



# *SERVICE BULLETIN*

PN: 21326625

**RELEASE DATE:** September 11, 2018

**REVISION DATE(S):** January 31, 2019 (rev B)

**MODEL:** SeQual<sup>®</sup> eQuinox<sup>™</sup> and SeQual<sup>®</sup> Oxywell<sup>™</sup> Oxygen Concentrators

**ISSUE:** Discontinuation and End of Service Life of the SeQual<sup>®</sup> eQuinox<sup>™</sup> and the SeQual<sup>®</sup> Oxywell<sup>™</sup>

**NOTES:** CAIRE announces the discontinuation of the SeQual<sup>®</sup> Oxywell<sup>™</sup> as of September 31<sup>st</sup> 2017 and the SeQual<sup>®</sup> eQuinox<sup>™</sup> as of December 31<sup>st</sup> 2018. Effective December 31<sup>st</sup> 2021 CAIRE will no longer offer service options for the SeQual<sup>®</sup> eQuinox<sup>™</sup>, and September 31<sup>st</sup> 2022 for the SeQual<sup>®</sup> Oxywell<sup>™</sup>. The affected part numbers are as follows:

<u>Part Number</u>	<u>Description</u>
4807-C3-SEQ	SYS, ENG, OXYWELL, NA CORD
4807-SEQ	SYS, EQUINOX, NA CORD
4807-C1-SEQ	SYS, EQX, C1
4807-C2-SEQ	SYS, EQX, C2
4807-07-SEQ	SYS, EQX, AM
4807-08-SEQ	SYS, EQX, UK
4807-09-SEQ	SYS, EQX, CHN
4807-10-SEQ	SYS, EQX, JP
4807-12-SEQ	SYS, EQX, UAE
4807-15-SEQ	SYS, EQX, IS
4807-17-SEQ	SYS, EQX, DN
4807-20-SEQ	SYS, EQX, SZ
4807-99-SEQ	SYS, EQX, CHN
4837-SEQ	SYS, EQX, 24C, NA
4837-C1-SEQ	SYS, EQX, 24C, C1
4837-C2-SEQ	SYS, EQX, 24C, C2
4837-C3-SEQ	SYS, ENG, OXYWELL, 24C, NA COR
4837-07-SEQ	SYS, EQX, 24C, AM
4837-08-SEQ	SYS, EQX, 24C, UK

4837-10-SEQ  
4837-17-SEQ

SYS, EQX, 24C, JP  
SYS, EQX, 24C, DN

CAIRE will begin phasing out production by year end, but will have a limited number of units available to support customer orders and their phase-out plans on first-come, first-served basis. The company will cease producing any new units once this supply is exhausted. CAIRE will continue to provide service parts for the SeQual<sup>®</sup> eQuinox<sup>™</sup> through 2021 to support its warranty obligations for the existing fleet.

The SeQual<sup>®</sup> Oxywell<sup>™</sup> was discontinued in September 2017, CAIRE will continue to provide service and parts for the SeQual<sup>®</sup> Oxywell<sup>™</sup> until September 31, 2022.

**CONTACT:** For technical questions or concerns, contact Technical Service:

USA: 800-482-2473

[www.cairemedical.com](http://www.cairemedical.com)

Europe: +44 (0) 118 936 7060

[www.cairemedical.com](http://www.cairemedical.com)

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473

[www.cairemedical.com](http://www.cairemedical.com)

Europe: +44 (0) 118 936 7060

[www.cairemedical.com](http://www.cairemedical.com)

*Copyright © 2019 CAIRE Inc. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.*