



RAPID RESPONSE PRODUCTS

Teledyne Gas and Flame Detection

Frequently Asked Questions

Question: Does this mean that you are guaranteeing me there will always be stock on hand?

Answer: We will do our best to maintain stock, but customer demand above average monthly sales quantities may temporarily deplete our stock levels.

Question: Exactly how many items of each product are you keeping in stock?

Answer: This depends on the product and lead times, but typically we have about of one to two months of average demand. Replacement stock will be ordered the following day.

Question: Couldn't one large order consume all the Rapid Response Stock?

Answer: No, large and forecasted project orders are handled separately within our system, the Rapid Response Stock is used to fill day to day orders.

Question: How soon will the item ship after placing and order?

Answer: This depends on the available capacity at Cypress manufacturing facility, but on stock items will typically ship in 1-3 days ARO.

Question: Will you add more items to this list?

Answer: Yes, the initial program is focusing on the GD10P and iTrans-2, but we plan to add other items to this program in the future.

Question: Who is monitoring this program?

Answer: Production Planning, Customer Service, and Business Development personnel review this list on monthly basis and adjust stocks accordingly.

Question: All the iTrans-2 monitors are equipped with on-board relays; will you remove them if I want an instrument without relays?

Answer: There will be no reworking of the Rapid Response stock. You can order with relays and get quick delivery, or order without relays and wait the standard delivery times.

Question: The Simtronics GD10P listed has a methane calibration, can I recalibrate that to a different gas?

Answer: No, the calibration on the GD10P is factory set and can't be calibrated to another gas / vapor.

Question: What is the difference between the iTrans-2 LEL with Methane and Pentane calibrations?

Answer: The two units are physically identical with the exact same sensor. The only difference is the factory calibration. So, if we are out of one version, you can substitute the other, but the customer would have to recalibrate to their gas of concern.