

May 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	French	Toulouse, France	June 1	May 15
CONC	Italian	Padova, Italy	June 8-9	May 25
CONC	German	Langenfeld, Germany	June 15-17	June 1
CONC	English	Ball Ground, GA USA	August 16-18	August 2
LOX	English	Ball Ground, GA USA	August 19	August 5
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 registration 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 for USA Training or jim.gibson@caireinc.com for European Training.

PRODUCT UPDATES

Companion 5™ Hose Clamp Change

All CAIRE Companion 5 oxygen concentrators are now being manufactured using new hose clamps (PN CL036-1 and 21496797). 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 (PN 21496797) does not need to be removed for service, it will need to be replaced. See figures below for updated part numbers and pictures.

It is recommended to only remove and re-install the ratcheting clamp when necessary, but if a pinch clamp needs to be replaced (to repair a damaged section of tubing, for example) a pinch clamp tool will be required. A pinch clamp tool can be sourced from various hardware supply companies.



New Ratcheting Clamp PN CL036-1



New Pinch Clamp PN 21496797

Helpful Hints & FAQs

CAIRE LOX Products – 10 Year Vacuum Check

CAIRE Inc. recommends returning LOX equipment to a CAIRE service facility every 10 years for a vacuum check and re-evacuation.

This information is detailed in the Maintenance section of our Technical Manuals listed below:

- 10662631_P Sprint & Stroller TSM
- 11805120_K Spirit TSM
- 13350704_L LIBERATOR G4 TSM
- 14883289_K HELIOS RESERVOIR TSM
- 20559263_G Companion Reservoir TSM
- 20562190_F HELIOS PORTABLES TSM
- 20562220_F Companion Portables TSM

See example below:

IX Maintenance (Schedule A, 30-Month)

There are two schedules for routine maintenance which the home health care distributor may follow. These schedules allow the distributor maximum flexibility while assuring that equipment is operating properly. The healthcare distributor may follow either Schedule A or Schedule B, or a combination of the two schedules. CAIRE, Inc. recommends returning the unit to a CAIRE service facility every 10 years for vacuum check and re-evacuation if necessary.

Schedule A –30 Month

A. Introduction

Routine maintenance is a series of steps used to assure that equipment is functioning properly.

- c. Perform PRV test (RP13).
- d. Perform SRV test (RP13).
- e. Pressure Retention Test (RP15).
- f. Replace shroud (RP2).
- g. Liquid Contents/Level Indicator Test (RP6).
- h. Flow Rate test (RP25).

Please refer to Service Bulletin PN 21496808 for more details

Operating Pressure Test – VisionAire™

The operating pressure test is a useful diagnostic tool to help troubleshoot the high and low pressure alarms. This test can also help you narrow the cause of low O2 concentration. Follow the instructions below to correctly perform the operating pressure test.

1. Set the unit's I/O power switch to the "0" position and unplug the power cord.
2. Remove the front panel of unit.

3. Locate the pressure test port (black, green or clear tube located on the top right side between the compressor enclosure and center section). Using a pressure test adapter (PN KI257- 2), connect the pressure gauge to the test port.
4. Plug in the power cord and set the unit's I/O power switch to the "I" position.
5. Set the flowmeter to the maximum indicated flow rate for the unit and allow it to run five minutes.
6. Observe the maximum and minimum readings on the pressure test gauge.

The maximum reading should not exceed: 30 PSIG (207 kPa)

The minimum reading should not be less than: 8 PSIG (55 kPa)



Document Update

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 have recently been updated.

Document Number	Title	Rev
ML-CONC0085	NewLife Elite ENG cutsheet	H
20631679	Eclipse 5 Service Manual	G
MN240-1	NewLife Service Manual	E

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

Europe: +44 (0) 118 936 7060

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For ordering information or general inquiries, contact Customer Service:

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

PN 21496808 A

MODEL: CAIRE® LOX Products

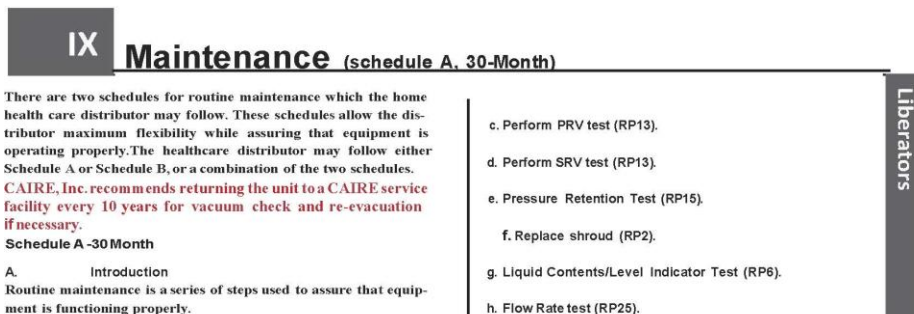
ISSUE: 10 year vacuum check and re-evacuation

NOTES: CAIRE Inc. recommends returning LOX equipment's to a CAIRE service facility every 10 years for a vacuum check and re-evacuation if necessary.

This information is detailed in the Maintenance section of our Technical Manuals listed below:

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- 20562190_F HELIOS PORTABLES TSM
- 20562220_F Companion Portables TSM

See example below:



IX Maintenance (schedule A, 30-Month)

There are two schedules for routine maintenance which the home health care distributor may follow. These schedules allow the distributor maximum flexibility while assuring that equipment is operating properly. The healthcare distributor may follow either Schedule A or Schedule B, or a combination of the two schedules. CAIRE, Inc. recommends returning the unit to a CAIRE service facility every 10 years for vacuum check and re-evacuation if necessary.

Schedule A -30 Month

A. Introduction
Routine maintenance is a series of steps used to assure that equipment is functioning properly.

- c. Perform PRV test (RP13).
- d. Perform SRV test (RP13).
- e. Pressure Retention Test (RP15).
- f. Replace shroud (RP2).
- g. Liquid Contents/Level Indicator Test (RP6).
- h. Flow Rate test (RP25).

Liberators

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

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