



SERVICE BULLETIN

PN: 21145161

RELEASE DATE: May 1, 2017

REVISION DATE(S): January 21, 2019 (rev B)

MODEL: Companion 5

ISSUE: Intake Filter Change

NOTES: Effective May 1st, 2017 all newly manufactured Companion 5 oxygen concentrators will feature a new multi-position airflow system as shown below.



Figure 1. Companion 5 Air Flow.

The cooling air will continue to enter through the vents on the back, and the compressor air will now enter in 2 locations - the bottom of the concentrator adjacent to the filter door, and the top of the concentrator through the handle. This airflow with multiple intake locations and levels of filtration minimizes the airflow into any single location on the concentrator. This further helps to reduce the risk of clogging the intake or damaging the major components. In addition to the airflow change, to further improve the efficiency of the Companion 5 airflow, gross particle filters have also been added to the 2 compressor intake locations.

The new handle filter is **optional**. You may remove and discard it upon receipt. A screen within the handle serves as an additional level of filtration that is sufficient if the gross particle filter is removed. The gross particle filter is simply an optional added layer of protection you may choose to utilize for harsh environments.



Figure 2: Handle Gross Particle Filter (left) and Bottom Gross Particle Filter (right).

Previous Companion 5 units manufactured prior to this update do not require the new filters be installed. Refer to Companion 5 Technical Manual, PN 14940837, for complete preventative maintenance procedures and operating specifications.

Below are the new maintenance requirements for the Companion 5 with these updates:

- **Air Intake Filter (Cartridge):** Replace every 2 years or as needed (no change from the current maintenance schedule).
- **Handle Gross Particle Filter (Optional):** Clean weekly by patient if installed.
- **Bottom Gross Particle Filter:** Replace every 2 years or as needed.

Preventative Maintenance Procedures for Companion 5 Filters

1. Air Intake Filter (Cartridge)

Replace every 2 years or as needed. There is no change from the current maintenance schedule.



Figure 3. Air Intake Filter (cartridge). Located under filter cover.

2. Handle Gross Particle Filter (Optional)

The patient should clean the handle gross particle filter weekly if installed. Replace filter as needed. The filter may require more frequent cleaning in harsh environments. This filter can be equipped on units produced May 2017 and later.



Figure 4. Optional Gross Particle Filter. Located in the top handle.

Maintenance Procedure (for user) :

1. Remove dirty filter from inside unit handle.
2. Wash dirty filter in warm soapy water and rinse thoroughly.
3. Use a soft, absorbent towel to remove excess water.
4. Ensure filter is completely dry before reinstalling in the unit.
5. Reinstall clean filter in handle. Replace with new filter as needed.

3. Bottom Gross Particle Filter

The bottom gross particle filter should be replaced at least every 2 years or as needed. The frequency of the maintenance should be based on the environment in which the Companion 5 is used. Harsh environments may require air intake filter replacement more frequently than every 2 years. This filter is equipped on units produced May 2017 and later.

Maintenance Procedure (for provider only) :

1. Remove dirty gross particle filter from bottom of unit.
2. Install new, clean filter.



Figure 5. Required Bottom Gross Particle Filter. Located in front of compressor intake on bottom of unit.

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