



SERVICE BULLETIN

PN: 21360547

DATE: 1/3/2019

MODEL: Companion 5 Oxygen Concentrator

ISSUE: Companion 5 Hose Clamp Change

Effective Dec. 17th, 2018 all CAIRE Companion 5 Oxygen Concentrators are now being manufactured using new hose clamps (CAIRE PN CL036-1 and 20835811). The new ratcheting clamp (PN CL036-1) is meant to be taken on and off for service and can be re-used. The pinch clamp (CAIRE PN 20835811) does not need to be removed for service and if needed to, it will need to be replaced. The previous design clamps required special pliers (CAIRE PN 20852060) to remove for service work. See figures below for updated part numbers and pictures.

Figure 3 indicates the removal of the ratcheting clamp. Each side of the ratchet mechanism can be grasped with a separate set of standard pliers, and the two sections of the clamp moved opposite one another until the clamp releases.

It is recommended to only remove and re-install the ratcheting clamp if possible, but if a pinch clamp needs to be replaced (to repair a damaged section of tubing, for example) a pinch clamp tool is required. A pinch clamp tool can be sourced from various hardware supply companies. See figures 5 and 6 below that illustrate how to apply an oetiker clamp.

Fig. 1: New Ratcheting Clamp PN: CL036-1

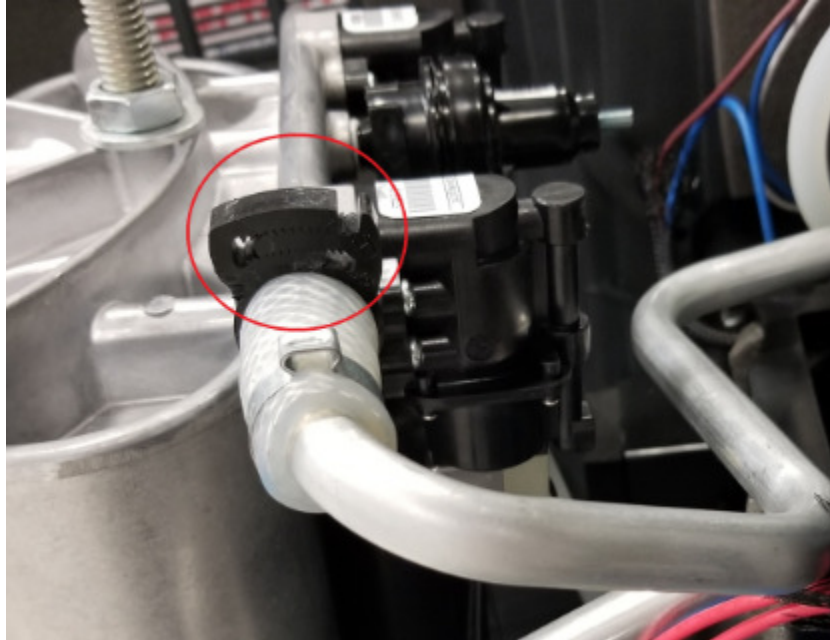


Fig. 2: New Style Pinch Clamp PN: 20835811

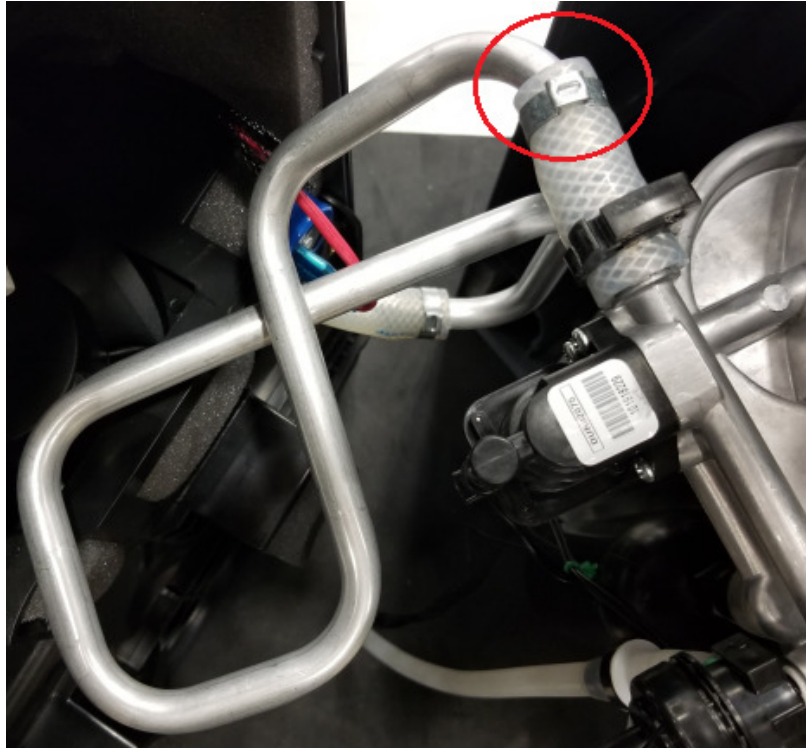


Fig. 3: Ratcheting Clamp Removal

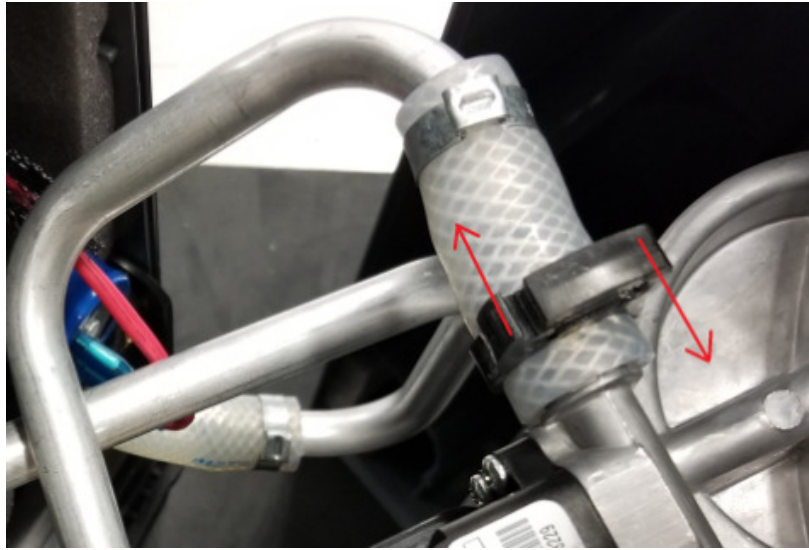


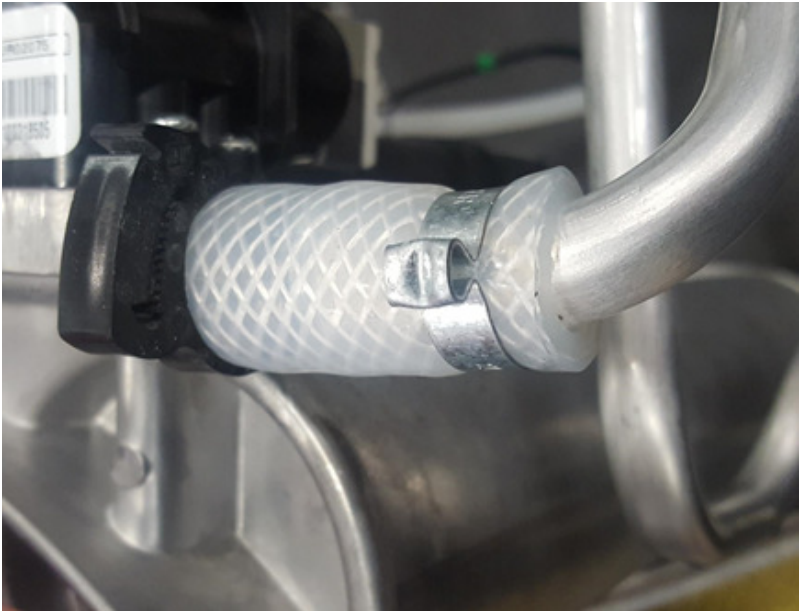
Fig. 4: Previous Design Clamp Removal



Fig. 5: Crimping Pinch Clamp



Fig. 6: Pinch Clamp installed



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

USA: 800-482-2473

www.cairemedical.com

Europe: +44 (0) 118 936 7060

www.cairemedical.com

For ordering information or general inquires, contact Customer Service:

USA: 800-482-2473

www.cairemedical.com

Europe: +44 (0) 118 936 7060

www.cairemedical.com

Copyright © 2018 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.