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Med Tips

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PRODUCT INFORMATION

Companion 1000 and 1000T Flow Control Valves

When replacing the FCV on a Companion 1000 or Companion 1000T that was manufactured before July 2012, it will require installing an upgrade kit that includes a new cannula barb, spacer, and FCV.

C1000 FCV Kit Part Number: **20592889**

C1000T FCV Kit Part Number: **20592890**

There are no changes to the FCV specifications or performance, but there is a new part number and appearance.



Previous C1000 FCV (B-775859-00)



New C1000 FCV (B-775859-FLO)

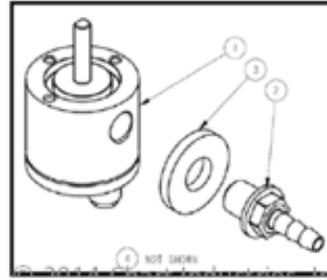


Previous C1000T FCV (B-775889-00)



New C1000T FCV (B-775889-FLO)

C1000 and C1000T FVC's



FCV, Spacer, Cannula Barb

Pediatric Flow Meter

The NewLife Elite can be modified to include a pediatric flow meter. A pediatric flow meter can also be installed on NewLife Intensity and NewLife Intensity 10 units if they have the dual-flow option. Note that 2 Liters Per Minute (LPM) should be bleeding off of the primary flow meter while a pediatric flow meter is in use. Pediatric flowmeters can only be installed on Visionaire units that are manufactured as a 2LPM or 1LPM unit. Pediatric flow meters cannot be installed on Visionaire 5LPM or Visionaire 3LPM units.

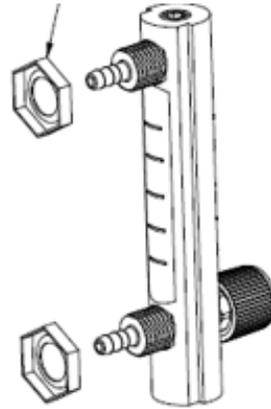
The 2LPM pediatric flow meter only can be ordered using Part Number (PN): FM001-2. The PN for the Newlife pediatric flow meter assembly (that includes fittings along with FM001-2) is FM070-2. The PN for the Visionaire 2 assembly (that includes fittings along with FM001-2) is FM070-1S. The flow meter is marked up to 2 LPM and 2000 ccm (cubic centimeters per minute) and has 1/8 LPM and 125 ccm increments.



2 LPM Pediatric Flow Meter

The 1LPM Visionaire flow meter can be ordered using PN FM079-1. The

securing nuts for both the 2LPM and 1LPM flow meters can be ordered using PN F0414-1.



Securing Nuts for Flowmeter

Eclipse 3 and Eclipse 5 Provider Mode Menu Options

Providers can access the Provider Mode by pressing the nonsmoking button on the control panel to display information about the Eclipse. To cycle through the menu, simply press the non-smoking button repeatedly.



Provider Menu Button

The below table can be used to determine what function you will arrive at by the number of repeated presses.

<u>Number of Repeated Presses</u>	<u>Menu Option</u>	<u>Description</u>
1	ALRM = ###	Alarm Code
2	PS = #	Pulse Mode Sensitivity Adjustment
3	HRS = ##	Hours of Operation
4	9V = V	9-Volt Battery Status
5	BOL =	Rise Time Setting for Bolus Delivery
6	CB#####	Control Board PN (first

		4 numbers) and Rev. (last 2 numbers and assume decimal in between the two numbers)
7	PM#####	Power Manager PN (first 4 numbers) and Rev. (last 2 numbers and assume decimal in between the two numbers)
8	-	Returns to the Main Menu

Provider Menu Table

[Incidental Fee's](#)

"No Problem Found" Fee (NPF) for CAIRE Products - US CUSTOMERS ONLY

As a reminder, CAIRE charges an NPF fee for all returned products in which no problems are found. This charge applies to all Warranty and Non-Warranty returns. CAIRE service technicians take the utmost care in evaluating and diagnosing problems for all returned units. The fee schedule for No Problem Found units is as follows:

Concentrator equipment: \$60
LOX equipment: \$95

To help prevent an NPF scenario, we recommend you contact the CAIRE Technical Service team to assist in evaluating all problem units prior to requesting an RMA (Return Material Authorization). CAIRE Technical Service is here to support you with any technical questions, problems, or issues you may have.

You may contact CAIRE Technical Service at 800-482-2473 or techservice.usa@chartindustries.com.

Inspection Fee

For non-warranty unit's set-up for quote in RMA, these units will be quoted for patient ready. Customers will be contacted with the quote, and if this quote is denied, an inspection fee will apply per unit denied.

The choice can be made to have the unit scrapped at our facility, or returned to the customer. If returned, shipping will be charged to the customer.

Concentrator equipment: \$65
LOX equipment: \$95

Damage Fee

When warranty and non-warranty units are received and during the repair process, they are inspected. If during this time damage not due to manufacturing defect is found, or the unit is missing components, a damage fee will apply. These damages may be structural or cosmetic. The damage fee will be advised to customers for approval prior to repairs being performed.

Customer Damage Fee \$75

***NOTE:** Structural damage may incur a higher quote for repair based on the condition of the unit.*

Contaminated Units

Due to the risks of cross contamination of other units, units received into our facilities that are found to be contaminated will be returned un-repaired, and the return shipping will be billed to the customer. Contamination can include, but is not limited to human or animal fluids, bug infestations, rodent nest, etc.

Concentrator equipment: \$60 plus shipping
LOX equipment: \$95 plus shipping

HELPFUL HINTS / FAQs

FreeStyle Service Indicator

Q: There is a solid yellow light on my FreeStyle unit with no alarm sounding. What type of alarm is this referencing?

A: This is a service indicator light letting you know that the unit has reached 5,000 hours. The FreeStyle 3 has an hour meter located on the circuit board. The toggle button can be used to cycle between the Historical Channel and the Maintenance Channel. To reset the Maintenance Channel, have the Maintenance Channel displayed, indicated by a wrench symbol, and hold the toggle button down continuously until '0' is displayed on the screen.



FreeStyle 3 Hour Meter

Historical Channel:

- * Displays total operating hours
- * Cannot be reset

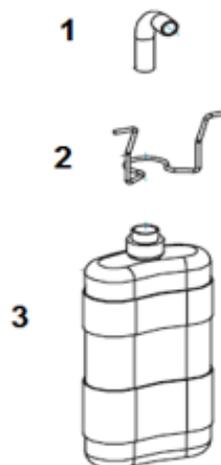
Maintenance Channel:

- * Indicated by a wrench icon under "h"
- * Hours between maintenance intervals
- * Yellow service light at 5,000 hours
- * Light will remain on until reset by technician

Companion 41 Drain Bottle Replacement

Q: What is the Part Number for a replacement elbow that connects to the drain bottle on a C41 reservoir?

A: The replacement PN is B-701359-00. You may also purchase a Drain Bottle Service Kit (PN B-701362-SV) that includes the following replacement parts:



- 1 -- Drain Bottle Elbow: B-701359-00
- 2 -- Drain Bottle Bracket: B-701360-00

3 -- Drain Bottle: B-701320-00

FreeStyle Battery Replacement Fee

Q: If I have a Freestyle or Freestyle 5 POC that is under warranty, but the internal battery is out of warranty, what will be the cost to have the internal battery replaced if it is not performing to specifications?

A: If the battery is out of warranty, and requires replacement, it will be replaced for a \$203.78 fee unless the customer specifies that the battery is not to be replaced.

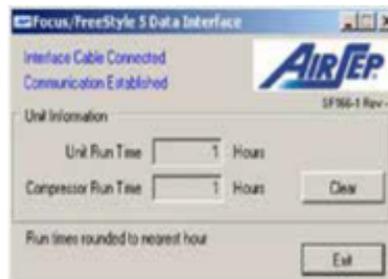
ACCESSORIES



F1144-1
Air Intake Filter for FreeStyle



F1194-1
Air Intake Filter for FreeStyle 5



K1406-1
AirSep Focus and FreeStyle 5 Hour Meter Kit:
USB Kit that allows you to check and reset hours on the AirSep Focus and
FreeStyle 5 via a computer

SERVICE SCHOOLS & TRADE SHOWS

2015 Service School dates have been announced!

Europe

LOX Trainings:

October 5-6 in Toulouse/France - French language

October 14-15 in Wokingham/United Kingdom - English language

October 21-22 in Padova Italy - Italian language

Concentrator Trainings:

October 7-9 in Toulouse/France - French language

November 24-26 in Wokingham/United Kingdom - English language

For additional details and registration information about these trainings, please visit the ["Service Schools"](#) tab of our website.

Trade Shows

We will be attending the following trade shows this year. We would love for you to stop by our booth!

CONTACT US

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