

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

CAIRE Service School Training Webinars 2022

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.

Table 1 - Details of upcoming training.

Туре	Language	Location	Training Dates	Registration by
LOX	German	Langenfeld, Germany	April 20	April 7
CONC	German	Langenfeld, Germany	April 26-27-28	April 12
CONC	French	Toulouse, France	May 3-4-5	April 20
CONC	English	Wokingham, UK	May 10-11-12	April 25
CONC	English	Ball Ground, GA USA	May 16-17-18	May 2
LOX	English	Ball Ground, GA USA	May 19	May 2
CONC	Italian	Padova, Italy	June 7-8-9	May 26
CONC	English	Ball Ground, GA USA	August 15-16-17	August 1
LOX	English	Ball Ground, GA USA	August 18	August 1
LOX	German	Langenfeld, Germany	September 14	September 1
LOX	LATAM	Toulouse, France	September 20	September 6
CONC	LATAM	Toulouse, France	September 21-22-23	September 6
LOX	Italian	Padova, Italy	October 18	October 4
CONC	German	Langenfeld, Germany	October 25-26-27	October 11
CONC	English	Ball Ground, GA USA	November 7-8-9	October 25
LOX	English	Ball Ground, GA USA	November 10	October 25

^{*}We reserve the right to cancel training seminars at short notice. Customers should ensure that they take necessary precautions to ensure costs are covered in case of cancellation.

^{**} Training will be in the form of a Webinar.



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. Please note that as travel restrictions and Covid-related guidelines evolve, we intend to restore CAIRE Service School to in person.

To register for Service School, please email:

<u>Techservice.global@caireinc.com</u> for USA or European Training.

PRODUCT UPDATES

LOX Label Service Kits

CAIRE has created symbolic labels for all LOX reservoirs and portable units. Prior to this change, CAIRE maintained a large variety of LOX labels in stock due to the number of different languages throughout our markets. The use of symbolic labels on LOX reservoirs and portables has greatly reduced the number of labels that are currently required.

In Europe, when replacing labelling on any CAIRE medical device, it is a regulatory requirement that the number of the notified body who authorized the medical device at the time of manufacture not be modified. In order to assist our European customers, CAIRE Inc. has created service kits for each unit type. The service kits are specific to the appropriate CE markings that are required for each unit. The CE requirements are based on the model and the age of the device. The European kits will include a symbolic warning label, a reference guide for the symbols, and a replacement CE label.

U.S. customers are not required to maintain CE labelling on LOX reservoirs and portables.

Because of this, CAIRE has created separate U.S. label service kits that only include the symbolic warning label and a reference guide for the symbols.

Please refer to Service Bulletin PN 21174579.



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.

FreeStyle® Comfort® Battery Pack Duration Test

The below procedure should be used to test the performance of the FreeStyle Comfort battery pack. Be sure to only use a FreeStyle Comfort that is in good working condition for this test. If the device displays an alarm while in test mode, the unit will need service before being used to perform the battery pack test.

- 1. Remove the FreeStyle Comfort from any carrying bags, backpacks, or other accessory carrying cases.
- 2. Fully recharge the battery using either a FreeStyle Comfort connected to AC power or a desktop charger.
- 3. Install the fully charged battery pack into a FreeStyle Comfort and remove any external power cords.
- 4. Turn the FreeStyle Comfort on and enter Test Mode by pressing +, +, -, -, +, on the keypad. The entire sequence needs to be entered within 5 seconds. If a mistake is made while entering this sequence, the user must wait 5 seconds before attempting the sequence again.
- 5. Once in test mode, the flow can be increased or decreased as usual. The battery duration test can be done using any flow setting.
- 6. While in test mode, the unit will pulse at a pre-programmed frequency of 20 breaths per minute.
- 7. Using a stopwatch or timer, record the time it takes for the FreeStyle Comfort to completely shut down.
- 8. Take the time recorded and compare it to the full-capacity operating time of a new battery pack in the table below. If this time is less than 50% of the full capacity of a new battery pack, it is recommended that the battery pack be taken out of service. See Table below.

	FreeStyle Comfort Battery Duration				
Setting	New Single (8-cell) Battery Duration	Minimum Duration Time (50% of New Single Battery)	New Double (16-cell) Battery Duration	Minimum Duration Time (50% of New Double Battery)	
1	Up to 8 hours	4 hours (4:00)	16 hours	8 hours (8:00)	
2	Up to 4 hours	2 hours (2:00)	8 hours	4 hours (4:00)	
3	Up to 3 hours	1.5 hours (1:30)	6 hours	3 hours (3:00)	
4	Up to 2.25 hours	1.12 hours (1:07)	4.5 hours	2.25 hours (2:15)	
5	Up to 2 hours	1 hours (1:00)	4 hours	2 hours (2:00)	



NOTE: There are many factors that influence battery run time on FreeStyle Comfort:

- Ambient temperature
- Ambient pressure
- Compressor hours
- Device condition
- Battery age
- 9. To exit test mode, turn the device off or enter the test mode sequence a second time. Be sure to exit test mode before returning the unit to patient use.

FreeStyle Comfort batteries are designed to last 300 charge/discharge cycles, however, battery packs may perform to specifications past 300 charge/discharge cycles.

Please refer to Service Bulletin PN 21494318.

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 been subjected to an update during March 2022.

E5 Specs & Accessories GER	ML-CONC0148-2	Rev.	D
E5 Specs & Accessories FRE	ML-CONC0148-1	Rev.	D
CAIREview Eclipse 5 Cutsheet ENG	ML-CONC0148	Rev.	D
Eclipse 5 Specs & Accessories PacRim	ML-CONC0148-30	Rev.	D
E5 Specs & Accessories SPA	ML-CONC0148-3	Rev.	D
E5 Specs & Accessories ITL	ML-CONC0148-5	Rev.	D
Eclipse 5 spec sheet Portuguese	ML-CONC0148-6	Rev.	D

Med Tips Distribution!

Spring is a great time to do a little distribution list clean-up. The CAIRE team is asking all current subscribers to CAIRE's Med Tips Newsletter to opt-in again in order to continue receiving this monthly communication. Please click this link - http://go.pardot.com/l/710913/2022-01-17/2pgcj9 - and provide us with your current information. Thank you and we appreciate your support.



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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: 21174579

RELEASE DATE: July 3, 2017

REVISION DATE(S): September 29, 2017 (Rev B), March 15, 2019 (Rev C), March 01, 2020 (Rev D)

MODEL: All LOX Portables and Reservoirs

ISSUE: LOX label service kits

NOTES: CAIRE has created new symbolic labels for all LOX reservoirs and

portable units. Prior to this change, CAIRE maintained a large variety of LOX labels in stock due to the number of different languages throughout our markets. The use of symbolic labels on LOX reservoirs and portables will greatly reduce the number of labels that are currently required. In Europe, when replacing labelling on any CAIRE medical device, it is a regulatory requirement that the number of the notified body who authorized the medical device at the time of manufacture not be modified. In order to assist our European customers, CAIRE Inc. has created service kits for each unit type. The service kits are specific to the appropriate CE markings that are required for each unit.

The CE requirements are based on the model and the age of the device. The European kits will include a symbolic warning label, a reference guide for the symbols, and a replacement CE label. U.S. customers are not required to maintain CE labeling on LOX reservoirs and portables. Because of this, CAIRE has created separate U.S. label service kits that only include the symbolic warning label and a reference guide for the symbols.

The tables below detail the applicable service kits for reservoirs and portable units. European customers can determine the age of manufacture by referencing each unit's serial number. Diagrams are also provided below that show the location where each label in the kit should be applied.

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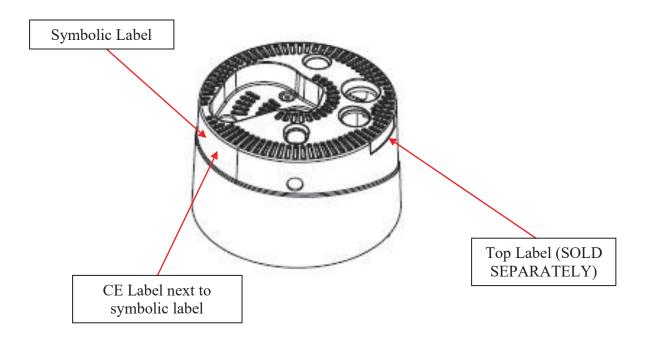
Non-CE Mark Kits (for the U.S.A and any country which does not require CE marked products)

Model	Label Service Kit Part Number
Liberator	21194752
Stroller, Sprint, Spirit	21194754
H300 / Plus	21194757
HELiOS Standard Reservoirs	21194755
HELiOS Universal Reservoirs	21194758
H850 / Marathon	21194759
C1000/C1000T	21194760

European Kits:

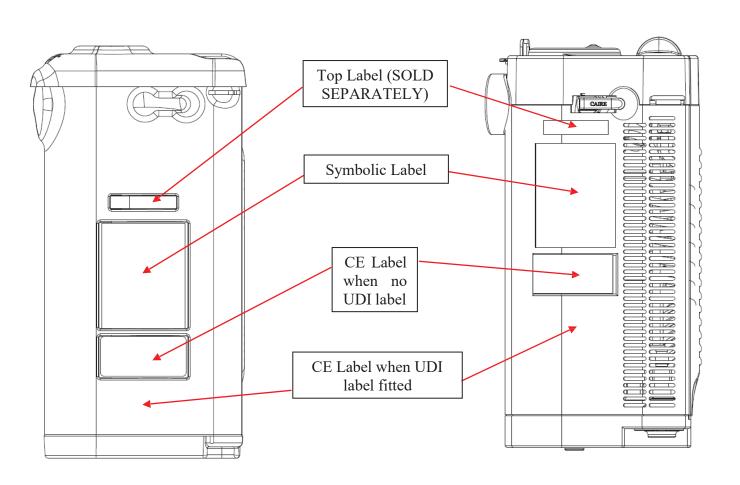
Liberator	Date Range	SN format	Range
	Prior 2006	For Liberators manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
CE0029		CB B30 10 29 0964	CBB3006XXXXXX- CBB301618XXXX
Label Kit Ref: 21152753	2006 - May 7, 2016	Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product the Year of Specific Code Unit Produced that Week	X=any value
CE0459 Label Kit Ref: 21150538	May 9, 2016 - Present	CB B30 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Product Code The Year Of Specific Unit Produced that Week	CBB301619XXXX- Present X=any value

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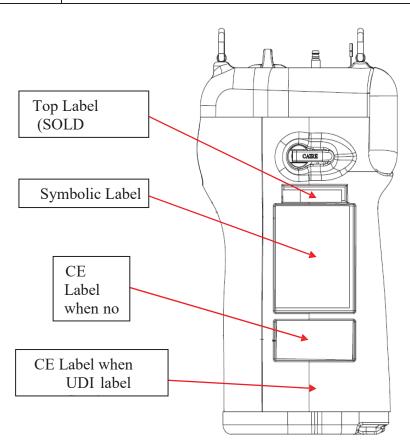
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Stroller / Sprint / Hi- Flow	Date Range	SN format	Range
	Prior 2006	For Strollers and Sprints manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152754	2006 - May 7, 2016	CB B31 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Product Code The Year Designates D	CBB3106XXXXXX- CBB311618XXXX X=any value
CE0459 Label Kit Ref: 21150537	May 9, 2016 - Present	CB B31 10 29 0964 Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number the Year of Specific Unit Produced that Week	CBB311619XXXX- Present X=any value



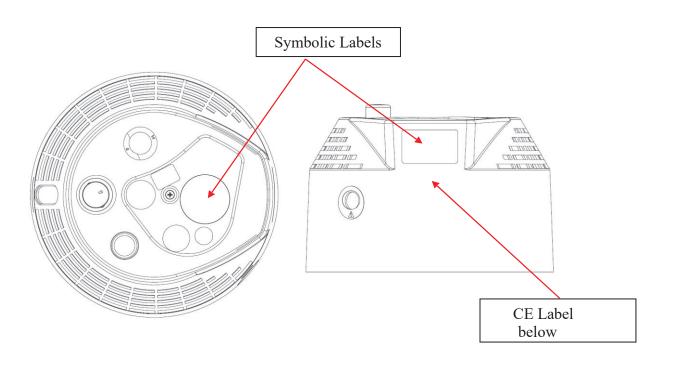
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Spirit	Date Range	SN format	Range
	Prior 2006	For Spirits manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152754	2006 - May 7, 2016	CB B37 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product the Year of Specific Unit Produced that Week	CBB3706XXXXX- CBB371618XXXX X=any value
CE0459 Label Kit Ref: 21150537	May 9, 2016 - Present	Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product the Year of Specific Unit Produced that Week	CBB371619XXXX- Present X=any value



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Companion Reservoirs	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150541	Prior March 2010	For Companion Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152758	March 2010 - May 7, 2016	Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product the Year of Specific Unit Produced that Week	CBB3010XXXXX- CBB301618XXXX X=any value
CE0459 Label Kit Ref: 21152849	May 9, 2016 - Present	Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product Code Unit Produced that Week	CBB301619XXXX- Present X=any value



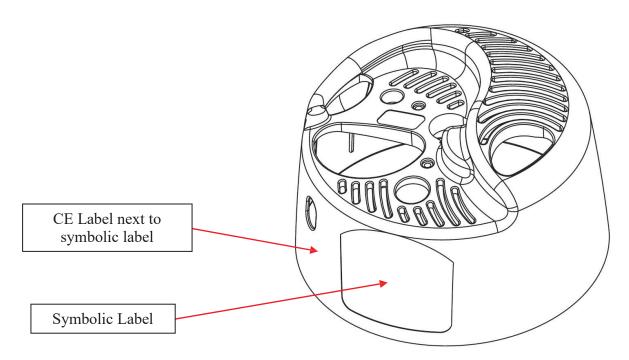
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Helios Standard Reservoirs (H36/H46)	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150539	Prior March 2010	For Helios Standard Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152759	March 2010 - May 7, 2016	CB B30 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Product Code Designates Designates Designates Designates Of Specific Unit Produced that Week	CBB3007XXXXX- CBB301618XXXX X=any value
CE0459 Label Kit Ref: 21152755	May 9, 2016 - Present	CB B30 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Product Code Designates Designate	CBB301619XXXX- Present X=any value

Helios Universal Reservoirs (U36/U46)	Date Range	SN format	Range
CE0050 Label Kit Ref: 2115300 4	Prior March 2010	For Helios Universal Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 2115300 6	March 2010 - May 7, 2016	Designates Designates Designates Designates Manufacturing Reservoir Product Code Designates Designa	CBB3010XXXXXX- CBB301618XXXX X=any value

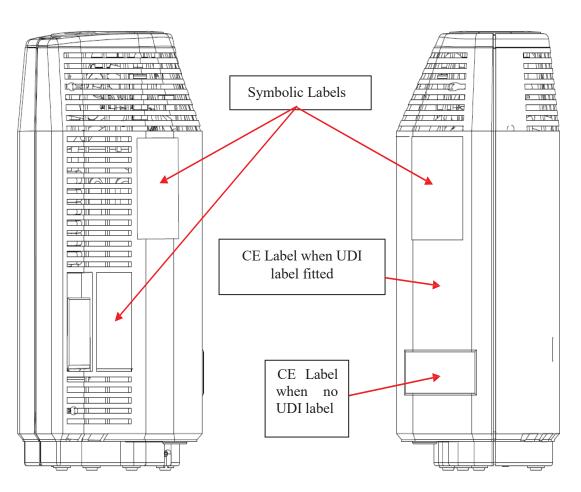
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CBB301619XXXX-<u>CB B30 10 29 0964</u> Present CE0459 X=any value Designates May 9, Designates Designates Designates Week of Number Manufacturing Reservoir Year Label Kit 2016 -Location Product the Year of Specific Ref: Present Unit 2115300 Code Produced 5 that Week



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Companion Portable	Date Range	SN format	Range
(C1000/C1000T) CE0050 Label Kit Ref: 21150701	Prior March 2010	For Companion Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21131485	March 2010 - May 7, 2016	CB B31 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number the Year of Specific Code Unit Produced that Week	CBB3110XXXXXX- CBB311618XXXX X=any value
CE0459 Label Kit Ref: 21152747	May 9, 2016 - Present	CB B31 10 29 0964 Designates Designates Designates Designates Designates Manufacturing Reservoir Product Code Teach of Specific Unit Produced that Week	CBB311619XXXX- Present X=any value

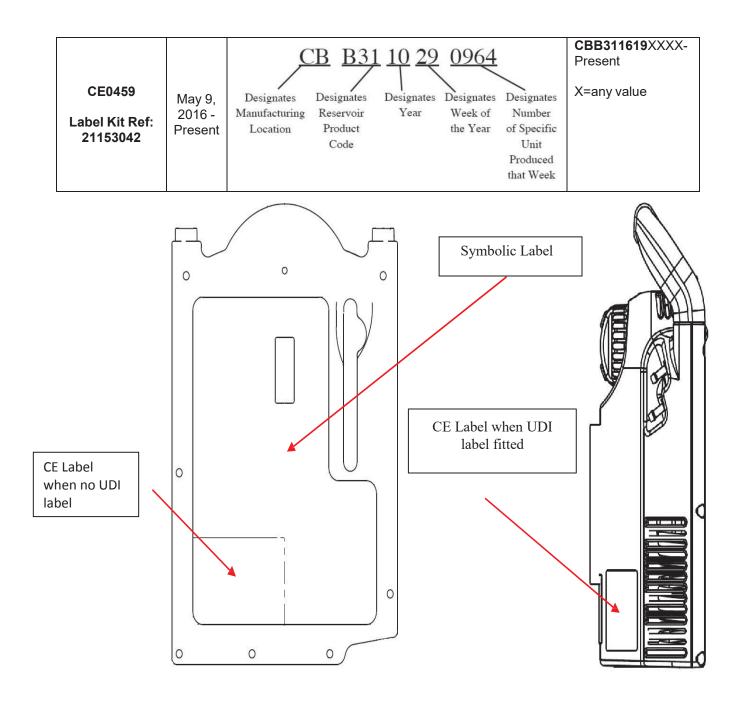


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Helios H300/Plus Portable	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150540	Prior March 2010	For Helios H300/Plus Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152761	March 2010 - May 7, 2016	Designates Designates Designates Designates Designates Manufacturing Reservoir Product Code Designates Designa	CBB3110XXXXXX- CBB311618XXXX X=any value
CE0459 Label Kit Ref: 21152760	May 9, 2016 - Present	Designates Designates Designates Designates Manufacturing Reservoir Product Code Designates Designates Designates Designates Designates The Year Week of Number of Specific Unit Produced that Week	CBB311619XXXX- Present X=any value

Helios H850/Marathon Portable	Date Range	SN format			Range	
CE0050 Label Kit Ref: 21153040	Prior March 2010	For Helios H850/Marathon Portable units manufactured before March 2010, the serial number was five or eight numerical digits.				All numerical only serial numbers.
CE0029 Label Kit Ref: 21153041	March 2010 - May 7, 2016	Designates Designates Manufacturing Rese Location Proc	rvoir Year duct	0964 Designates Week of the Year	Designates Number of Specific Unit Produced that Week	CBB3110XXXXXX- CBB311618XXXX X=any value

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Should you have any issues with identifying the correct notified body number for your device, please contact Customer or Technical Service with the serial number of the device.

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

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SERVICE BULLETIN

PN: 21494318

RELEASE DATE: November 19, 2019

MODEL: FreeStyle® Comfort®

ISSUE: FreeStyle Comfort Battery Pack Duration Test

NOTES: The below procedure should be used to test the performance of the

FreeStyle Comfort battery pack. Be sure to only use a FreeStyle Comfort that is in good working condition for this test. If the device displays an alarm while in test mode, the unit will need service before being used to

perform the battery pack test.

- 1. Remove the FreeStyle Comfort from any carrying bags, backpacks, or other accessory carrying cases.
- 2. Fully recharge the battery using either a FreeStyle Comfort connected to AC power or a desktop charger.
- 3. Install the fully charged battery pack into a FreeStyle Comfort and remove any external power cords.
- 4. Turn the FreeStyle Comfort on and enter Test Mode pressing +, +, -, -, +, -, +, on the keypad. The entire sequence needs to be entered within 5 seconds. If a mistake is made while entering this sequence, the user must wait 5 seconds before attempting the sequence again. Patients should not breath off the device while it is in test mode.
- 5. Once in test mode the flow can be increased or decreased as usual. The battery duration test can be done at any flow setting.
- 6. While in test mode the unit will pulse at a pre-programmed frequency of 20 breaths per minute.
- 7. Using a stopwatch or timer, record the time it takes for the FreeStyle Comfort to completely shut down.
- 8. Take this time recorded and compare it to the full capacity operating time of a new battery pack in the table below. If this time is less than 50% of the full capacity of a new battery pack, it is recommended that the battery pack be taken out of service. See table below:

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FreeStyle Comfort Battery Duration								
Setting	New Single (8-cell) Battery Duration	Minimum Duration Time (50% of New	New Double (16-cell) Battery Duration	Minimum Duration Time (50% of New				
		Single Battery)		Double Battery)				
1	Up to 8 hours	4 hours (4:00)	16 hours	8 hours (8:00)				
2	Up to 4 hours	2 hours (2:00)	8 hours	4 hours (4:00)				
3	Up to 3 hours	1.5 hours (1:30)	6 hours	3 hours (3:00)				
4	Up to 2.25 hours	1.12 hours (1:07)	4.5 hours	2.25 hours (2:15)				
5	Up to 2 hours	1 hours (1:00)	4 hours	2 hours (2:00)				

NOTE: There are many factors that influence battery run time on FreeStyle Comfort:

- Ambient temperature
- Ambient pressure
- Compressor hours
- Device condition
- Battery age
- 9. To exit test mode, turn the device off or enter the test mode sequence a second time. Be sure to exit test mode before returning the unit to patient use.

FreeStyle Comfort batteries are designed to last 300 charge/discharge cycles: however, battery packs may perform to specifications past 300 charge/discharge cycles.

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

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Service Bulletin



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

Table 1 – 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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Service Bulletin



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.

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