



November 2021 Med Tips

Don't miss out on our upcoming Service Schools!

CAIRE Service School Training 2022

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

Dates for our 2022 Service Schools have yet to be finalized. Please subscribe to our Med Tips to receive all the latest information on our upcoming technical training seminars.

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

Depending on safety and travel restrictions due to COVID-19, CAIRE may at any time change the format of the training from virtual to in-person.

PRODUCT UPDATES

AirSep® NewLife® Elite Discontinuation

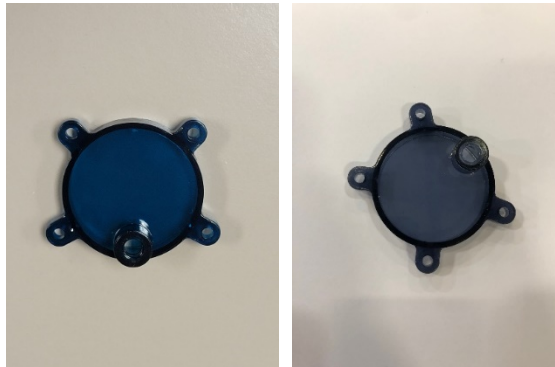
With effect of October 7, 2021, production and sale of the AirSep NewLife Elite 5 Liter stationary concentrator has ceased. The sieve material required for these devices is no longer available to support continued production.

CAIRE will continue to provide service and parts for select components, maintenance, and repairs based on component material availability. For assistance in managing your needs, please reach out to our Global Technical Service team via the contact information listed below.

Please refer to Service Bulletin 21497340 for more information.

LOX Portable Companion® 1000 Lens Color Change

The level indicator lens on the Companion 1000 LOX portable has been changed from a blue transparent material to a black transparent material.



Old color

New color

Eclipse 5® Alternate Pressure Sensors

CAIRE is releasing an updated Eclipse control board with alternate pressure sensors. These alternate sensors have barbs that are oriented differently – see Figure 1 below for examples of old and new boards. As such, tubing lengths must be changed to the below lengths. Functionality and fitment are not affected by this sensor and tubing length change.

Sensor Type	Tubing Length
Current Sensor A	70 mm
Current Sensor B	114 mm
Alternate Sensor A	90 mm
Alternate Sensor B	120 mm

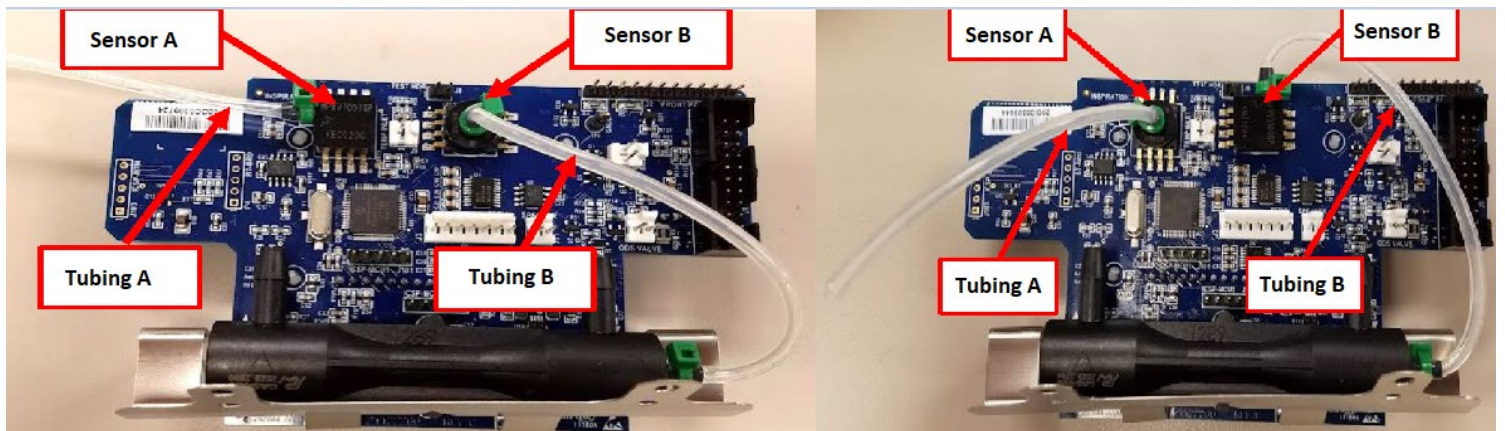


Figure 1 – Left old board v Right new board

Please refer to service bulletin 21497360 for more information.

Helpful Hints & FAQs

LOX QDV Cleaning Kit PN 21484987

It is extremely important to wipe the fill connectors dry on the liquid oxygen equipment prior to the beginning any fill. The scope of this kit is to clean moisture off the quick disconnect valves (QDVs) to reduce the occurrence of them freezing open from water turning to ice and not allowing the poppet to close. See pictures below.



Cleaning kit PN 21484987

Please refer to Instruction PN 21486583 for more information.

FreeStyle Comfort DC Power Operation

The FreeStyle Comfort is fully functional when used with DC power. The FreeStyle Comfort will also recharge the battery pack if needed any time DC power is available whether the equipment is switched off or switched on and in use.

Note: Do not operate the device 12 VDC car outlets while the vehicle is turned off.

Instructions:

1. Consult your vehicle owner's manual for its DC accessory outlet requirements.
2. Secure your FreeStyle Comfort within your vehicle. Position the unit upright in the vehicle so you can safely view alerts and alarms when using the concentrator.
3. Turn on your motor vehicle.
4. Connect the DC power supply to the power port receptacle front, bottom right side of the FreeStyle Comfort. Be sure to push inward so that the connection is secure.



5. Connect the opposite end of the DC power cord to the automobile or other DC accessory outlet.
6. **Prior** to commencing your journey, turn on the FreeStyle Comfort by pressing the power button and select your prescribed flow setting utilizing the increase (+) or decrease (-) flow buttons.

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 document was recently updated prior to the release of this Med Tip.

- MN233 MNL Tech FreeStyle Comfort

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:

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

PN 21497340 A

RELEASE DATE: October 7, 2021

MODEL: AirSep® NewLife® Elite 5L (All Variants)

ISSUE: NewLife Elite Discontinuation and End of Service Life

NOTES: October 7, 2021 production and sale of the AirSep® NewLife Elite 5 Liter, Stationary Concentrator will cease. The sieve material required for these devices is no longer available to support continued production.

CAIRE will continue to provide service and parts for select components, maintenance, and repairs based on component material availability. For assistance in managing your needs, please reach out to our Global Technical Service team via the contact information listed below.

CAIRE will offer our flagship 5L Companion 5™ models as the primary replacement to the NewLife Elite 5L globally, as well as VisionAire™5 models for countries outside North and South America. Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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

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PN 21497360 A

RELEASE DATE: October 20, 2021

MODEL: Eclipse 5™

ISSUE: Eclipse 5 Alternate Pressure Sensors

NOTES: CAIRE is releasing an updated Eclipse control board with alternate pressure sensors. These alternate sensors have barbs that are oriented differently. As such, tubing lengths must be changed to the below lengths. Functionality and fitment are not affected by this sensor and tubing length change.

Sensor Type	Tubing Length
Current Sensor A	70 mm
Current Sensor B	114 mm
Alternate Sensor A	90 mm
Alternate Sensor B	120 mm

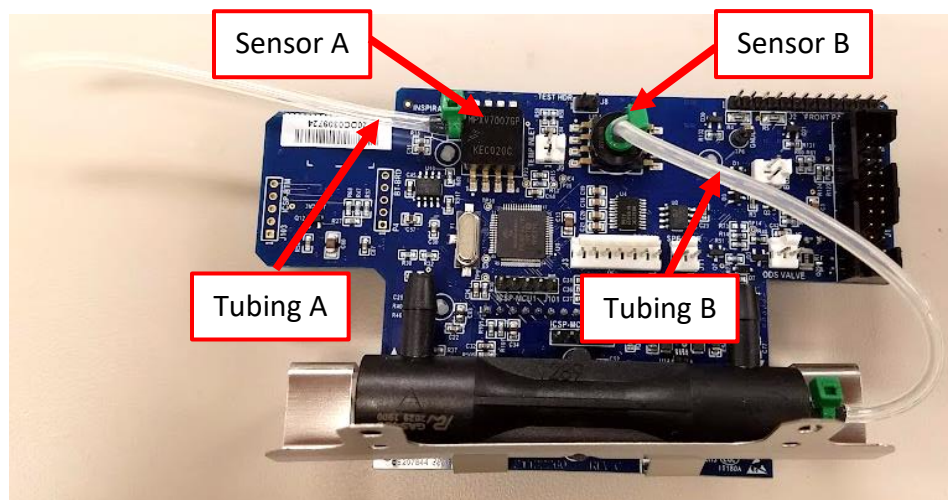


Figure 1: Current pressure sensors and tubing.

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Ref 21497360 Rev A

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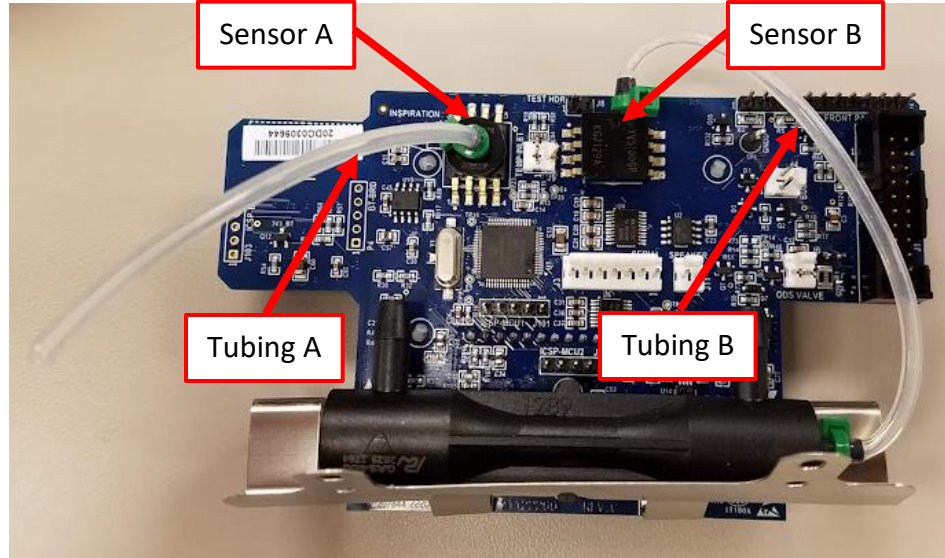


Figure 2. Alternate pressure sensors and tubing.

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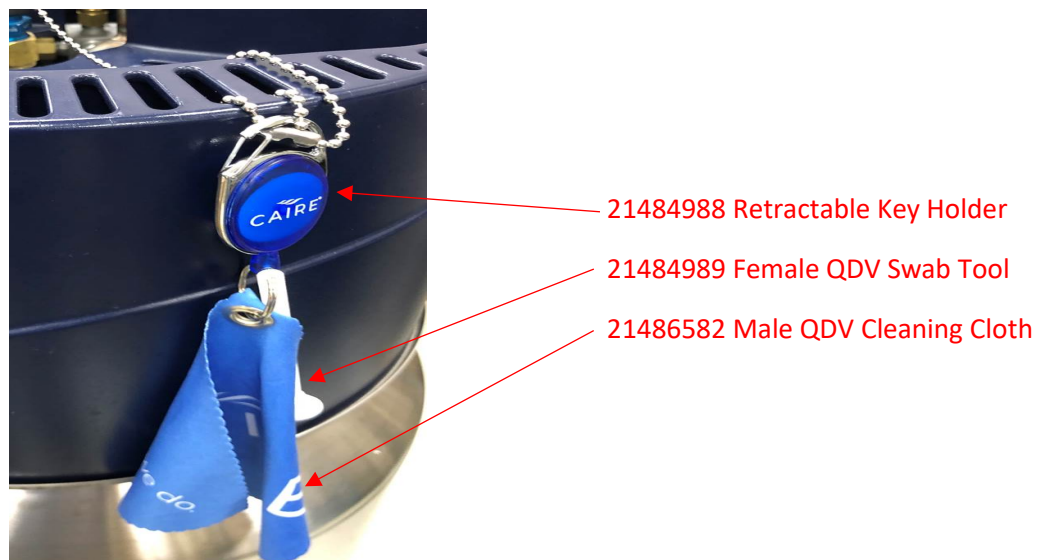
QDV Cleaning Instruction

PN: 21486583

RELEASE DATE: October 19, 2020

MODEL(S): CAIRE® LOX Products – Liberator®, Helios™, Companion® Base units and Portables, Sprint™/Stroller®.

NOTES: This instruction explains how to use the Lint Free Cloth and the Lint Free Swab-it kit tool to clean the moisture from the QDV's. It is extremely important to wipe dry the fill connectors on the Liquid oxygen equipment prior to the commencement of any fill. The contents of kit PN 21484987 (Picture 1) will help simplify this task.



Picture 1

WARNING



- Using a dry cloth that is clean, wipe the fill connector dry on both the Reservoir and Portable units before filling to prevent freezing and possible equipment failure.
- Extreme cold hazard. Do not press or disturb the plastic poppet in the center of the fill connector on the Reservoir. This will cause a release of liquid oxygen from the fill connector.



Base Unit Top Fill Male QDV's (Picture 2)

Use the lint free cloth from P/N 21484987 and wipe any moisture from the QDV to prevent freeze up during the upcoming fill. QDV's that are dry are OK.



Clean the moisture from these surfaces with a lint free cloth prior to filling

Picture 2

Base Unit Side Fill Female QDV's (Picture 3)

Use the lint free Swab-It from P/N 21484987 and wipe off any moisture from the female QDV's to prevent freeze up during the upcoming fill. QDV's that are dry are OK.

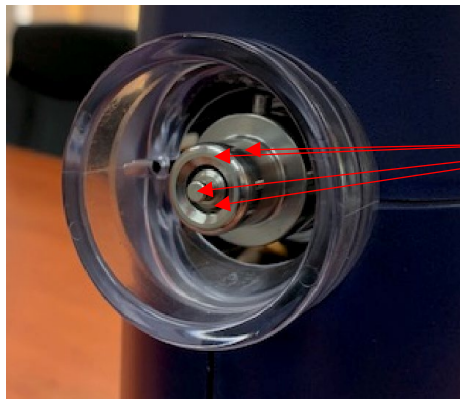


Clean the moisture from these surfaces with the Swab-it prior to filling

Picture 3

Portable Side Fill Male QDV's (Picture 4)

Use the lint free Swab-It from P/N 21484987 and wipe off any moisture from the female QDV's to prevent freeze up during the upcoming fill. QDV's that are dry are OK

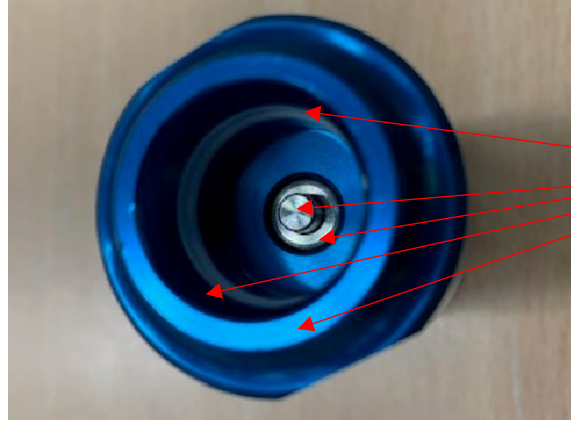


Clean the moisture from these surfaces with the Swab-it prior to filling

Picture 4

Portable Top Fill Female QDV's (Picture 5)

Use the lint free Swab-It from P/N 21484987 and wipe off any moisture from the female QDV's to prevent freeze up during the upcoming fill. QDV's that are dry are OK



Clean the moisture from these surfaces with the Swab-it prior to filling

Picture 5

Warning:

Never use mineral spirits or other hydrocarbon-based solvents as these can ignite easily and may burn rapidly in the presence of oxygen.

Cleaning – Please ensure that you keep the lint free cloth and lint free swab clean. This will help to prevent them from hardening if they dry out between fills.

If the Swab becomes dirty, it can be cleaned using a mild detergent with warm water. Then rinse with cool water and blot dry.

If the cloth gets dirty, it can be removed from the clip and washed and dried in the washing machine. Picture 6 below shows a possible location for attaching the kit to a Liberator equipment.



Picture 6 - P/N 21484987

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