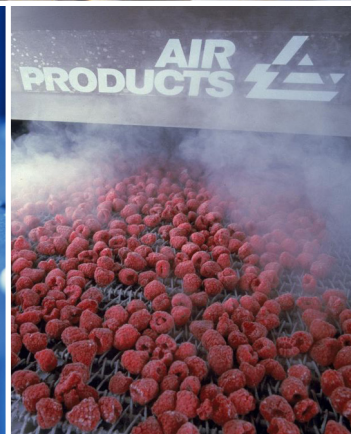


***Succeed—
with a Gas Company
that Meets Your Needs***



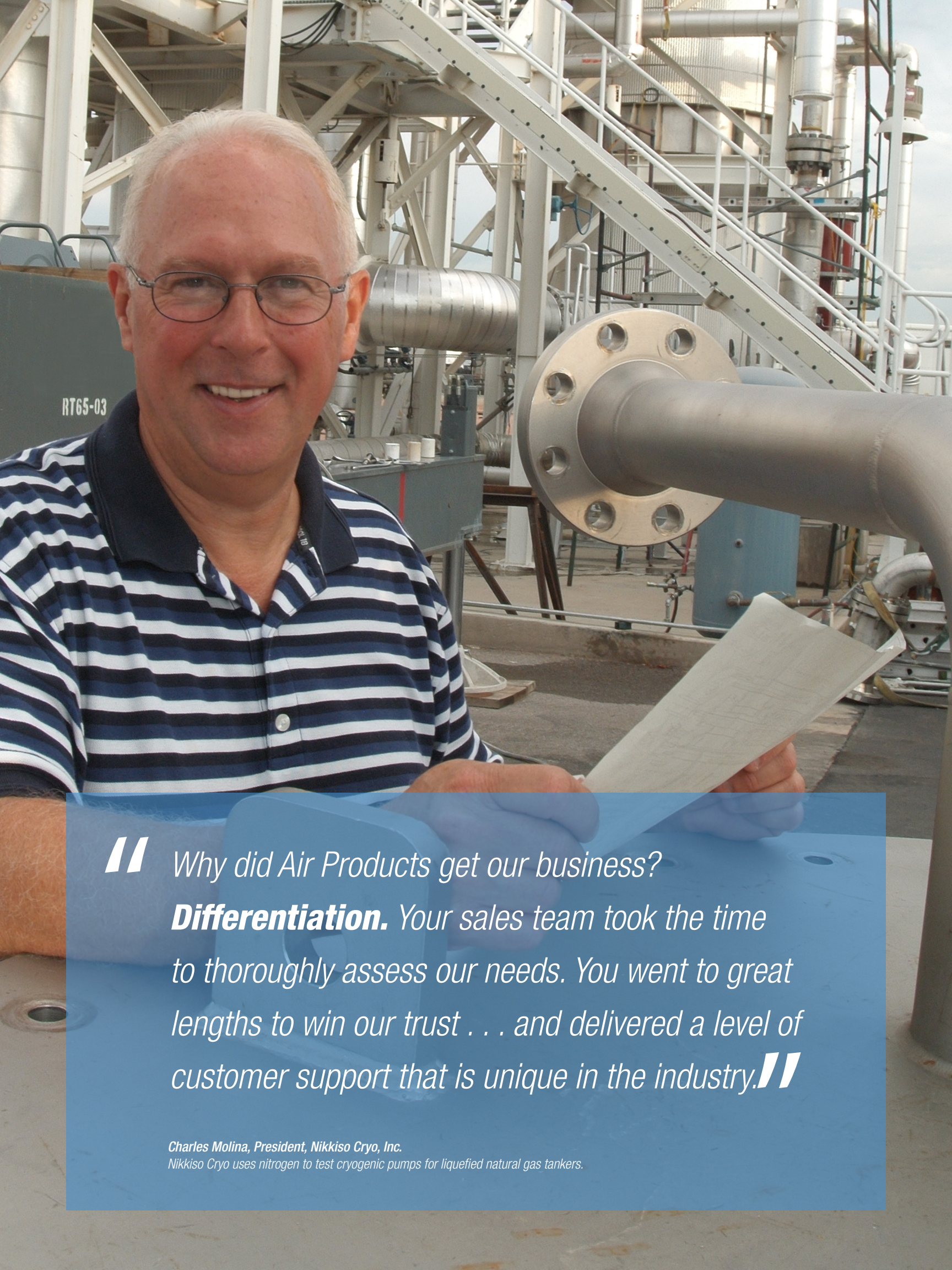
Your success is our aim

We start with you, the customer. Many claim that but few deliver it. We have the record to prove it and customers who are happy to say it on our behalf.

Our approach to customer relationships is based simply on understanding your needs first. That way, we can offer the right gases, technologies, and services to help you be more successful. When you work with Air Products, you deal with people whose understanding, integrity, and passion have been valued by our customers for years.

It's our people who work hard to maintain a 99.9 percent on-time delivery record that's second to none. Their creativity and ingenuity result in new technologies and solutions to process and product problems. They are passionate about providing world-class customer service. And their commitment and integrity have resulted in one of the best long-term safety records in the industry. All this adds up to important benefits for you, whatever your challenges—time, quality, cost, or environmental compliance.

But don't just take our word for it. Read on and see what our customers have to say.

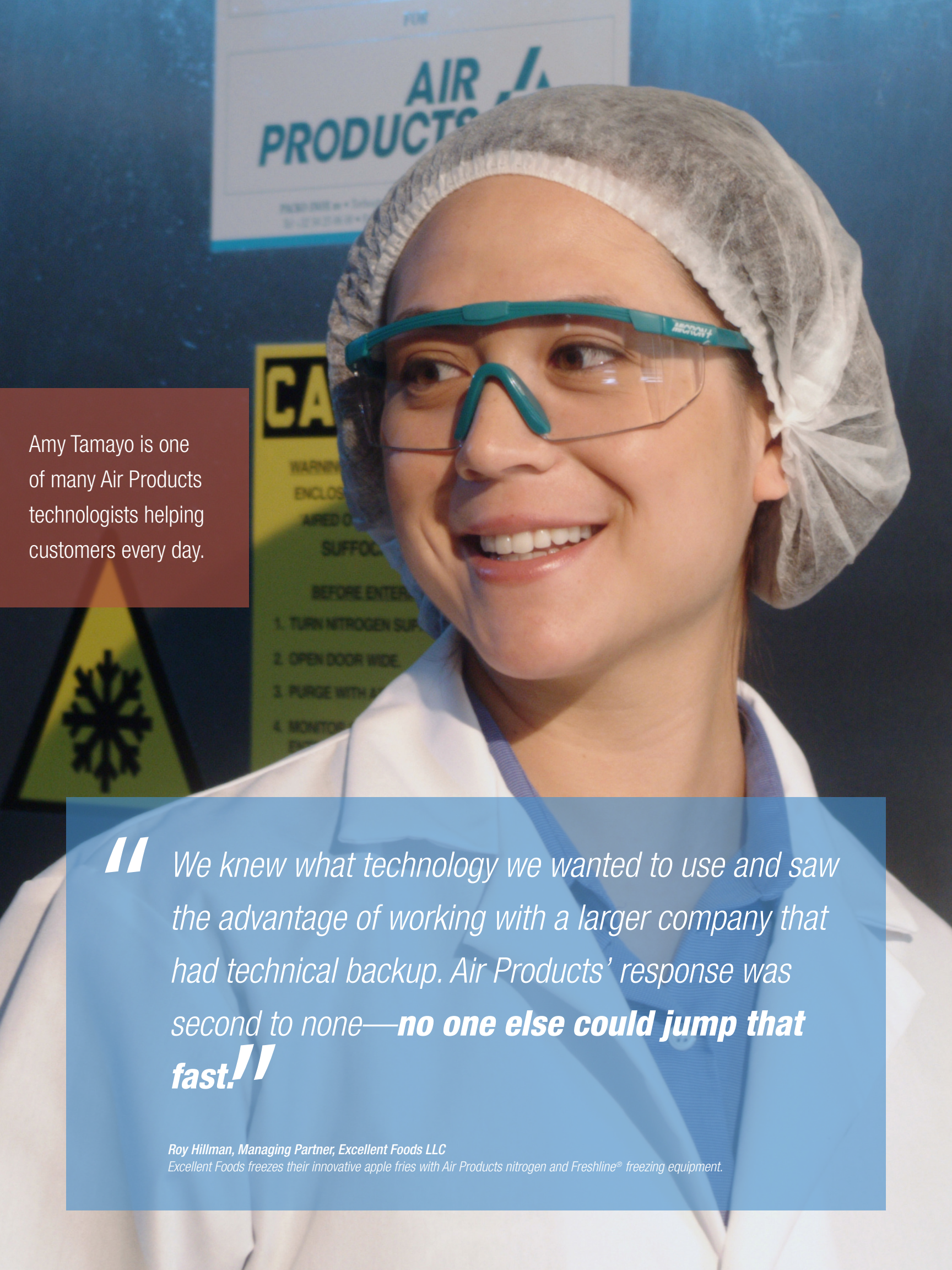


RT65-03

*“ Why did Air Products get our business?
Differentiation. Your sales team took the time
to thoroughly assess our needs. You went to great
lengths to win our trust . . . and delivered a level of
customer support that is unique in the industry.”*

Charles Molina, President, Nikkiso Cryo, Inc.

Nikkiso Cryo uses nitrogen to test cryogenic pumps for liquefied natural gas tankers.



Amy Tamayo is one of many Air Products technologists helping customers every day.

*“ We knew what technology we wanted to use and saw the advantage of working with a larger company that had technical backup. Air Products’ response was second to none—**no one else could jump that fast.**”*

Roy Hillman, Managing Partner, Excellent Foods LLC

Excellent Foods freezes their innovative apple fries with Air Products nitrogen and Freshline® freezing equipment.

Optimize your performance with our technology

It's tough competition out there. Staying competitive often involves investing in new or better products, more efficient work processes, or improved environmental compliance. Air Products engineers, scientists, and technicians can help. For more than five decades they have provided expert technical assistance as well as breakthrough technologies. When you're challenged to keep costs down, quality up, throughput high, and safety a top priority, our technical teams are here to help.

- A history of innovative technologies ranging from liquid nitrogen food freezing to oxy-fuel burners for glass melting
- Over 14,000 patents
- Analytical services
- Automated process monitoring and controls
- Computational modeling
- Engineering design and support
- Expertise in combustion, cryogenics, materials and reaction chemistry, applications development, continuous improvement
- Process evaluations and optimizations
- State-of-the-art laboratories

Count on us to be there

Our people work hard to maintain a **99.9% on-time delivery record** that is second to none—even when that means making an emergency delivery on a holiday or driving all day and filling all night.

How do we do it?

By offering our customers:

- One of the largest privately owned trucking fleets in the industry

- Dedicated drivers delivering 24 hours a day, 365 days a year


- Centralized scheduling using proprietary logistics software

- Certified product purity (ISO 9001:2000, USP/NF)

- Comprehensive range of supply options, plus customized storage and distribution systems

- TELALERT® telemetry services—remote supply monitoring to significantly decrease your risk of running out of product

- APEX Express temporary nitrogen services for quick, experienced response to emergencies




Brady Jones,
an Air Products
technician, delivering
a helium dewar.

*“ When we needed an emergency helium fill, Brady Jones dropped everything, arriving near midnight on July 4th weekend. **He really saved the day!**”*

Linda Varnis, RT (R) (MR), St. Luke's Hospital & Health Network

This community hospital uses Air Products' KeepCOLD® helium fill services to keep its Magnetic Resonance Imaging magnets running 24/7.

A close-up photograph of a woman with short, dark, curly hair, wearing glasses and a purple turtleneck sweater. She is wearing a black headset with a microphone and is smiling warmly at the camera. The background is slightly blurred, showing what appears to be an office or call center environment.

Air Products' account coordinator Stacey Clifton is ready to help when customers call.

*“ It’s one thing to respond quickly, but [with Air Products] we also get the **right answers** and talk to the **right people**! ”*

Tony McLaughlin, Vice President of Sales, ILMO Products Company

ILMO Products Company is a distributor customer that supplies medical, industrial, and laboratory gases in the Midwest.

Get answers quickly and easily

Sometimes what you need most are quick answers to everyday questions. Maybe you need help with an invoice, want to place a new order, or have a problem that needs technical assistance. When you call us, you talk to a real person, every time. Our Customer Service Center is staffed with qualified, experienced people, eager to help. Of course, you can also access your account or technical information online whenever you need it.

- **Customer Service (1-800-224-2724)**

Call 24/7 for help with your equipment or account-related service needs, including our express delivery service.

- **Technical Information (1-800-752-1597)**

Call or e-mail gastech@airproducts.com for gas applications assistance, equipment recommendations, regulatory information, and more.

- **APDirect® Customer Portal (www.airproducts.com/apdirect)**

Get simple, secure, 24-hour access to your account information. Check inventory readings, research your delivery history, and even run customized reports that can help with regulatory compliance.

- **Air Products' Online Fact Book (www.airproducts.com/factbook)**

Access detailed information about our gases, including product profiles, technical specifications, and conversion tools at this handy online reference site.

Stay safe

No matter what business you're in, protecting the safety of your employees and your operations is vital. As a world-recognized safety leader in the chemical industry, we can provide invaluable expertise, whether it's rapid response to an emergency or training to help you use our products safely.

- **Emergency Response**

If you have an emergency, our employees are available to help 24/7 at our toll-free emergency response number (800-523-9374).

- **Material Safety Data Sheets**

Available in multiple languages so your employees can understand the hazards and precautions involved in working with our products. Visit www.airproducts.com/MSDS to find the MSDS you need.

- **Safety Services Online**

Through an APDirect® customer portal on the Web, our customers can easily access helpful safety-related information, including free audio and video presentations and posters. Register online at www.airproducts.com/safetytraining or call Customer Service at 800-224-2724.



*“Driving safely has been
my life’s work.”*

Joe Quinn, Truck Driver, Air Products

One of many safety-conscious professionals at Air Products, Joe Quinn recently achieved an astounding safety record—he has driven an Air Products truck for one million miles without having an accident.

“ Anyone can supply molecules. Air Products’ after-sales technical support has been phenomenal. Their engineers have done a lot to help us optimize our nitrogen and oxygen usage. **”**

Stan Albrecht, Plant Engineer, Grede Foundries
Grede Foundries produces ductile iron castings for automotive applications.

“ Air Products was very thorough in showing us how to safely use the equipment and maintain it. I’d have to give them an A+ in safety training. **”**

John Rodriguez, Operations Manager, Sierra Home Care
Sierra Home Care purchases Air Products gases for supply to the healthcare market in California.

“ Air Products brought us a new focus, new energy, new currents of thought. We have a new barometer now to measure performance and tools to be even more successful. **”**

Scott Hudspeth, COO, Holten Meat
Holten Meat delivers high-quality beef, veal, and pork products to retail and institutional customers.

**Gases and support
that give you a
competitive edge.**



We make a difference.

Our customers tell us they value what we do. No one can be right all the time. We believe a 99.9 percent delivery record is a good basis. And we're still capable of further improvement.

We're confident that you'll find us eager to help and responsive to the needs of your business. Air Products is a diversified company with many capabilities in the fields of cryogenics and industrial gases. We'd be happy to talk further at any time.

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