



Frequently Asked Questions



Dimensions: Disposable vs. Green Recyclable

Disposable 34 Liter:

Diameter - 2.91 Inches

Height – 10.48 Inches

Disposable 58 Liter:

Diameter – 3.5 Inches

Height – 13.5 Inches

Disposable 103 Liter:

Diameter -3.3 Inches

Height – 13.6 Inches

Green 34 Liter:

Diameter – 2.5 Inches

Height – 9.45 Inches

Green 58 Liter:

Diameter – 2.91 Inches

Height - 10.8 Inches

Green 103 Liter:

Diameter – 3.5 Inches

Height – 12 Inches

Green 116 Liter:

Diameter – 2.91 Inches

Height - 10.8 Inches



Frequently Asked Questions

Directions for the Strip & Ship program are provided in both picture and written instructions:

Ensure cylinder is empty by screwing regulator onto top of cylinder. Make sure gauge reads zero. If gauge does not read zero, release gas in a well-ventilated area until gauge reads zero. Remove regulator.

Strip outer layer of shrink wrap at perforation to reveal pre-paid return label.

Replace black end caps; secure to top and bottom of plastic tube.

Place empty cylinder with your regular FedEx items for pickup, or deliver to nearest FedEx drop off location.





Frequently Asked Questions

Q: What is PortaGreen?

A: PortaGas' initiative featuring re-designed cylinders that can be returned to PortaGas for re-filling and re-use, eliminating HAZMAT disposal fees and reducing end user's carbon footprint.

Q: Which cylinders will be affected by the PortaGreen initiative?

A: 34 DAL / 58 DAL / 103 DS / 116 DAL

Q: Will all gas blends and combinations be available in the PortaGreen cylinders?

A: Yes

Q: What will the new cylinders look like? Will the new cylinders be the same dimension / footprint?

A: See previous page for details.

Q: Will rental 33 cuft / 150 cuft / 300 cuft cylinders be available through the PortaGreen program?

A: Yes

Q: What information will be visible; how will the cylinders be labeled?

A: The Strip & Ship packaging provides standard safety and contents information. Easy to ready pictures and written instructions are also printed on labels. See previous page for further details.

Q: Are the cylinders approved for overseas distribution?

A: Yes

Q: Will the regulators currently in use in the field still be able to be used on the new cylinders?

A: Yes. 1,000 PSI regulators can be used with the new PortaGreen cylinders.

Q: Will PortaGas be changing or adding part numbers for the PortaGreen program?

A: No. Currently used part numbers will be used for new PortaGreen cylinders.

Q: Will the old standard aluminum and steel cylinders be available after the PortaGreen initiative has begun?

A: Yes; only by special request, requiring new part numbers.



Frequently Asked Questions

Q: What is Strip & Ship?

A: Strip & Ship is a packaging option that allows end users to return empty PortaGreen cylinders to Portagas for refilling

Q: What are the requirements for packaging the return cylinders?

A: Follow directions printed on shrink wrapped cylinder.

Q: If the customer orders more than one cylinder; ie. a six or twelve pack, how will the cylinders be packaged / shipped / returned to PortaGas?

A: Multiple cylinder orders will be packaged and shipped to end users in corrugated boxes with a prepaid return shipping label in a shipping pouch attached to the inside panel of the box. Place empty cylinders back into box after use. When box is filled with empty cylinders, remove return shipping label from pouch, seal box, place shipping label sticker on outside of box, and place box with FedEx packages for carrier pick-up.

Q: What can the customer do if the return packaging tube or end caps are misplaced?

A: Contact PortaGas customer service; replacement tubes and end caps will be shipped to end user.

Q: What is the additional cost for the Strip & Ship packaging and freight costs?

A: Nothing. All packaging and shipping costs are provided to the end user, free of charge.

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