

June 2020

ALbee™ – Fair Wear & Tear Policy

Under the ALbee rental free exchange programme, when empty cylinders are exchanged for full ones it is designed to be on a like for like basis. Air Liquide UK Ltd are committed as per our contractual terms to maintain both the cylinder and MiniTOP regulator on a fair wear & tear basis.

Since the launch of ALbee in March 2009, we have honoured our commitment to this fair wear and tear policy and will continue to do so. This document is an update on this policy that was put in place in November 2014.

Any ALbee cylinders that have been exchanged/returned to Air Liquide UK Ltd that has excess/wilful damage or elements of the MiniTOP removed or missing will fall outside the scope of the ALbee programme for normal repair and maintenance. Therefore, as such Air Liquide will make the charges detailed below as per our contractual terms.

Upon receipt of your delivery please ensure you check the cylinders are delivered to you without any visible damage or defect as in signing for the delivery you are committing to the cylinders being delivered without visible damage or defect. It is your responsibility to highlight any defects at the time of delivery and not accept the cylinders should any defects or damage be visible. If the cylinder is found to be damaged after the delivery has been received which is not evident from a visual check then this should be returned via the standard faulty cylinder procedure.

A list of these defects and charges are found in the table below together with items covered by the ALbee Fair Wear & Tear Policy.

ALbee – Fair Wear & Tear	No Charge if cylinder returned at point of delivery or alleged fault found	Product Code	Charge if cylinder returned to ALUK as alleged damage and no fault found
Broken or missing on/off lever	£0	69001515	£33.21
Damaged outlet connector/fitting	£0	69001525	£33.21
Regulator flow wheel loose or fallen of	£0	69001535	£33.21
Regulator not working	£0	69001545	£33.21
Faulty gauge	£0	69001555	£33.21
Sleeve ripped or torn	£0	Not applicable	£0
Leaking cylinder	£0	69001565	£33.21

Product Code	Defects/Damages	Charge
69001510	ALbee repair – damaged cylinder body L11	£154.13
69002520	ALbee repair – damaged/missing MiniTOP	£79.72
69003530	ALbee repair – damaged/missing gauge	£33.21
69004540	ALbee repair – damaged/missing flow wheel	£33.21
69005550	ALbee repair – damaged/missing guard	£33.21
69006560	ALbee repair – missing QFC – male	£33.21
69007570	ALbee repair – remove non standard labels	£33.21
69008580	ALbee repair – reported leak – not found	£66.44
69008590	ALbee repair – damaged cylinder body L13.4	£221.90
69009590	ALbee repair – damaged cylinder body L9.6	£188.68

As an appointed ALbee reseller when you receive an empty cylinder for exchange you should make an assessment if there is any damage to the cylinder. If it falls outside the fair wear & tear/general maintenance policy the charges for repair will be made against you. Obviously then you will need to charge the user using the Defect/Damage table as a guide, then return the damaged ALbee cylinder to Air Liquide. Obviously, you may wish to apply a margin to these charges/costs to cover your administration of returning the cylinder to Air Liquide.

Any damaged refill cylinder, both fair wear & tear and defective/damaged must be returned under the Query Tag System and not returned as an exchange/refill cylinder.

Query Tag System

- To obtain a query tag please call Customer Services on 0800 637737, - Option 3, then Option 1 and then Option 4. Alternatively, you can hold and speak to an advisor at any time during the call.
- Once through please report that you need a query tag. You will be asked details on the product, cylinder size and brief details of the problem.
- A letter of acknowledgement will be posted to you enclosing a yellow query tag and also detailing how to arrange collection.
- Once collected the cylinder will go through a technical appraisal when it will be decided on the fault and whether it is justified or not. If justified and comes under fair wear & tear then a credit will be issued. If not justified, then the cylinder will be returned. If the cylinder is damaged or has a defect, then there will be a charge as outlined in this notification.



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