

## **FREQUENTLY ASKED QUESTIONS**

### **1. How do I as a Department of War (DOW) Customer get support for Industrial Gas Program?**

**RESPONSE:** Requisition Industrial Gas requirements using Service/Government agency automated ordering systems using MILSTRIP/FEDSTRIP (Standard Form 344) or shop online through DoD FedMall. For Navigation, Ordering Assistance or Procedural issues with FedMall please contact the Customer Interaction Center at: DSN CONUS/OCONUS: Toll-free: 1-877-352-2255 (1-877-DLA-CALL) DSN CONUS/OCONUS: 877-352-2255 or Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

### **2. How do I turn in empty cylinders?**

**RESPONSE:** For CENTCOM, Customers are required to:

- Contact ISS with 8120 empty cylinder NSN and quantity to request pick up.

For Cylinder Turn-ins: +97334189940/+97338275573 Or email:  
[dlagasproject@iss-shipping.com](mailto:dlagasproject@iss-shipping.com) /  
[issgovernment.services@iss-shipping.com](mailto:issgovernment.services@iss-shipping.com)

- Palletize cylinders for pickup
- If vendor cannot facilitate the return, then units must return cylinders to their supporting depot.
  - Review the information on the Cylinders Return Factsheet for additional information regarding minimum requirements for cylinder returns.

### **3. What if requested material is not available in CENTCOM?**

**RESPONSE:** For additional gas NSNs not available on the CENTCOM contract, customers may requisition from the CONUS contract as it supplements the CENTCOM contract for those items not available. Customers must, however, consider the transit time when requisitioning from the CONUS contract as the material originates in CONUS.

### **4. Does the program support Medical Gases and Ozone Depleting Substances.**

**RESPONSE:** The Industrial Gas Program does not support medical gases and Ozone Depleting Substances (ODS). Medical Gases are provided by DLA Troop Support. ODS is supported by DLA Weapons Support (Richmond)

### **5. Where do units order empty 8120 Cylinders?**

**RESPONSE:** For any customer that desires 8120 empty cylinders, they must be requisitioned from the CONUS Industrial Gas Program Contract.

**6. What are the requirements to qualify units to receive Mission Critical Military End User (MCMEU) Hydrofluorocarbon (HFC) material?**

**RESPONSE:** The Services decide if the individual customers are authorized to receive MCMEU material under the American Innovation and Manufacturing (AIM) Act. If you are unsure if you are authorized to receive MCMEU material, reach out to your Service's MCMEU point of contact. The Environmental Protection Agency's (EPA), designation of a MCMEU are those uses regulated substances by an agency of the Federal Government responsible for national defense which have a direct impact on mission capability, as determined by the U.S. Department of Defense (DOD), including, but not limited to uses necessary for development, testing, production, training, operation, and maintenance of Armed Forces vessels, aircraft, space systems, ground vehicles, amphibious vehicles, deployable/ expeditionary support equipment, munitions, and command and control systems. Customers must order non MCMEU HFC NSNs if you do not meet the MCMEU definition. Unauthorized use of MCMEU HFCs per the AIM Act can lead to severe penalties from the EPA under the enforcement mechanisms of the Clean Air Act. The consequences can include substantial fines, criminal charges, revocation of allowances, and other legal actions.

**7. Can I return commercial cylinders to the IGP contractor?**

**RESPONSE:** No. The IGP only accepts returns for cylinders utilized under the IGP. Customers that have commercial cylinders need to return them to the commercial company they came from.

**8. Can I request special delivery instructions?**

**RESPONSE:** No. Special delivery instructions would equate to concierge level service. The IGP does not offer this level of service. Supplemental delivery addresses are the only change in delivery instructions that can be considered.

**9. Can I request new gas NSNs be added to the contract?**

**RESPONSE:** It depends. In order for a NSN be added to the contract the demand pattern must meet a predetermined minimum. If there is interest in adding a NSN, please reach out to the Program Manager or the Contracting Officer.