

## August 2021 Med Tips

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

### CAIRE Service School Training Webinars 2021

CAIRE offers Virtual 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. Registration for CAIRE's Service Schools is mandatory. Registration forms must be received two weeks prior to the start of the class in order to guarantee availability and materials.

Type	Language	Location	Training Dates	Registration by
LOX	German	Langenfeld, Germany	September 15	September 1
LOX	Italian	Padova, Italy	October 19	October 5
LOX	English	Ball Ground, GA USA	November 11	October 28
CONC	English	Ball Ground, GA USA	November 8-10	October 25
CONC	English	Wokingham, UK	November 16-18	November 2

**Table 1 - Details of upcoming training.**

#### 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
- Set up and use of test equipment
- Troubleshooting, repair and performance verification/testing procedures

#### 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
- Set up and use of test equipment

Please submit your registrations forms no later than the dates in Table 1 above. If you are interested in the service schools mentioned above, and it is past the registration date, please reach out to the registration emails below. Depending on safety and travel restrictions due to COVID-19, CAIRE may at any time change the location of the training from virtual to in-person.



To register for Service School, please email:

[Techservice.global@caireinc.com](mailto:Techservice.global@caireinc.com) for USA Training or [jim.gibson@caireinc.com](mailto:jim.gibson@caireinc.com) for European Training.

## **5 and 10 Year Periodic Inspections**

The ADR (European Agreement Concerning the International Carriage of Dangerous Goods by Road) and regulation EN1251-3 (Cryogenic vessels – Transportable vacuum insulated vessels of not more than 1000 liters) require that periodic inspections are performed on closed cryogenic vessels every 5 and 10 years. While these regulations give clear guidelines as to which items require testing, they do NOT certify that the equipment is fully functioning and is ready to be used by customers. If a customer wishes to have fully functional equipment AND the necessary certification then they will need to request this service. If any equipment fails the periodic inspection, we would only quote for parts required to re-test and pass the inspection unless customers have detailed otherwise on their initial request. Please contact the Technical Service team for further information.

## **PRODUCT UPDATES**



### **Telehealth Solution**

The only telehealth solution supporting comprehensive oxygen care. Improve care and streamline your operations with the myCAIRE telehealth solution. myCAIRE features rapid, remote data collection from CAIRE oxygen concentrators in the field. You can connect to CAIRE equipment via the patient smartphone or tablet. It's a secure, cloud-based technology accessible from desktop or tablet anytime. myCAIRE is available on the FreeStyle Comfort, Eclipse 5 and Companion 5.

<https://www.caireinc.com/product/mycaire/>

### **VisionAire™ Oxygen Concentrator**

Effective as of serial number GPB0121060001, all VisionAire™ concentrators are shipped with a strip of tape around the bottom portion of the concentrator – See Figure 1. This helps to keep the front and rear cover in position during transport.



Figure 1.

Customers are kindly reminded to remove the tape prior to initial testing/operation. Failure to remove the tape may cause a glue residue to be left on the equipment, which subsequently can be difficult to remove.

Please also refer to Service Bulletin PN 21496626 for more details.

## **Helpful Hints & FAQs**

### **Concentrator Storage**

If you intend to store our concentrator products for longer periods of time, we recommend that, on a monthly basis, you run them for at least one hour. For our portable concentrator products, you will need to run them in Test Mode to achieve this.

Please refer to Service Bulletin PN 21496778 for more details.

## Document Updates

We advise our valued customers to monitor and check that they are using the most recent revision of any documents for the model of equipment they have.

The following documents were updated in July 2021.

- ML-CONC0148                      Eclipse 5 Cutsheet ENG
- ML-CONC0062-2                Eclipse 5 Quick Start Guide GERMAN
- ML-CONC0173                      Companion 5 cutsheet CE certified ENG

## Med Tips Distribution!

Need to update your Med Tips contact information or add a member of your team to our distribution list? Email us today with your new information!

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

USA:                                800-482-2473

[techservice.global@caireinc.com](mailto:techservice.global@caireinc.com)

Europe:                            +44 (0) 118 936 7060

[techservice.global@caireinc.com](mailto:techservice.global@caireinc.com)

For ordering information or general inquires, contact Customer Service:

USA:                                800-482-2473

[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)

Europe:                            +44 (0) 118 936 7060

[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)

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*Please consult the applicable product instructions for use for product indications, contraindications, warnings, precautions, and detailed safety information.*



# *SERVICE BULLETIN*

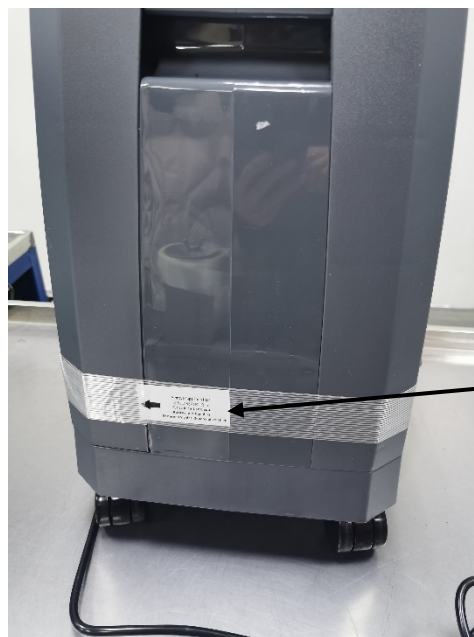
PN: 21496626

**RELEASE DATE:** February 01, 2021

**MODEL:** VisionAire™ Oxygen Concentrator

**ISSUE:** Securing Tape used for Shipping.

**NOTES:** Effective as of serial number GPB0121060001, all VisionAire™ concentrators will be shipped with a strip of tape around the bottom portion of the concentrator. (Figure 1)



Remove Tape From Here  
请从此处移除胶带  
Quita la cinta de aquí  
Retirez le ruban d'ici  
Entfernen Sie das Klebeband von hier

Figure 1

Customers are kindly reminded to remove the tape prior to initial testing/operation. Failure to remove the tape may cause a glue residue to be left on the equipment, which subsequently can be difficult to remove.

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**PN 21496778 A**

**RELEASE DATE:** March 20, 2021

**MODEL:** All CAIRE® Concentrator models

**ISSUE:** Storage of CAIRE® Concentrators

**NOTES:** CAIRE® would like to remind its' customers of the recommended storage environment for CAIRE® oxygen concentrators. Table 1. below lists the various products and storage temperature details as given in the relevant technical manual. Further to this CAIRE® would also recommend that during extended storage periods, all concentrators are run up for a minimum of 1 hour each month. For portable concentrators, this will require they be switched to test mode for the duration of the run up. The procedure to switch the equipment into Test Mode is also listed below.

Model	Storage Temp (°F)	Storage Temp (°C)
Companion 5	-13°F to 158°F	-25°C to 70°C
Eclipse 5	-4°F to 140°F	-20°C to 60°C
FreeStyle Comfort	-13°F to 158°F	-25°C to 70°C
FreeStyle/FreeStyle 5	-4°F to 140°F	-20°C to 60°C
Focus	-2°F to 140°F	-20°C to 60°C
NewLife Series	-13°F to 158°F	-25°C to 70°C
Visionaire Single LED	-4°F to 140°F	-20°C to 60°C
VisionAire 3 LED	-13°F to 158°F	-25°C to 70°C

Table1 – Model and Storage Temperature range

**Test Mode Procedure for POC Equipment**

**FreeStyle Comfort** - With the unit turned on, press the following sequence of buttons “+ + - - + - + -”. For the unit to recognize the following sequence, it has to be entered within a 5 second period. If the sequence of buttons is entered correctly, the unit will alarm and the screen will change, having a red border around the screen, indicating the unit is now in test mode. The unit will begin auto-pulsing, enabling O2 concentration testing.

To exit test mode, turn off the unit or re-enter the test mode sequence. Be sure to exit test mode before returning the unit to patient use.

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**FreeStyle/FreeStyle5** - Connect the POC using the supplied AC power supply to a 100-240 volt, 50/60 Hz electrical outlet. Turn unit on by pressing setting 2 on keypad. Simultaneously press and hold settings [1] and [3] for ten seconds if using a FreeStyle. Simultaneously press and hold settings [1] and [5] for ten seconds if using a FreeStyle 5. After approximately ten seconds, the alarm will sound and the LEDs above each flow setting will illuminate verifying auto pulse mode (Test Mode).

To exit test mode, turn off the unit by pressing the corresponding lit button on the keypad.

**Focus** - Turn the power switch on. Wait for the red and green LEDs to stop flashing and the green LED to remain on. Within 2 seconds of the green LED staying on, power the unit off. Turn the unit on and off three times while the startup buzzer is alarming leaving the unit on the third time. The red and green LEDs will remain solid for 10 seconds followed by an audible tone indicating that test mode is active.

To exit test mode, power off the Focus with the in-line power switch.

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

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[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)