

CCR Collections

tell me more

For more information,
please contact us at:

Air Products PLC

2 Millennium Gate, Westmere Drive
Crewe, Cheshire CW1 6AP

Agent Support

0345 606 2233 - Option 1

Email agent.uk@airproducts.com

Air Products Ireland Ltd

Unit 950, Western Industrial Estate
Killeen Road, Dublin 12

Agent Support

1800 882 152

Email agent.ie@airproducts.com

As part of Quality Assurance, Air Products needs to collect and investigate cylinders reported faulty as quickly as possible.

To help with this, here are a few reminders to speed up the process:

- Once you have reported a CCR, ensure a label is on each of the faulty cylinders, with the number clearly written using a permanent marker pen
- Place the CCR cylinder at the front of a pallet to help our driver find it
- If possible, keep the pallet with the CCR cylinder nearest the front of the pallets to be returned
- If our driver doesn't have the CCR logged into the PDT they cannot take it, please remove the cylinder and leave it ready for collection, it should be collected on your next delivery.
- If the CCR has not been collected within 1 or 2 deliveries, please contact the agent support team with the CCR number

And on a night time delivery ...

- Due to our Health and Safety procedures, drivers cannot move cylinders by hand, so please help by making any CCR cylinder easy for them to see and ensure it is strapped into a pallet ready for collection.
- Agent Support will contact the agent to confirm the date for collection

Does the customer get a credit?

- If after investigation the CCR is proven to be valid and justified, we will credit the customer
- If after investigation the CCR is proven not to be valid, no credit will be issued to the customer

For any further help or advice with CCR cylinders, please contact the Agent Support Team on 0345 6062233 / 1800882152