



Member of The Linde Group

BOC
Customer Service Centre
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Dear Customer,

IMPORTANT – Cylinder labels - potential risk - immediate action required

I am writing to inform you that our quality and assurance procedures have identified a potential problem with a small number of our large Oxygen cylinders. This issue concerns Oxygen 'W' size cylinders filled by BOC between February 25th and 8th April 2008. A small number of recently refurbished 'W' size Oxygen cylinders may have been incorrectly labelled as **Nitrogen (Oxygen Free)**. All BOC Oxygen cylinders which may have been supplied by BOC directly, or via a third-party, must be checked immediately to ensure they are labelled correctly. You can do this by checking the following:

Oxygen cylinder: White shoulder, with black body - must have an 'OXYGEN' label

In line with European standard (EN 1089-3), BOC are progressively changing the colour of cylinders.

Note: Any 'Oxygen' cylinders not yet carrying the new colour (white shoulder for Oxygen) will be entirely black and carry the 'OXYGEN' label. These cylinders do not require checking.

For completeness, please also perform immediate checks on Nitrogen cylinders. You can do this by checking the following:

Nitrogen cylinder: Black shoulder, grey body - must have a 'NITROGEN (OXYGEN FREE)' label

Under no circumstances should any incorrectly labelled cylinders be used. If you have any doubts about the cylinder, do not use it.

What you should do

1. Immediately check both Oxygen and Nitrogen (Oxygen Free) cylinders - as detailed above
2. Identify any cylinders that are incorrectly labelled
3. Quarantine incorrectly labelled cylinders
4. Contact BOC's Customer Service Centre on 0800 111 333 and then press 3 to talk to our enquiries team to arrange collection and replacement

If you have any questions please contact the BOC Customer Service Centre on 0800 111 333, then press 3 to talk to our enquiries team.

We believe that the risk of cylinders being incorrectly labelled is small, however **safety is our highest priority** which is why this communication is necessary.

Please accept our apologies for any inconvenience this may cause you.

Yours sincerely,

Steve Thompson
Business Manager – Gases