

# May 2017 Med Tips

---

## Product Information

### Companion® Reservoir Contents Indicator Change

In the Spring 2017 edition of Med Tips, under the Helpful Hints and FAQ section, we covered the proper way to clean the contents indicator on the Companion® LOX reservoirs (C21: B-775845-00, C31: B-775846-00, C41: B-775847-00). In that section we mentioned an update that was made to the indicators in October of 2011. This update changed the plastic material the indicators are constructed with. This month we would like to cover the indicator change in just a little more detail. The change was made to increase the indicator's resistance to cleaning and leak detector solutions. The updated indicators have a light blue tint to them. Please see the examples of each indicator below. The components made with the new plastic are completely interchangeable with the older plastic. This change did not alter the functionality of the contents indicator in any way. The unit still operates on the concept of differential pressure. All internal components remained the same. The level sensing integrity was not decreased by this material change. If you do find yourself changing an indicator on a Companion reservoir, please remember to only do it once the reservoir is empty and warm. We do not recommend clamping the sensing lines to change the indicator on a reservoir that is cold or contains any oxygen. This can damage the internals of the indicator and cause the gauge to read inaccurately.



Old Material



New Material

As a quick reminder, here is a table outlining the approved cleaning and leak detector solutions.

Function	Acceptable Product
Cleaning	Sporicidin Disinfectant
	Mild dish washing detergent/warm water
Disinfecting	Sporicidin Disinfectant
	Household bleach (1:10 dilution with water, freshly made within 24 hours)
Leak Detection	Snoop Liquid Leak Detector

Sporicidin is a registered trademark of:  
 Sporicidin International  
 121 Congressional Lane  
 Rockville, MD 20802  
 Tel: 301-231-7700  
[www.sporicidin.com](http://www.sporicidin.com)

SNOOP is a registered trademark of:  
 Swagelok Co.  
 29500 Solon Road  
 Solon, OH 44139  
 Tel: 440-248-4600  
[www.swagelok.com](http://www.swagelok.com)

### SeQual® eQuinox™ and Eclipse® Humidifier Kit Part Numbers



Part number 7116-SEQ, shown above on the left, will include the humidifier adapter assembly and the strap that goes around the unit. The humidifier bottle, shown above on the right, must be purchased separately.

If you only need the strap that goes around the unit and holds the humidifier bottle please order part number 3973-SEQ.

**Important Note:** When using the humidifier bottle attachment the Eclipse and the eQuinox are no longer portable and must remain stationary until the humidifier is removed. This prevents water damage to the internal components of the device.

# Helpful Hints and FAQs

## Returned Material Authorizations

Are you familiar with CAIRE's Return Material Authorization (RMA) process? There are a few steps to follow any time an item is returned to us. This includes warranty repairs, warranty replacements, non-warranty repairs, returns, and exchanges. For those of you who are familiar with the process please use the following information as a refresher. For those of you who may be new to this process, immerse yourself in it, and put it to good use when the time arises!

For inquiries in North, Central, and South America:  
Calling within North America: +1-800-482-2473

Calling from outside North America: +1-770-225-4428  
[CSLatinAmerica@chartindustries.com](mailto:CSLatinAmerica@chartindustries.com)  
[Customerservice.usa@chartindustries.com](mailto:Customerservice.usa@chartindustries.com)

For inquiries in Europe and Africa:  
[customerservice.europe@chartindustries.com](mailto:customerservice.europe@chartindustries.com)  
Phone: +0044 1189367060

For inquiries in Asia and Australia:  
[csasia@chartindustries.com](mailto:csasia@chartindustries.com).

Before you do, please have the following information available:

1. Serial number of the equipment. If the equipment is not serialized, please have the part number ready and a PO or order number that the equipment was purchased under.
2. Please have your account number ready. If you're not sure what your account number is we can usually find it in our system using your zip code and company name.
3. Please have your address ready for where the units will ship once repairs are completed. In cases where there is a repair being performed or something will be shipping out, we'll need to verify the Ship To address. We are able to drop ship equipment to customers and patients if there is no need for it to come to your facility first. If you would like us to drop ship something we ask that you provide a phone number so the customer can be contacted if there are any issues with the delivery.
4. In cases where there is a problem with a specific part or a piece of equipment, the more information we have on the problem the better. Please provide any alarms or trouble codes you are receiving, as well as any troubleshooting steps you have already performed. This information will allow us to properly repair your equipment and improve our products in the future.
5. Please have a Purchase Order (PO) number ready to provide that you would like to reference for the repairs. Know your company's policy regarding POs for repairs. Some require a company issued PO number, while other companies use the current date.

Whether you've contacted us by phone or by email you should receive a 6-digit RMA number from us that guarantees your request has been processed. Keep in mind that

checking a warranty status on a piece of equipment does not guarantee that an RMA has been issued to you. Please do not send anything in to us without an RMA number. It is very difficult for us to account for anything sent to us without it. Please write the provided RMA number on the outside of the box prior to sending anything to any of our facilities.

## United States Authorized Repair Service Centers

While we're on the topic of repair, here is a list of facilities that CAIRE has authorized to perform warranty repairs in the US. Using an authorized repair facility near you or your customers may help save on shipping costs and turnaround time if a warranty repair is needed.

**ReOx Medical Service**  
800 Research Drive STE 220  
Woodland Park, CO 80863  
**Todd Shaw**  
877-402-7369  
[service@reoxmedical.com](mailto:service@reoxmedical.com)  
**CO & UT, WY, & NM**  
**REPAIRS: NEWLIFE & VISIONAIRE**

**ReOx Medical Service**  
11401 A Leopard Street  
Corpus Christi, TX 78410  
**Todd Shaw**  
877-402-7369  
[service@reoxmedical.com](mailto:service@reoxmedical.com)  
**TX ONLY**  
**REPAIRS: NEWLIFE & VISIONAIRE**

\*ReOx Medical Service in Colorado also covers Oklahoma

**Oxygen Sales & Service**  
4610 SW 74<sup>th</sup> Ave.  
Miami, FL 33015  
**Hexer Herrera or Alex Cruz**  
305-262-4119  
[sales@oxygenssionc.com](mailto:sales@oxygenssionc.com)  
**FL ONLY**  
**REPAIRS: ECLIPSE, FREESTYLE,  
FOCUS, NEWLIFE, VISIONAIRE**

**Oxygen Sales & Service**  
115 SW Bonanza Glen  
Lake City, FL 32025  
**Hexer Herrera or Alex Cruz**  
305-262-4119  
[sales@oxygenssionc.com](mailto:sales@oxygenssionc.com)  
**North & Central FL**  
**REPAIRS: ECLIPSE, FREESTYLE,  
FOCUS, NEWLIFE, VISIONAIRE**

**Quality Medical**  
30 Heatco Court, Suite 200  
Cartersville, GA 30120  
**Jason Perfetto**  
727-547-6000  
[jperfetto@qualitymedicalsouth.com](mailto:jperfetto@qualitymedicalsouth.com)  
**AL, GA, SC, TN**  
**REPAIRS: NEWLIFE & VISIONAIRE**

**Don't miss out on our upcoming Service Schools!**

**CAIRE Service School Training Seminars  
June 12-14 & 15-16, 2017  
at Barcelona, Catalonia, Spain**

**CAIRE offers Service Schools covering both LOX and Concentrator lines.**

Each class is a comprehensive program that focuses on the technical and service aspects of the CAIRE family products. Class time is divided between lecture and hands-on workshops. The seminars will help the student develop a better understanding of how liquid oxygen equipment or concentrators work, how to identify the symptoms and causes of potential problems and how to use the technical information that is available in the Technical Manuals. Attendance at CAIRE's Service Schools is free, but registration is mandatory. Registration forms must be received one week prior to the start of the class in order to guarantee availability and materials.

**Concentrator Service School topics include:**

- Concentrator hazards and safety precautions
- Principles of pressure, flow and saturation
- Functions of the major components of a portable/stationary concentrator
- Theory of operation
- Hands-on experience with the concentrators
- Set up and use of test equipment
- Troubleshooting, repair and performance verification/testing procedures with hands-on experience

**LOX Service School topics include:**

- Liquid oxygen (LOX) hazards and safety precautions
- Principles of pressure, flow and liquid oxygen saturation
- Functions of the major components of a liquid oxygen system
- HELIOS™ system theory of operation
- Reservoir and portable filling procedures with hands-on experience
- Set up and use of test equipment
- Troubleshooting, repair and performance verification/testing procedures with hands-on experience

**2017 Training Dates**

June 2017

Concentrator Training- Presented in Spanish: June 12- 14 in Barcelona, Spain

LOX Training- Presented in Spanish: June 15- 16 in Barcelona, Spain

August 2017

Concentrator Training- Presented in German: August 22- 24 in Wuppertal, Germany

September 2017

LOX Training- Presented in French: September 12- 13 in Fonsorbes, France

LOX Training- Presented in German: September 19- 20 in Wuppertal, German

LOX Training- Presented in Italian: September 27- 28 in Padova, Italy

We would like to remind you that spaces are limited.

To register for Service School, please email:

[techservice.usa@chartindustries.com](mailto:techservice.usa@chartindustries.com) for USA Training

[jim.gibson@chartindustries.com](mailto:jim.gibson@chartindustries.com) for European Training

## 2017 Trade Shows

Show	Date	Location
ACMESA	June 15-16	Wrightsville Beach, NC, USA
Medtrade Fall	Oct 23- 26	Atlanta, GA

**PLEASE CONSULT THE APPLICABLE PRODUCT INSTRUCTIONS FOR USE FOR PRODUCT INDICATIONS, CONTRAINDICATIONS, WARNINGS, PRECAUTIONS, AND DETAILED SAFETY INFORMATION.**