understanding of our customers' businesses and strong local expertise in gases and engineering, we are able to provide tailor made solutions that help our customers to increase efficiency, productivity and flexibility in their operations, while reducing energy costs and safeguarding the environment. Our customers are leading companies that span the steel making, metals processing, automotive, manufacturing, fabrication, glass, chemicals, petrochemicals, food & beverage, pharmaceuticals and healthcare industries.

The leadership position and reputation we enjoy today is built on the commitment, untiring efforts and customer-first attitude of our people. We continue to invest heavily in developing our people and relentlessly improving our capabilities. We are uniquely poised to successfully capitalise on the many exciting growth opportunities in Bangladesh.





Our retail outlets & warehouses:

1. Barisal
2. Bogra
3. Comilla
4. Faridpur
5. Jessore
6. Khulna
7. Mymensingh
8. Narayanganj
9. Noakhali
10. Rajshahi
11. Rangpur
12. Rupganj
13. Sagorika
14. Sylhet
15. Tejgaon
16. Tipu Sultan Road
17. Tongi

Barisal Sales Center

Holding No. 7641, Alekanda, Kotwali, Barisal
Phone: 0431-2173190
Mobile: 01713099665(CSC)
Mobile: 01711404177(Sales Personnel)

Bogra Sales Center

Dhaka-Rangpur Highway, Nishindara,
Charmatha, Bogra
Phone: 051-64327
Mobile: 01713099666(CSC)
Mobile: 01711404185(Sales Personnel)

Comilla Sales Center

Sreemantapur, laksham Road,
Ahmednagar, Comilla
Mobile: 01713099661(CSC)
Mobile: 01711404175(Sales Personnel)

Faridpur Sales Center

Rajbari rastar mor, Dhaka Road,
Goalchamot, Faridpur
Phone: 0631-65345
Mobile: 01713099664(CSC)
Mobile: 01711404178(Sales Personnel)

Jessore Sales Center

Jessore Khulna Highway (Near Bokchar Primary
School)
Bokchar, Jessore
Mobile: 01713099672(CSC)
Mobile: 01714093384(Sales Personnel)

Khulna Sales Center

Off Rupsha Strand Road, Labonchora, Khulna
Phone: 041-723076
Mobile: 01713099663(CSC)
Mobile: 01714404180(Sales Personnel)

Mymensingh Sales Center

28/Ka K C Roy Road, Kachijhuli, Mymensingh
Phone: 091-51679
Mobile: 01713099657(CSC)
Mobile: 01711404183(Sales Personnel)

Narayanganj Sales Center

72 Sirajuddowla Road, Narayanganj
Phone: 02-9712264
Mobile: 01713099656(CSC)
Mobile: 01711404176(Sales Personnel)

Noakhali Sales Center

Contractor Masjid (Majidee Road), Alipur,
Begumganj, Noakhali
Phone: 0321-52023
Mobile: 01713099660(CSC)
Mobile: 01711404174(Sales Personnel)

Rajshahi Sales Center

149, Borobot Toler More, Baliapukur,
Rajshahi
Phone: 0721-750242
Mobile: 01713099668(CSC)
Mobile: 01711404186(Sales Personnel)

Rangpur Sales Center

Central Bus Terminal, R.K. Road, Ganeshpur,
Rangpur
Phone: 0521-63608
Mobile: 01713099667(CSC)
Mobile: 01711435835(Sales Personnel)

Rupganj Sales Center

P.O. Dhuptara, P.S. Rupganj, Narayanganj
Mobile: 01713099673(CSC)
Mobile: 01711880094(Sales Personnel)

Sagorika Sales Center

68/V Sagorika Road, Pahartali, Chittagong
Phone: 031-752122
Mobile: 01713099658-9(CSC)
Mobile: 01711404171(Sales Personnel)

Sylhet Sales Center

Nishat Plaza Shopping Complex,
Mominkhola, Sylhet
Phone: 0821-840681
Mobile: 01713099662(CSC)
Mobile: 01711404184(Sales Personnel)

Tejgaon Sales Center

285 Tejgaon Industrial Area, Dhaka – 1208
Phone: 02-8870341-344
Mobile: 01713099652(CSC)
Mobile: 01711404201(Sales Personnel)

Tipu Sultan Road Sales Center

57-58 Tipu Sultan Road, P.S :
Sutrapur, Dhaka
Phone: 02-9589560
Mobile: 01713099655(CSC)
Mobile: 01711404206(Sales Personnel)

Tongi Sales Center

241 Tongi Industrial Area, Gazipur, Dhaka
Phone: 02-9812402
Mobile: 01713099654(CSC)
Mobile: 01711404207(Sales Personnel)

Our product and service offering.

At Linde, we continuously strive to improve our products and services for the benefit of our customers. With our extensive experience in the gas industry, coupled with our attention and commitment to quality, we create greater value for the industries we serve.

One single solution can never suit everybody. That is why Linde customers have the flexibility to choose only those products and services that are most suitable to meet their business requirements.

To ensure our customers derive maximum value from doing business with us, we have re-structured our products and services into two distinct categories. Our base offer is comprised of a comprehensive suite of products and services that will ensure that Linde continues to meet your needs in a competitive, safe and reliable manner. Apart from our base offer, we now have a portfolio of extended offers to cater to the specific needs of our customers. These extended offers will allow you to select services to complement the base offer. From Linde's perspective, it will enable us to respond effectively to the unique requirements of your business.





Unwavering commitment to safety and the environment.

Safety is the number one priority at Linde. The repercussions of safety risks extend beyond the possibility of personal injury and property damage. Huge financial losses can result in the event of a production outage, for instance. At Linde, we give you all the support you need to make sure you are up to date on all applicable safety regulations and that the appropriate safety and occupational health processes are in place at your premises.

Please contact our Customer Service Centre (+880.2.8870322-7, customerservice@linde.com) for more details. We will help you keep your safety standards high and downtime to a minimum. Our safety workshops* are a useful way for your staff to learn new skills and acquire the techniques necessary to maintain an efficient and safe working environment.

* Additional safety workshops are available under our extended offering.

Hardgoods product range.

Linde Bangladesh is a leading manufacturer & distributor of welding & safety products and provides a one-stop solution for cutting and joining through our countrywide distribution network of 17 sales centres. Our knowledge and capability makes us the ideal partner to provide our customers with products that meet the demands of their business.

Our portfolios include products under our own brands together with leading original manufacturers' brands.



Welding electrodes (Filler materials)

- SMAW (Carbon steel, Stainless steel, Cast iron), GMAW (MIG wire, TIG wire, Copper)



Arc equipment & accessories

MMA (AC, DC), MIGs, TIGs, Plasma, Electrode holders, Guns, Cables, Clamps & connectors



Welding consumables

Cut-off wheels, grinding wheels, sand paper



Gas cutting & welding equipment & accessories

Regulators, Torches, Flashback arrestors, Hose pipes, Tip cleaner, Spark light, Bevelling machine



Welding safety & Personal Protective Equipment (PPE)

Hand gloves, Helmets, Face shield, Goggles



Training & seminar

Safe Product handling, Welding & Cutting, Seminars (Arc, MIG, TIG, SAW, etc.), Testing & Analysis

Base & extended offers for Hardgoods



Hardgoods PSO

PSO item	Base offer for Hardgoods	Ext'd items	Extended offer for Hardgoods
Filler materials			
1.1	SMAW-Carbon Steel Covered Electrodes: AWS Classification: E6011, E6012, E6013, E7016, E7018 Diameter: 2.5mm to 5.0mm Length: 300mm , 350mm & 450mm Pack Size: 2Kg, 3Kg, 4Kg & 5Kg	1.1.1	SMAW-Carbon Steel Covered Electrodes: AWS Classification: E7024, E7028, E7018A1, E8018B2, E9018B3 Diameter: 2.5mm to 5.0mm Length: 300mm , 350mm & 450mm Pack Size: 2Kg, 3Kg, 4Kg & 5Kg.
1.2	SMAW-Stainless Steel Covered Electrodes: AWS Classification: E308-16, E308L-16, E316L-16, E309Mo-16 Diameter: 2.0mm to 4.0mm Length: 250mm, 300mm & 350mm Pack Size: 1Kg & 2Kg	1.2.1	SMAW-Stainless Steel Covered Electrodes: AWS Classification: E309L-16, ER312-16 Diameter: 2.0mm to 4.0mm Length: 250mm, 300mm & 350mm Pack Size: 1Kg & 2Kg
1.3	SMAW-Cast Iron Covered Electrodes: AWS Classification: E Ni Cu B, E Ni Fe Diameter: 2.5mm to 4.0mm Length: 350mm Pack Size: 1Kg, 2Kg & 3Kg	1.3.1	SMAW-Cast Iron Covered Electrodes: AWS Classification: E Ni Cr Fe3 Diameter: 2.0mm to 3.2mm Length: 350mm Pack Size: 1Kg, 2Kg & 3Kg
1.4	SMAW- Hard Facing Covered Electrodes: AWS Classification: 350HV, 600-700 HV Diameter: 3.2mm to 5.0mm Length: 300mm , 350mm & 450mm Pack Size: 3Kg		
1.5	GMAW(Mig Wire) -Solid Carbon Steel wire Electrodes and Rods: AWS Classification: ER 70S-6 CO2/Gas Mixture Diameter: 0.8mm to 1.0mm Weight : 15Kg spool	1.5.1	GMAW(Mig Wire) -Solid Carbon Steel wire Electrodes and Rods: AWS Classification: ER 70S-6 CO2/Gas Mixture Diameter: 1.2mm to 1.6mm Weight : 250 Kg Drum
1.6	GMAW(FCW-Flux Core Wire)-Carbon Steel Flux covered Wires: AWS Classification: E71 T-1 CO2/Gas Mixture Diameter: 1.2mm Weight : 15Kg spool	1.6.1	GMAW(FCW-Flux Core Wire)-Carbon Steel Flux covered Wires: AWS Classification: E71 T-1 CO2/Gas Mixture Diameter: 1.6mm to 2.4mm Weight : 15Kg spool
1.7	GTAW (Tig Rods and Wires) : AWS Classification: ER 70S-6 Argon/Gas Mixture Diameter: 2.4mm Weight : 5Kg pack	1.7.1	GTAW (Tig Rods and Wires) : AWS Classification: ER 308L/316L Argon/Gas Mixture Diameter: 2.4mm Weight : 5Kg pack
1.8	Bare Copper based Brazing Alloys: AWS Classification: ER Cu-Zn Diameter: 2.5mm Length: 1000mm Weight : 10Kg pack		

Hardgoods PSO

PSO item	Base offer for Hardgoods	Ext'd items	Extended offer for Hardgoods
Arc equipment & Accessories			
2.1	Arc equipment - Industrial MMA AC welders Input: 380/415/440 Volts, 50HZ ; Amps: 80A Output: 50-80 Volts OCV ; Amps: 60-450A		
2.2	Arc equipment - Industrial MMA DC welders (Rectifier) Input: 415 Volts, 50HZ ; Amps: 55A Output: 100 Volts DC ; Amps: 10-600A		
2.3	Arc equipment - Industrial MIG welders Input: 380 Volts, 50HZ ; Amps: 17A Output: 50 Volts DC ; Amps: 50-300A	2.3.1	Arc equipment - Industrial MIG welders Input: 380 Volts, 50HZ ; Amps: 30A Output: 50 Volts DC ; Amps: 60-500A
2.4	Arc equipment - Industrial TIG welders Input: 220 Volts, 50HZ ; Amps: 30A Output: 56 Volts DC ; Amps: 10-200A		
2.5	Plasma equipment (Max. cut 18mm mild steel) Input: 380 Volts, 50HZ ; Amps: 14A Output: 265 Volts DC ; Amps: 10-50A	2.5.1	Plasma equipment (Max. cut 25mm mild steel) Input: 380 Volts, 50HZ ; Amps: 20A Output: 275 Volts DC ; Amps: 15-80A
2.6	Arc equipment: - Electrode holders 500A - Welding cables 400A (50 SQ mm) - TIG gun 200A - MIG gun 300A - Clamps & connections	2.6.1	Arc equipment: - Welding cables 500A (70 SQ mm) - MIG Gun 500A
Gas cutting & welding equipment			
3.1	Gas equipment: - Industrial regulators - Cutting torches 250mm - Welding torches - Combination torches - Flashback arrestors - Hose pipes 8mm - Tip cleaner - Spark light	3.1.1	Gas equipment: - Portable cutting machine - Beveling machine - Cutting torches 400mm - Industrial regulators (High pressure & flow rate)
Gas cylinder & accessories			
		4.1.1	Gas cylinders - Outright saleable cylinder: oxygen, acetylene, nitrogen, argon, breathing oxygen, compressed air, carbon- dioxide.

Hardgoods PSO

PSO item	Base offer for Hardgoods	Ext'd items	Extended offer for Hardgoods
Workplace safety			
5.1	Welding & cutting - Safety & Personal Protective Equipment (PPE): <ul style="list-style-type: none"> - Hand protection - Leather hand gloves (Welding/cutting/work) - Head protection - Helmet (Welding/Flip front) - Face protection - Face shield with headgear - Eye protection - Safety goggles 	5.1.1	Welding & cutting - Safety & Personal Protective Equipment (PPE): <ul style="list-style-type: none"> - Hand protection - Chrome leather hand gloves (Welding/cutting/work) - Head protection - Auto darkening helmet
Engg products and consumable			
6.1	Abrasives: <ul style="list-style-type: none"> - Cut-off wheels 105 x 1.2 x 16mm - Grinding wheels 100 x 6 x 16mm - Abrasive paper grit size: 36, 46, 60 & 60 	6.1.1	Abrasives: <ul style="list-style-type: none"> - Cut-off wheels 180 x 3 x 22mm - Grinding wheels 180 x 6 x 22mm
Warranty, replacement & repair			
7.1	Product warranty : For Linde branded products within warranty period, Linde will be the contact point for the warranty claim and shall facilitate in order to process the customer's claim.	7.1.1	For Non-Linde branded (OEM) products within warranty period as per agreement with principles, Linde will be the contact point for the warranty claim and shall facilitate in order to process the customer's claim.
	Replacement & repair : No replacement & repair is offered.		Replacement & repair(Equipment): In event of equipment breakdown within manufacture's warranty period; Linde will provide repairing service through Linde Staff or 3rd Party. A replacement equipment may be provided (subject to availability) until customer owned equipment is repaired. The replacement period would be determined on case-by-case basis and would depend on nature of repairing required.

Hardgoods PSO

PSO item	Base offer for Hardgoods	Ext'd items	Extended offer for Hardgoods
Supply			
8.1	<p>Linde offers delivery to channel partners/customers within 48 hours after receiving orders by Customer Service Department/respective Sales Representative.</p> <p>Delivery time: Within 48 Hours for products offered as Base PSO by Linde Bangladesh . For the rest, the leadtime would be agreed on case by case basis.</p> <p>Order receiving time: 6 days a week excluding Public Holidays & weekends within business hours.</p>	8.1.1	<p>Emergency deliveries: 24 hours from order placement. A request for deliver is subject to transport availability. Linde does not guarantee an Emergency Delivery but will make all reasonable endeavours to ensure the customers' continuity of supply. An Emergency Delivery charge applies only when the customer requests delivery by a specified timeline and the delivery is done within this timeframe. Charge varies for 'within working hours and outside of working hours'.</p> <p>Aborted delivery due to customers' absence. (e.g. Restricted vehicle access charge/abortive delivery or brought back/delay or waiting charge)</p>
8.2	Delivery charges for Hardgoods (Manufactured) products : As agreed with customer.	8.2.1	Delivery charge of Hardgoods (Traded or Sourced) products: As applicable when there is any emergency or exception.
8.3	Invoicing & documents: Linde will provide invoice copy to the customer at the time of delivery & customer will sign the invoice copy upon receipt of products.	8.3.1	Additional hard copies of Invoice: Case by case basis.
Pricing & contract			
9.1	Linde General Terms and Conditions: Applies to channel partners and customers.		
9.2	Surcharges: Linde has the right to surcharge to recover cost changes due to extraordinary circumstances in our supply chain costs or due to changes in governmental regulations or taxes.		
9.3	1-Element pricing: Product and delivery combined as agreed with customer.	9.3.1	2-Element pricing: Product and delivery price quoted separately .
9.4	Separate invoice for all transactions under single delivery.		
9.5	Standard Terms & Conditions applies for Manufactured Products.	9.5.1	Standard Terms & Conditions as per case to case basis.

Hardgoods PSO

PSO item	Base offer for Hardgoods	Ext'd items	Extended offer for Hardgoods
Pricing & contract			
9.6	Standard credit terms: Subject to credit worthiness & approval. Channel partners : 15 Days Govt. customers : 60 Days or Above Others Customers : 30-45 Days	9.6.1	Extended credit terms as per customer request subject to credit worthiness approval.
9.7	Purchase order (PO) from customer during the contract term/ period : As per Linde standard terms & condition.		
9.8	Mode of payment: Cash at counter ,cheque, pay order, demand draft.	9.8.1	Mode of payment: Electronic Fund Transfer (ETF), Telegraphic Transfer(TT), Letter of Credit (LC).
Customer service			
10.1	Customer Service Contact: http://www.linde-gas.com.bd/ Location addresses are available at web portal. Contact Time: 6 days a week excluding Public Holidays & weekends within business hours.	10.1.1	Emergency contact number outside business hours +88-01711404208 & +88-01711404209
10.2	Ordering method: Orders can be placed by visit, over phone, SMS, e-mail, fax. Ordering time: 6 days a week excluding Public Holidays & weekends within business hours.		-
10.3	Customer communication & feedback: Linde will communicate & provide feedback to customer with systems on problem and query management mechanisms. Customer complaint handling: Customer complaint will be handled & responded within 2 working days as per ISO procedure & if any possibility of delay, Linde will communicate to customer well in advance for seeking time extension.	10.3.1	Site visits: If requested, Linde will attend a customer site as soon as possible at mutually agreed timeframe.
		10.3.2	Technical advice and information
		10.3.3	Technical call outs
		10.3.4	Emergency technical call outs

Hardgoods PSO

PSO item	Base offer for Hardgoods	Ext'd items	Extended offer for Hardgoods
Additional services			
11.1	Based on Linde's capabilities, trainings for handling, storage & usage of Hardgoods products will be offered: Channel partners : As and when requested. Contract customer: As and when requested.	11.1.1	Training: Product handling safety training material, transportation, storage, usage, disposal, safety, signage etc. Other end-users : Chargeable basis.
		11.1.2	Training for Hardgoods related processes: Cutting and welding.
		11.1.3	Seminar: Overall product management.
		11.1.4	Process seminar: Arc, MIG, TIG, SAW, thermic lancing, brazing, Laser cutting & welding, oxy-fuel cutting, plasma cutting and welding etc.
		11.1.5	Testing & analysis: Materials chemical & mechanical properties, X-ray analysis for metal only.

Contact

For more information about our product and service offering, please contact Sales & Marketing department.

Linde Bangladesh Limited

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