

## August 2019 Med Tips

### PRODUCT UPDATES

#### Flat Rate Repair Program and CAIRE- Certification Program

## Out-Of-Warranty Repair Programs

- Extend The Life Of Your Fleet
- No Quote Approval Process
- Rapid Turnaround
- Factory-Certified Parts
- Complete Factory Inspection



#### CAIRE-Certification Program

- Units receive a replacement or rebuilt:
  - Compressor
  - Sieve Beds
- 2-year warranty upon completion.

Concentrator	Price
Eclipse 5 (2-LED)	\$895



#### Flat Rate Repair Program

- Full inspection and replacement of necessary parts
- 1 year warranty upon completion

Concentrator	Price
NewLife Elite (3-LED)	\$325
NewLife Intensity 10 (3-LED)	\$650

The following items will no longer be offered for flat rate or CAIRE -Certification after the dates listed below.

Eclipse 5 (3-LED)	10/1/2019
VisionAire 5 (1 LED)	6/8/2019
Focus	3/31/2019
FreeStyle 3/5	3/31/2019
NewLife Elite (1 LED)	12/31/2020
NewLife Intensity 10 (1 LED)	12/31/2020

#### CAIRE Repair Centers

- Northeast Regional Service Center - **Buffalo, NY**
- Southeast Regional Service Center - **Ball Ground, GA**
- West Regional Service Center - **San Diego, CA**

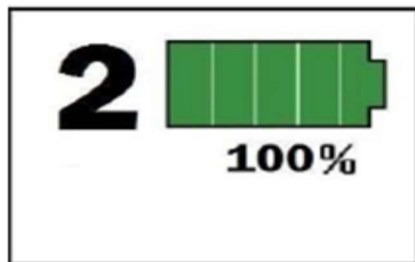
## Helpful Hints & FAQs

### FreeStyle Comfort Troubleshooting Guide

#### 1) Customer Complaint: Unit not powering on.

Instruct the patient to follow the steps below to verify device operation before scheduling a driver to pick up the equipment or requesting the patient send the device back to you:

1. Connect the battery (whether charged or not).
2. Plug the unit into AC power.
3. Turn on the unit to ensure that it operates on AC power normally.
4. If the unit does operate, turn it off and allow the battery to charge to 100%.  
(This can take approximately 3.5 hours for a single battery and 6 hours for the double battery.)
5. Next, remove AC power and start the unit up on battery power to ensure it operates on battery power also.



## 2) Other alarms that can be cleared in the field:

- **Low Battery Warning or Shutdown (alarm codes 0x0100 or 0x0010):** Recharge battery
- **Breath Rate Exceeded (alarm code 0x0200):** Ensure user is breathing normally. Ensure fans or other airflow disturbances are not over-triggering the unit.
- **Battery or Case High or Low Temp (alarm codes 0x1000, 0x0001, 0x0002):** Allow unit to cool/warm to room temp. Ensure vents are free of blockages.

**Note:** These alarms should be tested thoroughly before returning to CAIRE for repairs as they are related to environment and/or battery charge level.

### Testing the Comfort

Whenever a unit is returned from a patient, perform the following steps to determine if the device is suitable to put back into the field or in need of further testing:

1. Attach battery
2. Plug into AC power
3. Allow battery to charge fully
4. Turn on and put unit into test mode (**to enter test mode press +, -, +, -, +, -**)
5. Attach calibrated O2 analyzer
6. Record O2 measurement after 5 mins.
7. Record any alarms displayed on the screen. See technical manual for addressing the various alarm codes.

**Note:** Alarm codes 0008, 0100, 0010, 0200, 0001, 1000 all indicate either abnormal running environment for the device or normal low battery.

The unit is considered acceptable for field service after the steps above have been completed and meets specifications stated the User Manual (CAIRE PN: MN232), with no alarm codes present.

Service Bulletin PN 21438614

## New CAIRE Website

This is the new website address: : <https://www.caireinc.com/> and The Respiratory Healthcare Knowledge Center is now located at: <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

**CONTACT:**

For technical questions or concerns, contact Technical Service:

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