

FAQs

Praxair Cedar Rapids

Toll free
855-253-3998

Praxair Lead Support

Jason Underwood
319-631-4002

Praxair Medical Sales and Support

Emily Cunningham
630-870-9107

Praxair Sales and Support

Pam Hendershot
515-669-1538

New Account/Account Maintenance

Setting up a new account:

New accounts can be set up by contacting pam_hendershot@praxair.com and requesting the account set up form. Upon completion of the form, you will be notified of your new account number -- At that time the department needs to submit a requisition through the University's Preq system to establish a blanket order.

Setting up a University blanket purchase order for my Praxair account:

Departments need to create a requisition within the Preq system using the following information:

- **Vendor ID:** 0000315558, Address 3 - Des Moines, Iowa
- **Description:** Contract blanket order for cylinder gas and rental charges for the department of XXXX based on RFP 14314 and contract id 2167, for the period of June 17, 2011 - June 30, 2021 for Praxair Account: XXXXXXXX (NEW Account number start with 7 or 8)
- **Category Code:** 42271701
- **MFK:** Only 1 MFK can be utilized
- **Amount:** Expected Cost for one fiscal year
- **Check on Blanket Order**

Editing my account listing (new contact name, address, etc.):

Updates to account information should be submitted to Praxair local representatives: contact Praxair Cedar Rapids toll free at #855-253-3998

MFK Changes:

Contact Purchasing Agent listed on purchase order. Please note that MFK changes cannot be made after the order was created.

Placing New Orders/Checking status of Orders

Placing orders via phone:

Orders can be phoned into Praxair Cedar Rapids facility toll free at #855-253-3998

Placing orders via Praxair Express internet based ordering system:

Orders can be placed via Praxair Express - Registration is easy and Praxair Express also allows you to check order status, cylinder balance and search our catalog of products. Check it out at www.express2.praxair.com or contact Praxair at #855-253-3998

Placing orders via fax:

Orders can be faxed to Praxair Cedar Rapids facility at #319-363-4845

Requesting a Standard Scheduled Delivery:

Standard Scheduled Delivery Service is available for regularly scheduled gas requirements. Arranements can be made by contacting Praxair Cedar Rapids facility toll free at #855-253-3998

Requesting empty tank pickup:

Contact Praxair Cedar Rapids toll free at #855-253-3998

Cylinder Information

Empty Tanks Identification:

Praxair can provide departments with tags that will designate when a cylinder is empty; this will signal to Praxair to remove the tank. To obtain tags contact #855-253-3998

Venting issues on Liquid Gas Dewars:

Liquid gas dewars have important Pressure Relief Valves (PRV), these valves will vent gas-vapor to prevent overpressurization inside the dewar. If a PRV seems to be malfunctioning, please do not tamper with the valve, contact Praxair for assistance at #855-253-3998

Tank Fill/Weighing Process:

Per D.O.T Regulations, liquid gas dewars are filled to a maximum allowable weight prior to transporting. Praxair records and monitors dewar weight during the fill process and prior to delivery. For additional information about filling liquid gas products, contact Praxair at #855-253-3998

Gauges:

Liquid gas dewars come equipped with a Level Gauge. Due to the unique properties of cryogenic liquids, these dewar gauges cannot offer extreme accuracy, but will function as a general reference of dewar contents. For additional information about tank level gauges, or if you need assistance with a tank gauge, please contact Praxair at #855-253-3998

Customer Service

Price Quotes - standard and custom gas and equipment products:

Praxair has a full-line of high purity pure gases and specialty grade gas mixtures, along with a complete offering of standard and custom gas delivery equipment. For more information contact Praxair Cedar Rapids toll free at #855-253-3998

Technical Assistance with gas cylinders and delivery systems:

Immediate assistance by Praxair Representatives on campus, contact Praxair - UIA Lead Support: Jason Underwood, cell phone #319-631-4002

After Hours Emergency Assistance:

Praxair provides 24/7 service response - for emergency gas deliveries after standard business hours, contact Praxair at #319-631-4002

****Please note: After Hours Emergency Deliveries are subject to a \$250 Delivery Fee****

Safety Training Provided by Praxair:

Praxair offers Safety Training to our customers - there is no fee for this service. Training topics include "Safe Handling of High Pressure Cylinders", "Liquid Cryogen Safety", "Safety Awareness for Flammable/Toxic/Corrosive Gases". We can also perform Lab Safety Audits upon customer request. Contact Pam Hendershot at #800-283-8348 ext #224