



# *SERVICE BULLETIN*

PN: 21494853

**RELEASE DATE:** March 13, 2020

**MODEL:** CAIRE Concentrator and Liquid Oxygen (LOX) Equipment

**ISSUE:** Cleaning and Disinfection of CAIRE Concentrator and LOX Equipment

**NOTES:** With the increase in global awareness regarding the COVID-19 virus, the Center for Disease Control (CDC) has issued guidance for infection prevention and control via the following link: [https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Finfection-control.html](https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Finfection-control.html).

In section 10 of this guidance, the CDC recommends the following: “All non-dedicated, non-disposable medical equipment used for patient care should be cleaned and disinfected according to manufacturer’s instructions and facility policies”.

Based on this guidance, CAIRE Inc. is providing the following links to the surface cleaning/disinfection processes for each of the current CAIRE manufactured products (NOTE: If the CAIRE product is not in the list below, please contact the CAIRE Technical Service team at [techservice.global@caireinc.com](mailto:techservice.global@caireinc.com) for information). The information provided via the links listed below is also available in the Product Technical/Service Manual for each of these products. CAIRE advises the healthcare/homecare provider to pay special attention to the recommendations for surface cleaning/disinfection and cleaning or replacement of filters.

Per the World Health Organization (WHO), it is not known at this time how long the virus that causes COVID-19 survives on surfaces. In the event the healthcare/homecare provider has used a CAIRE product for a patient infected with the COVID-19 virus, CAIRE does recommend that the healthcare/homecare provider follow any additional guidelines issued by the CDC and WHO related to disinfection and/or device quarantine. The links to the these websites are <https://www.who.int/> and <https://www.cdc.gov/>.

FreeStyle Comfort Portable Oxygen Concentrator:

[http://files.caireinc.com/MN233-F\\_FS\\_Comfort\\_TSM\\_Final\\_web.pdf](http://files.caireinc.com/MN233-F_FS_Comfort_TSM_Final_web.pdf)

FreeStyle 3 and 5 Portable Oxygen Concentrators:

[http://files.caireinc.com/MN220-1\\_B\\_FS\\_F5\\_Combos\\_Service\\_Man\\_1\\_web.pdf](http://files.caireinc.com/MN220-1_B_FS_F5_Combos_Service_Man_1_web.pdf)

Focus Portable Oxygen Concentrator:

<http://files.caireinc.com/MN171-1-C.pdf>

Eclipse 5 Transportable Oxygen Concentrator:

[http://files.caireinc.com/TechMan\\_PartsLists\\_ServiceBull/20631679.pdf](http://files.caireinc.com/TechMan_PartsLists_ServiceBull/20631679.pdf)

Companion 5 Stationary Oxygen Concentrator:

[http://files.caireinc.com/14940837\\_F\\_Companion\\_5\\_Conc\\_TSM\\_9\\_web.pdf](http://files.caireinc.com/14940837_F_Companion_5_Conc_TSM_9_web.pdf)

VisionAire Stationary Oxygen Concentrator:

<http://files.caireinc.com/MN138-1-K.pdf>

NewLife Elite and Intensity Oxygen Concentrators:

[http://files.caireinc.com/MN240-1\\_C\\_NewLife\\_Family\\_TechManual\\_web.pdf](http://files.caireinc.com/MN240-1_C_NewLife_Family_TechManual_web.pdf)

Liberator Liquid Oxygen Reservoir:

[http://files.caireinc.com/13350704-K\\_7.pdf](http://files.caireinc.com/13350704-K_7.pdf)

Stroller and Sprint Liquid Oxygen Portable:

[http://files.caireinc.com/10662631\\_N\\_sprint\\_stroller\\_TSM\\_5.pdf](http://files.caireinc.com/10662631_N_sprint_stroller_TSM_5.pdf)

Hi Flow Stroller Liquid Oxygen Portable:

<http://files.caireinc.com/HI%20FLOW%20STROLLER%20SERVICE%20MANUAL.pdf>

Spirit Liquid Oxygen Portable:

[http://files.caireinc.com/11805120\\_H\\_3\\_web.pdf](http://files.caireinc.com/11805120_H_3_web.pdf)

HELiOS Liquid Oxygen Reservoir:

[http://files.caireinc.com/14883289\\_G\\_Helios\\_Res\\_TSM\\_1.pdf](http://files.caireinc.com/14883289_G_Helios_Res_TSM_1.pdf)

HELiOS Liquid Oxygen Portable:

[http://files.caireinc.com/Helios\\_portable\\_TSM\\_20562190\\_D.pdf](http://files.caireinc.com/Helios_portable_TSM_20562190_D.pdf)

Companion Liquid Oxygen Reservoir:

<http://files.caireinc.com/Companion%20Reservoir%20TSM%2020559263%20E%207.pdf>

Companion Liquid Oxygen Portable:

<http://files.caireinc.com/20562220-C.pdf>

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