



SERVICE BULLETIN

PN: 21494871

RELEASE DATE: March 20, 2020

MODEL: Companion 5™

ISSUE: Companion 5™ Software V 1.11 Update

NOTES: CAIRE is releasing a software update to all Companion 5 models, with the exception of model 21139079 sold in China. Version 1.11 firmware will change the way some alarms appear. Upon startup the O2 warning light will illuminate and the display screen will read “O2 UP”. This means that the concentrator is warming up and once the concentrator reaches an acceptable purity the display screen will change to the number of hours and the O2 warning light will turn off. All alarms for the Companion 5 will now be an intermittent audible beep with the 1.11 version. There are no changes to the overall function or usage of the concentrator.

Note: Devices in the field do not require a mandatory firmware update.

Previous software:

Country	Version
USA	2.0.1
Europe	1.9
China	1.9

Updated software:

Country	Version
USA	1.11
Europe	1.11
China	1.9

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