

Summer 2018 Med Tips

European Service School

Below are the European Service School dates taking place this year:

TECHNICAL TRAINING 2018

<u>Date</u>	<u>Type of Training</u>	<u>Location</u>	<u>Language</u>
8-9 August	LOX	Wuppertal	German
22-23 August	LOX	Wuppertal	English
4-6 September	Concentrator	Wuppertal	German
10-11 September	LOX	Fonsorbes	French
12-14 September	Concentrator	Fonsorbes	French
3-4 October	LOX	Padova	Italian
17-18 October	MVE	Wuppertal	English
23-25 October	Concentrator	Padova	Italian
6-8 November	Concentrator	Wuppertal	English

We would like to remind you that spaces are limited.
If you wish to attend, please contact Jim Gibson to make the booking.
Email address: Jim.Gibson@chartindustries.com

USA Service School

TECHNICAL TRAINING 2018

Date	Type of Training	Location	Language
17-19 September	Concentrator	Ball Ground	English
20-21 September	LOX	Ball Ground	English

We would like to remind you that spaces are limited.
If you wish to attend, please contact Tech Service to make the booking.
Email address: techservice.usa@chartindustries.com

Periodic Inspections for European CAIRE Liquid Oxygen Reservoirs and Portables

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 litres) require that periodic inspections are performed on closed cryogenic vessels every five and 10 years. All CAIRE Liquid Oxygen Reservoirs and Portables fall under these requirements.

Chart European facilities in UK, Germany and Italy are fully accredited to perform the required inspections and also offer a further TPED accreditation service. Please contact customer service for further information.

CAIRE Liquid Oxygen Reservoirs and Portables manufactured since **June 2013 and June/July/August 2008** are due for inspections. The manufacture date of your equipment can be identified on the vessel's data plate.

All CAIRE Liquid Oxygen Reservoirs and Portables *located within the European Union* fall under these requirements.

FreeStyle® 5 Hour Reading

The FreeStyle® 5 does not have an hour meter readout like the FreeStyle® 3. You can either read the time by using the hour meter software, CAIRE part number KI406-1, or by following steps below.

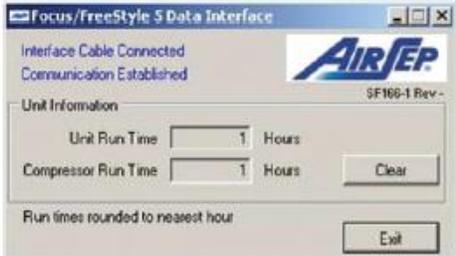
- 1) Turn the FreeStyle® 5 on and wait until the startup tone is complete.
- 2) Press and hold the 1 and 3 buttons for three seconds to enter the Time Reading Mode. Once in this mode, all five LEDs will light up and the unit will beep.
- 3) After the unit has entered this mode, the hours will be displayed in the following manner:
 - A. Flow Setting LED 1 will display the digit in the ones place.
 - B. Flow Setting LED 2 will display the digit in the tens place.
 - C. Flow Setting LED 3 will display the digit in the hundreds place.
 - D. Flow Setting LED 4 will display the digit in the thousands place.

FreeStyle® and Focus™ Hour Meter Software kit

**AirSep® FreeStyle® and Focus™
Hour Meter Software**

Compatible With:
AirSep® Focus™, FreeStyle® 3, FreeStyle® 5

Item Number KI406-1



Testing the FreeStyle® O₂ Concentration

To ensure that the FreeStyle® units oxygen out is within specification, you must perform an oxygen concentration test. The following steps describe the proper testing procedure.

- 1) Connect the FreeStyle® to an AirSep® supplied AC power supply.
- 2) To activate test mode:
 - a) Turn the unit on by pressing selector button 2



- b) Press and hold the selector buttons 1 and 3 simultaneously until the audible tone sounds (For the FreeStyle® 5 press and hold 1 and 5)



- 3) After the 5-7 minute warm up time, connect a calibrated analyzer and measure the oxygen concentration.
 - 4) To exit test mode, turn the unit off by pressing the active selector button and then turn on again to use normally.

Operating Pressure Test – NewLife®

The Operating Pressure test is a troubleshooting tool to help diagnose high or low-pressure alarms. This test can also help you narrow the cause of low O₂ concentration. The steps below provide proper instructions on performing the operating pressure test.

- 1) Turn the unit off and un-plug the power cord.
- 2) Remove side panel.
- 3) Turn unit on and set flow to the maximum setting.
- 4) Allow unit to run for at least 5 minutes.
- 5) Observing the maximum and minimum readings on the test gauge during the PSA cycle.



Product Maximum and Minimum Pressure Specifications

Elite—Max = 25psi, Min = 10psi
 Intensity 8—Max = 34psi, Min = 10psi
 Intensity 10—Max = 36psi, Min = 20psi

AirSep® Plastic Case Color Changes

The list below details the part changes from the Light Gray to Dark Gray replacement panels. The Light Gray part numbers are no longer stocked and cannot be ordered. Light gray panels will now only be used for RMA/repairs. Anything built **before** 2015 will be repaired with the light gray panels until stock is depleted. Once stock is depleted the customers have three choices for non-warranty repair work:

- Buy the dark grey panel and have a color discrepancy in their concentrator
- Buy and entire dark grey case
- Buy a new unit

Plastic assemblies		
Light Gray	Dark Gray	Description
CA034-1	CA034-11	CABINET ASSY, BACK PANEL,
CA035-7S	CA035-17S	CABINET, ASSY, FRONT PANEL, ELITE

CA036-4	CA036-14	CABINET, ASSY, SIDE PANEL, SPARE
CA218-1S	CA218-11S	CABINET,8L, ASSY, FRONT PANEL,
CA254-1S	CA254-11S	CABINET,10L, ASSY, FRONT PANEL
CA265-2S	CA265-12S	CABINET, ASSEMBLY, BACK PANEL
CA266-1S	CA266-11S	CABINET, ASSY, ROLLER BASE,115V
CA266-2S	CA266-12S	CABINET, ASSY, ROLLER BASE, 220V
CA280-1S	CA280-11S	CABINET, VA, ASSY, FRONT PANEL
CA280-2S	CA280-12S	CABINET, VA, ASSY, FRONT PANEL, O2
CA282-1	CA282-11	CABINET, ASSEMBLY, SHELL, VISIONAIRE
CA285-1S	CA285-11S	CABINET,3L, ASSY, FRONT PANEL, VISIONAIRE 3
CA285-2S	CA285-12S	CABINET,3L, ASSY, FRONT PANEL, O2, V3
CA285-3S	CA285-13S	CABINET, ASSY, FRONT PANEL, O2, VISIONAIRE 2
CA005-1	CA005-11	CABINET, FRONT PANEL
CA003-1	CA003-11	CABINET, CONTROL PANEL, NO OUTLET HOLE
CA006-1	CA006-11	CABINET, SIDE PANEL, FR
CA002-1	CA002-11	CABINET, BACK PANEL, FR

FreeStyle® 5 External Battery Run Hours

The Data cable and Software kit (PN KI406-1) used to read Freestyle® 5/Focus™ running hours is incompatible with the refreshed FreeStyle® 5 models (White in color with external battery). To read the run hours on a refreshed FreeStyle® 5 the following method should be used:-

1. Turn on the FreeStyle® 5 and wait for the beeping tone to end.
2. Press and hold the 1 and 3 buttons simultaneously for approximately 3 seconds until the FreeStyle® 5 beeps and all 5 button LEDs light.

This signifies the equipment is in hour reading mode and then each button will light in sequence.

3. Observe the button lights, as they the light up the may also beep. Count each beep and write down the value, this is the number of hours run. No beeping tone means 0 hours.

Example

Button 1 flashes and beeps 3 times

Button 2 flashes and beeps 2 times

Button 3 flashes and beeps 1 times

Button 4 flashes and beeps 0 times

Button 5 flashes and beeps 0 times

From above the number of hours would be 123.

4. This sequence will repeat itself. To end hour reading mode, press the number 5 selector button. The above method may also work on older Freestyle® 5 models.

Note: It is still possible to use the cable to reset the compressor hours still but running hours displayed will not be correct and should be ignored.

Cleaning LOX Unit in Europe

Our current Service Manuals recommend the use of Sporidicin for cleaning and disinfection of our LOX product range. Due to current regulations, Sporidicin is not available for purchase in Europe and therefore we recommend using the product HydroPure manufactured by Contec. This has been fully tested and can be considered safe to use on our products.

As a quick reminder, here is a table outlining the approved cleaning and leak detector solutions.

Function	Acceptable Product
Cleaning	Sporidicin/HydroPure Disinfectant Solution
	Mild dish washing detergent/warm water solution
Disinfecting	Sporidicin/HydroPure Disinfectant Solution
	Household bleach (1:10 dilution with water, freshly made within 24 hours)
Leak Detection	Snoop Liquid Leak Detector

Eclipse® Battery Calibration

CAIRE recommends that the Eclipse® power cartridge (battery) be calibrated once monthly. Calibration consists of completely draining and recharging the battery cartridge. This procedure is part of proper care for the lithium ion battery. Battery calibration will not only help to maximize the life of the battery cartridge, but will also ensure that a full charge lasts as long as it should when the patient is using the Eclipse® on battery power. Patients can perform this procedure once monthly as part of their regular use of the Eclipse®. The best recommendation for providers is to perform this procedure every time the Eclipse® returns to their shop (between patients, maintenance, etc.). Please see the battery calibration procedure below:

1. Install the power cartridge in the Eclipse®.
2. Remove external power cords and operate the Eclipse® from the power cartridge.
3. Allow the Eclipse® to completely discharge the power cartridge. Do not connect to AC power or turn off the Eclipse® when it begins to alarm for low battery. Allow the Eclipse® to run until it shuts off and no battery power is remaining.

4. Re-attach the external AC power source. Verify that the external power indicator is lit on the front panel of the Eclipse®. Leave the power cartridge installed. Charging should begin automatically when the battery reaches proper temperature.
5. Allow the power cartridge to completely charge, as indicated by the meter on the front display panel.

Eclipse® Battery Capacity Test

The below procedure should be used to test the full capacity of the Eclipse® power cartridge:

1. Install the power cartridge in the Eclipse® and remove any AC or DC power cords.
2. Turn the Eclipse® on and let it run on a continuous flow setting.
3. Allow the Eclipse® to run until the unit completely shuts down. Do not turn the Eclipse® off when it begins to alarm for a low battery. Let it continue to run until the battery is completely drained and the unit shuts off.
4. Remove the power cartridge (battery) from the Eclipse® and allow it to cool for approximately 2 hours.
5. Fully recharge the battery using either an Eclipse® connected to AC power or a desktop charger.
6. Install the fully charged power cartridge into an Eclipse® and remove any external power cords.
7. Turn the Eclipse® on and let it run at the desired continuous (LPM) flow rate for testing.
8. Using a stopwatch or timer, record the time it takes for the Eclipse® to completely shut down.
9. Take this time recorded in Step 8 and compare it to the full capacity operating time of a new power cartridge in the table below. If this time is less than 80 percent of the full capacity of a new power cartridge, it is recommended that the battery be taken out of service.

CONTINUOUS FLOW SETTING	NEW BATTERY FULL CAPACITY OPERATING TIME	MINIMUM OPERATING TIME (80% OF NEW BATTERY)
0.5 LPM	4.4 HOURS (4:24)	3.5 HOURS (3:30)
1.0 LPM	3.7 HOURS (3:42)	3.0 HOURS (3:00)
2.0 LPM	2.0 HOURS (2:00)	1.6 HOURS (1:36)
3.0 LPM	1.3 HOURS (1:18)	1.0 HOURS (1:00)

SureFlow™ Valves

SureFlow™ devices are not currently available in Europe

The item 's impacted are

FM069-1 - SureFlow™ - Flow splitting station with (5) 1 LPM Flow Meters

FM069-2 - SureFlow™ - Flow splitting station with (5) 2 LPM Flow Meters

Further information will be release as soon as possible.

Eclipse® 2 End of Service Life/Eclipse® 3 Discontinuation and End of Service Life

Effective immediately, CAIRE will no longer be offering service options for the Eclipse® 2 Oxygen Concentrator. This includes internal service offerings, as well as service components. The Eclipse® 2 does share the same compressor (PN: SP5999-SEQ) and ATF assembly (PN: SP20626702) as the current model, the Eclipse 5. Limited Eclipse® 2 specific components will be available until inventory has been depleted.

Effective August 2018, CAIRE will no longer be offering service options for the Eclipse® 3 Oxygen Concentrator. The Eclipse® 3 was discontinued in August 2013, and replaced by the current model, the Eclipse 5®. Parts and service will be available for units still within the warranty period, and parts and service will continue to be available at Chart's discretion.

The French version Eclipse® 3 (PN: 5901-SEQ) was discontinued December 2017, and the End of Service Life will be December 2022.

Click the [link](#) to download the Eclipse® 2 and Eclipse® 3 Service Bulletin.

Discontinuation of NewLife Intensity 8

CAIRE will discontinue sales of the AirSep® NewLife® Intensity 8 concentrator globally on July 31, 2018. Please make note of the following dates:

- The last day CAIRE will take orders for all models is March 31, 2018.
- All orders are final and will be shipped per order instructions.
- All orders must be placed prior to March 31, 2018.

CAIRE has identified product redundancy with its NewLife® Intensity 10 LPM and the NewLife® Intensity 8 LPM concentrators as these products serve the same high flow patient base and have similar design, features, and benefits. CAIRE will focus its high flow concentrator manufacturing on the NewLife® Intensity 10 concentrator because it allows a greater prescription base to be covered with a single product and will help CAIRE customers by helping standardize their inventory.

The NewLife® Intensity 10 will continue to be available globally and we will continue to support existing the NewLife® Intensity 8 products until March 31, 2023.

The NewLife® Intensity 10 uses a time-proven, reliable design to provide 2-10 LPM of high flow oxygen. The market-leading 20 psi (137.9 kPa) output pressure is more than double any other high flow concentrator, and allows for use with specialized, high-pressure applications. Also, oxygen monitor equipped single flow and dual flow units that can serve two patients will be available.

See below a list of items numbers will not be available for order after March 31, 2018.

Please contact your sales representative, or your customer service representative at 1-800-482-2473 or by email at customerservice.usa@chartindustries.com with any questions that you may have.

The following items numbers will not be available for order after March 31, 2018.

<u>8L Item Number</u>	<u>8L Description</u>
AS094-1	AIR SEP,8L,120V,60HZ,
AS094-4	AIRSEP,8L,120V,60HZ,O2 MONITOR
AS094-10	AIRSEP,8L,230V,50HZ,O2 MONITOR
AS094-100	AIRSEP,8L, SINGLE,120V,60HZ
AS094-101	AIRSEP,8L, SINGLE,120V,60HZ, O2
AS094-102	AIRSEP,8L, SINGLE,230V,50HZ,
AS094-103	AIRSEP,8L, SINGLE,230V,50HZ, O2
AS094-104	AIRSEP,8L, SINGLE,230V,60HZ,
AS094-105	AIRSEP,8L, SINGLE,230V,60HZ, O2
AS094-7	AIRSEP,8L,230V,50HZ,
AS094-1U	AIR SEP,8L,120V/60HZ, RE-MFG
AS094-4U	AIR SEP,8L,120V,60HZ, RE-MFG
AS094-100U	AIR SEP,8L,120V/60HZ, RE-MFG
AS094-100M	AIRSEP,8L,120V 60HZ,O2 MONITOR
AS094-101U	AIRSEP,8L,120V/60HZ, RE-MFG
AS094-101M	AIRSEP,8L, SINGLE,120V,60HZ,O2R
AS094-103U	AIRSEP,8L,230V,50HZ, O2
AS094-103CORE	AIRSEP,8L,230V,50HZ, O2 MON,
AS094-103AP	AIRSEP,8L, SINGLE,230V,50HZ, A/P
AS094-4M	AIRSEP,8L,120V 60HZ,O2 MONITOR

Click the [link](#) to download the Intensity 8 Service Bulletin.

Discontinuation/End of Service Life for VisionAire™ 2 and 3

Effective September 30, 2020, CAIRE will no longer be offering service options for the VisionAire™ 2 Oxygen Concentrator. The VisionAire™ 2 was discontinued in September 2017. Parts and service will be available for units still within the warranty period, and parts and service will continue to be available at Chart's discretion. To replace the VisionAire™ 2, there are two options: SureFlow™ or an Intensity 10 Dual Flow with a pediatric flowmeter. The SureFlow™ can be used in combination with a VisionAire™ 5, Companion 5™, or NewLife® Series to provide low flow delivery via wall-mounting or sitting on a table. For 2 LPM flowmeters - FM069-2. The Intensity 10 – AS099-4 can be retrofitted with a pediatric flowmeter – FM001-2, this pediatric flowmeter is 2 LPM with 1/8th increments.

Effective April 30, 2022, CAIRE will no longer be offering service options for the VisionAire™ 3 Oxygen Concentrator. The VisionAire™ 3 was discontinued in April 2017. Parts and service will be available for units still within the warranty period, and parts and service will continue to be available at Chart's discretion. To replace the VisionAire™ 3 CAIRE offers the 5 LPM oxygen concentrators: VisionAire™ 5 – AS098-4, NewLife® Elite – AS005-4, or Companion 5™ – 15067005. Click the [link](#) to download the VisionAire 2 and VisionAire 3 Service Bulletin.

HELIOS™ H36 and HELIOS™ H46 Discontinuation

The HELIOS™ H36 and H46 Reservoirs were made obsolete in all areas of the world excluding Japan in January of 2018. These LOX Products were made obsolete because of the lack of sales volume and product redundancy. The manufacturing costs were also increasing due to low volumes.

Additionally, these product lines were redundant (similar size, features, filling compatibility, etc.) with the HELIOS™ U36 and U46 which remain available and will fill all of the H300 and H850 tanks along with all the other CAIRE top fill LOX portables. CAIRE will also continue to manufacture the Liberator LOX Reservoir System, which features an integral flow control valve and multiple sizes and configurations.

CAIRE will provide parts and service for the Standard HELIOS™ units until January 31, 2023. After this date CAIRE may continue to provide parts and service at the company's discretion. Click the [link](#) to download the HELIOS™ Standard 36 and 46.

Discontinuation of Companion® C31/C41 Oxygen Reservoirs and Companion® C1000/C1000T Portables

The Companion® C31/C41 Reservoirs and C1000/C1000T Portables are due to be made obsolete on 12/31/2018. These LOX Products will be made obsolete due to low sales volume and due to the redundancy with the newly enhanced Liberator Reservoir Product Line. Until this discontinuation date, current service, sales and parts needs for all models will still be fulfilled.

For stationary oxygen Reservoirs, customers can use the Liberator Reservoirs, these are available in a wide variety of sizes and have the benefit of allowing flow rates up to 15 LPM. The C1000/C1000T portables will be replaced by the Stroller/High Flow Stroller models giving customers the added option of being able to choose our side fill systems.

C31/C41 Reservoir and C1000/C1000T Portables will be available for sale during the rest of 2018 and will be effectively discontinued after December 31, 2018. CAIRE will provide parts and service for the Companion C31/C41 Oxygen Reservoirs and Companion C1000/C1000T until 12/31/2023. After this date CAIRE may continue to provide parts and service at the company's discretion.

Click the [link](#) to download the Companion® C31/41 Oxygen Reservoirs and Companion® C1000/C1000T Portables Service Bulletin.

CAIRE to cease commercial sales activity for AirSep® VisionAire™ in North and South America

CAIRE Inc. (“CAIRE”) announced that it has ceased commercial sales activity of the AirSep® VisionAire™ stationary oxygen concentrator on June 8, 2018 for North and South America only. We will continue to manufacture and offer the VisionAire™ to customers outside of the **North and South American markets** where the VisionAire™ maintains strong brand loyalty and robust sales.

“Most North and South American customers have transitioned to the flagship [Companion 5™ stationary concentrator](#) since its successful launch. Due to product redundancy with our Companion 5™, it was time to sunset the VisionAire™ in the Americas and focus VisionAire™ sales efforts in the EMEA and Asia regions,” said LoAn Mayer, Director of Product Management for Chart’s BioMedical Group. “CAIRE has chosen to focus our product development on the Companion 5™, with a robust product roadmap for making it the centerpiece of our commercial and clinical strategy.”

The Companion 5™ is the premier stationary oxygen concentrator in the CAIRE product portfolio, with both homecare providers and oxygen users alike. Built for durability and longevity, the Companion 5™ comes equipped with oversized sieve beds allowing for higher oxygen concentrations. The autoFLOW™ technology reduces compressor load, lowers power consumption and operating temperature. These design features combined with a modular design with minimal internal parts, make repairs and service quick and easy and offer low cost of ownership.

CAIRE will continue to provide service and parts for the AirSep® VisionAire™ in North and South America until June 9, 2021, and unless otherwise stated by CAIRE, for each AirSep® VisionAire™, the limited three year warranty begins on the date such unit was sold by CAIRE.

Click the [link](#) to download the VisionAire™ Service Bulletin.

Helpful Hints and FAQs

HELIOS™ Oxygen Supply Line

50 ft. line used to connect the HELIOS™ H300 or H850 to a reservoir. When connected, the patient can breathe the oxygen from the reservoir using the portable unit as a conserver.



CAIRE P/N B-701656-SV

SeQual® Travel Power Adapter

The Eclipse® and eQuinox™ power supplies are rated for universal voltages, but require various power cords depending on the location. Using the Travel Power Adapter will keep you from having to carry different cords for the country you're visiting.



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Website Information:

The following link will take you to the CAIRE's Respiratory Healthcare page shown below:

www.cairemedical.com/provider

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Upcoming Events

Nov 13, 2017 - Nov 16, 2017
MEDICA >

Jan 22, 2018 - Feb 01, 2018
A&P Health 2018 >

CAIRE Medical Oxygen Concentrators

Chart Industries' CAIRE Inc. is a leading global manufacturer of medical oxygen concentrators and other oxygen delivery equipment for individuals with respiratory conditions. With our AirSep portable concentrators, SeQual transportable concentrators, AirSep and CAIRE stationary concentrators, CAIRE liquid oxygen systems, and military applications CAIRE's products have helped millions of people breathe easier, and have allowed patients in any disease state continuum to stay active. CAIRE's products also keep our military safe and healthy.

Our AirSep portable concentrators and SeQual transportable concentrators allow patients in any disease state continuum to stay active with continuous flow and pulse options, and our SeQual concentrators allow patients to benefit from 24/7 oxygen delivery. Our wide selection of AirSep and CAIRE stationary concentrators suits all at-home and health-care settings, as the market leader our products offer a wide array of choices for any patient.

Learn More



Portable Oxygen Concentrators

Lightweight, FAA-approved devices designed to help keep patients active. [View >](#)

Stationary Oxygen Concentrators

Products for the home, hospital, long-term care facilities, and clinical settings. [View >](#)

Transportable Oxygen Concentrators

FAA approved Travel Oxygen Concentrators from CAIRE. [View >](#)

Liquid Oxygen Systems

Portables units and reservoirs that serve needs of our patients and providers. [View >](#)

Military

Reliable portable oxygen concentrator designed for field hospitals, medical evacuation, en route care and battlefield situations. [View >](#)

AirSep Warranty Check

Check Your AirSep Warranty Status. >

The SeQual Eclipse 5

Patients ask for it. Clinicians prefer it. A proven, reliable single-oxygen solution with 24/7 capabilities. [Learn More! >](#)

If you are in search of product information, manuals, cutsheet, or service bulletins, you can select the Knowledge Center tab above, or follow the direct link below:

<http://www.chartindustries.com/Respiratory-Healthcare/Respiratory-Healthcare-Knowledge-Center/Respiratory-Healthcare-Literature>

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