



ESSENTRA



ENHANCE QUALITY AND SAFETY

Air Liquide is a global leader in gases, technologies and services for Industry and Health with a presence in over 80 countries and serving more than two million customers and patients. When the company needed a cap solution for the valves of its gas bottles, Essentra provided increased functionality, improved customer satisfaction and greater product safety.

THE CHALLENGE

Air Liquide required a cap solution for the valves of its Argon gas bottles, primarily used for metal fabrication and inflation of diving suits. The cap is needed to protect the industrial valves from ingress of dust and dirt and also to ensure that the bottle has not been subject to any gas leakage. At the time, Air Liquide was using an off-the-shelf solution which was resulting in the cap falling off, leaving the gas bottles vulnerable to contamination, damage and spillage. The company needed to win back the confidence of its customers by proving consistent quality and safety.

THE SOLUTION

Essentra was aware of the problems encountered with the previous solution and knew that a speedy response was required to maintain Air Liquide's reputation for quality. Using its extensive knowledge and years of experience in the Gas market, Essentra designed a custom-made, thread protector cap and quickly created a 3D prototype which incorporated Air Liquide's specific requirements.

The tamper evident valve caps are blue with printed branding on each cap, which includes the words: "Valve protection" on each. This helps to differentiate Air Liquide's products from its competitors.

CUSTOMER
Air Liquide

INDUSTRY
Industrial and medical gases

PROJECT
Custom caps

SOLUTION
Air Liquide maintain quality and safety with Essentra's custom cap solutions



"Essentra Components helped us to improve our customer service and enhance delivery. Their extensive knowledge and expertise has ensured that all orders are received intact, resulting in increased customer satisfaction and no further complaints."

Buyer – Air Liquide



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RESULT

Essentra's team of experts were able to assist Air Liquide to get a new solution to market in a timely fashion, helping them to improve customer service and enhance delivery. The solution provided:

Improved customer satisfaction – customer complaints relating to the caps falling off have been eradicated.

Safety and security – tailored solution with tamper evident feature prevents contamination.

Supply-chain efficiency – Essentra's custom solutions safeguarded Air Liquide's product from production through to storage and shipping.

Cost saving – No requirement for Air Liquide to replace bottles with possible contamination.



ONGOING SUPPORT

As a strategic partner, Essentra ensured that the solution was working in application as required. And with a longstanding relationship with Air Liquide of over 16 years, Essentra continues to offer support.

To find out how the experts at Essentra can help your business, call **0845 758 5070** or email **sales@essentracomponents.co.uk**

"Essentra Components and Air Liquide have a long standing relationship of over 16 years. Delivering tailor-made solutions is what makes Essentra Components distinctive. Creating a bespoke cap for our gas bottles ensured we were able to safeguard our product from production through to storage and shipping."

Buyer – Air Liquide