



# Frequently Asked Questions

EVERYTHING YOU NEED TO KNOW



**Are the cylinders recyclable?**

Yes, they can be recycled as normal, alternatively, you can send empty cylinders to a scrap metal agent, they can be worth up to approximately \$2 per cylinder.

**How can I dispose of used cylinders?**

A hole can be drilled in the cylinder once empty; the cylinder is then just scrap metal. We can supply a recycle tool (see website) which punctures a hole in the middle. Martek supply low cost, simple recycling tools to render the cylinders ready for recycling.

**Can you supply 99.9999% nitrogen for the calibration of inert gas systems?**

Yes. Contact the team for more information on cylinder sizes and pricing.

**What type of valve connectors do the cylinders use?**

Martek supply two global standard regulators for portable cylinders. These are model numbers CGA600 and C-10. Please see the table below where you can see the required regulator for each cylinder size and type. You can also find further technical information on the regulator datasheets. All the regulators we supply carry an industry leading 2 year warranty.

**Regulators**

Cylinder size	34l	58l	103l	17l	34l
Cylinder material	Alu	Alu	Steel	Steel	Steel
Model No. CGA600				✓	✓
C-10	✓	✓	✓		

Other regulators for fixed system cylinders are available on request.

**Where are your stocks held?**

We currently have stocks of gases in USA, UK and Singapore. We can also provide stock in Rotterdam, UAE, Greece and Cyprus through our partnership network.

**How long does it take for our order to get to the ships agent?**

98% of our orders are dispatched within 24 hours. This is dependent on where your ship is in the world - if your vessel is calling at a port where stocks are held, despatch can be arranged within hours. If the gases need to be air freighted then the delivery from a stocking centre will take between 24 hours and one week for the most inaccessible regions. You will of course be advised of delivery times at the point of order.

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**Why can you ship calibration gas quicker and easier than other suppliers?**

Firstly, we have built a global supply chain management system to anticipate the demands of the dynamic maritime market and secondly, we have huge experience of shipping hazardous gases worldwide so we can operate a lean process of order processing. The high quality of our gas means that it can be transported on passenger planes which greatly increases our shipping options and the frequency of flights.

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**Are your canisters suitable for portable gas detectors?**

Yes - Most modern portable gas detectors are designed to monitor as multiple gases and we provide a range of quad gases for the accurate and calibration and testing of portable multi-gases.

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**How do I apply the gas onto the sensor heads?**

The manufacturer of your instrument should provide calibration instructions and an adapter to allow you to do this. With every regulator supplied with the calibration gas, we will also give you flexible tubing, this will 'push-fit' onto a full range of manufacturers' adapters.

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**How do I know your gases are the same quality as what I am currently buying?**

We are going through ISO9001:2008 and we are now supplying some of the key OEM's in gas detection following extensive testing. We have 13 years experience and are a PRIME manufacturer of speciality gases to major oil and gas companies worldwide.

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**What's the benefit for my company of switching our business to the FastCalGas?**

Converting to FastCalGas will give you a reliable worldwide service, due to our strategic and expanding stocks around the world. The service is designed specifically for the marine industry so we understand the importance of a fast turnaround and offer a delivery guarantee. This is why our 1-2-1 managed service is so effective - it makes the supply process simple and pain free while dramatically reducing your operational costs.

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**How can I trust Martek will be reliable? What guarantees can you give me?**

We simply ask you to give us a try! We are confident that our expertise in serving the marine industry and our friendly nature will see us building a long term relationship.

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**What credit payment terms can you give me?**

Unless an existing customer, all credit payment terms will be subject to an initial credit check, however, once we are satisfied we will offer a credit limit of £10,000, 30 days payment.

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**Can you hold stocks for our vessels calling at certain ports?**

At the moment we are able to hold stocks in USA, UK and Singapore. We are continuously looking at ways to expand our global service so we're willing to investigate any opportunities where we may be able to serve you further at particular ports.

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<b>How many sensors can I test with each canister?</b>	See the manufacturer's instructions. Fixed flow regs are usually set at 1 LPM or 0.5LPM, therefore the gas used depends on time x volume of gas.
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<b>What is the lifespan of your gases?</b>	Warranty details for each gas cylinder can be seen on the datasheets.
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<b>What benefits can you offer for a fleet deal?</b>	Fleet deals need to be discussed and agreed on a case by case basis, but we are willing to accommodate such circumstances.
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<b>How can I sign an annual agreement with Martek to supply our calgas requirements?</b>	Simply ask us, we want to make your ordering experience as simple as possible.
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<b>Why have you quoted a different mixture to the one I asked for? Will it still be effective?</b>	We would only ever quote a different mix where the one you have asked for is unsafe, or where we have a suitable alternative equivalent.
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<b>Why do some gases take longer to despatch than others?</b>	Some gases have a slightly longer production process due to the requirement to have gases stabilised over a minimum amount of time; however, our gas stocks have been determined by our customers. Where we see demand for gases that might usually take longer, we will arrange to have these stocked in our hubs.
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<b>What arrangement will I need to make on our side to receive the gas?</b>	This depends on your location and is why our 1-2-1 managed service works so well. Contact the team to discuss your specific region.
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<b>Can canisters be refilled?</b>	No, our non-refillable cylinders must NEVER be refilled.
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<b>Will your bottle sizes fit inside my existing cabinet?</b>	Yes.
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<b>What is the best port to request shipping to if I want your cheapest rates?</b>	USA, UK or Singapore.
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<b>Will you offer a discount for bulk orders, loyalty rates?</b>	We value loyal customers and we are continually looking at how we can reward loyal customers. Although discounts may be applied in special circumstances and on a individual customer basis - we would like to think that our good service is enough of a reason to come back.
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**How do I know it is full/empty?**

The regulator gives a guide when full/empty. When it is empty no gas comes out.

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**Is there a minimum order quantity?**

No.

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**Can I mix types?**

Yes.

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**What flow rates can I have?**

We can provide regulators anywhere between 0.3 – 8.0 LPM.

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**Can I have adjustable flows?**

Yes, we offer a regulator called Dial-a-flow.

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**How do I store Calibration Gas?**

Dry and at room temperature of 20 degrees C is best.

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**If you miss the vessel when ordered in good time, will you organise and pay the onward carriage costs to the next port?**

This depends on the circumstances, but we do offer a delivery guarantee so if it misses the vessel because of a reason that's outside your control, we will send it FOC to the next port.

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**Is your calibration gas the same quality, and supplied with the same certification that I already receive from my existing supplier?**

Yes but better. We offer worldwide stocks in our strategically placed hubs and partners and we have over 10 years of experience servicing the marine industry. Our gases are fully traceable and ISO approved with Datasheets that are available for download.



'K-line chose to change their calibration gas supplies to Martek/FastCalGas because it delivered a number of distinct advantages to our fleet of LNG carriers. The single two year covering order delivers time and cost savings on the significant logistics and administration overheads attributable to normal calibration gas supply arrangements. The extended warranty of the calibration gases means there is no worry of our gases expiring before use.

Martek have been professional and responsive from the sales staff to the after sales team. We would recommend their use to other ship owners.'

**R Brooks, Superintendent, K-Line**

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