

Service Plus™ Program



MRI °KeepCOLD®/Dewar Helium Solutions



Air Products is recognized as a leading global supplier of helium offering customers the supply security and reliability they require. Our MRI °KeepCOLD® expertise is unparalleled among cryogen service providers. In addition to our standard offerings, Air Products offers specialized services as well as technical support through our Service Plus program.

Standard MRI/dewar helium supply

- Helium level monitoring and support by our team of expert schedulers and technicians. Call us at 1-800-848-3205.
- Convenient access to the MyAirProducts customer portal where you can view invoices, service fill reports, and delivery only details: airproducts.com/MyAirProducts.
- Option for purchase orders to be listed on your invoice. Please submit purchase orders to MRIData@airproducts.com.
- Fast, efficient pickup of Air Products equipment – notify MRIData@airproducts.com for dewar/cylinder returns.
- Emergency response – If you have a hazardous/environmental emergency with our product or equipment, our trained personnel are available to help. Call 1-800-523-9374.



Service Plus™ Program Standard Rates

Emergency Delivery Charge An Emergency Delivery Charge applies for each delivery request that requires expedited shipping arranged by Air Products. Standard Common Carrier Freight deliveries will not incur an Emergency Delivery Charge.	per delivery \$850
Emergency Service Charge Emergency Service event with less than 5 business days' notice from the call date. Emergency Service event with 5-10 business days' notice from the call date. An Emergency Service Charge applies for each Service event performed by Air Products within 10 business days. To calculate the first day a fill can be performed on a non-emergency basis, count ten (10) business days (i.e. excluding weekends and holidays) from the call date. If the call is received prior to 11am EST then the call date is counted. If the call is received after 11am EST then the count would start the next business day.	per event \$1,250 \$1,000
Cancelled Delivery Charge A Cancelled Delivery Charge applies for each delivery of product that has left Air Products' fill plant but is cancelled while in route to Buyer's Designated Location or rejected upon arrival at Buyer's Designated Location.	per delivery \$1,000
Cancelled Service Charge A Cancelled Service Charge applies when Air Products' technician(s) arrive at the specified location to perform a Service event yet are unable to perform such event on the agreed date through no fault of Air Products. Any dewar that has been "stung" for the anticipated fill will be charged at the "KeepCOLD®" price. The quantity will be determined by weight readings taken at Air Products' fill plant after deducting the tare weight of the dewar.	per event \$2,000
Delay Charge A Delay Charge applies when Air Products' technician(s) are unable to commence a Service event within two (2) hours of the time agreed with the Buyer, or Buyer's customer, for the start of such event. A Delay Charge shall not apply if the Service event is subsequently cancelled, in which case the Cancelled Service Charge shall apply.	per event \$650
Requested Time Charge A Requested Time Charge applies to a Service event when Air Products is requested by Buyer, or Buyer's customer, to perform such event on a specific date or at hours other than Air Products normal working hours. A Requested Time Charge shall not apply when Air Products has full control over scheduling of the Service event or within 2 weeks advance notice by Buyer. Any Requested Time Charge shall be in addition to any applicable Emergency charges defined above.	per event \$500
Additional Labor Charge An Additional Labor Charge applies to all service events where Air Products and Buyer agree in advance that more than one Air Products' technician is required for safety or operational reasons.	per event \$850
One Dewar Service Charge A Service Charge is applied to recover distribution costs incurred when only a 250L dewar of helium is requested instead of the manufacturer's recommended dewars per fill at target.	per event \$1,400
Excess Mileage Service Charge An Excess Mileage Service Charge is applied to recover costs incurred while filling a magnet in Montana, Wyoming, North Dakota, and/or South Dakota. If more than one magnet will be filled on a single trip, the Excess Mileage Service Charge will be pro-rated for the total number of magnets filled.	per event \$3,600
Compressor Re-charging Service *(When performed in conjunction with a °KeepCOLD® Service Event)	per event \$450 \$400*
Ice Removal Services *(When performed in conjunction with a °KeepCOLD® Service Event)	per event \$500 \$400*
Restocking Fee A Restocking Fee will apply to all full dewar(s) and/or cylinder(s) returned to an Air Products facility. The dewar(s) and/or cylinder(s) must be returned unopened, and with advance notice given to Air Products. Credit will not be applied to dewar(s) and/or cylinder(s) returned opened, partially used, or without advance notice received by Air Products. In each case, Buyer agrees to pay Air Products for all freight costs associated with the initial delivery and the later return of restocked Product. Credit will not be given for residual or unused Product of open containers.	per item 40%
Hazmat	per delivery \$78
Dewar Rental All dewars used by Air Products technicians shall be free of rental charges. Dewars delivered to Buyers Designated Locations for Buyer's use shall be free of rental charges for the first five (5) days only. Additional days shall be charged at the listed Dewar Rental rate. The total number of rental days shall be calculated by counting all calendar days from, and including, the day the dewar leaves Air Products' fill plant up to, and including, the day Air Products is notified that the dewar is available for collection, minus the aforementioned five (5) free days.	per day \$20
Transportation Charge Applies (i) to all Product-only deliveries and (ii) all deliveries and collections of Air Products' dewars to or from the Buyer's Designated Locations other than when such delivery or collection is made in conjunction with the provisions of Services to such Designated Location. The Transportation Charge will be equal to Air Products' actual transportation costs incurred to effect the delivery plus seven percent (7%).	per event cost plus 7%
Technician Transportation Charge In the event an Air Products Technician is available to assist in delivery of product and/or pickup of Air Products' dewar(s) and/or cylinder(s), there will be a flat fee of \$300 per delivery.	per delivery \$300

Rates and charges are subject to change.

For more information, please contact us at:

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tell me more
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