



# *SERVICE BULLETIN*

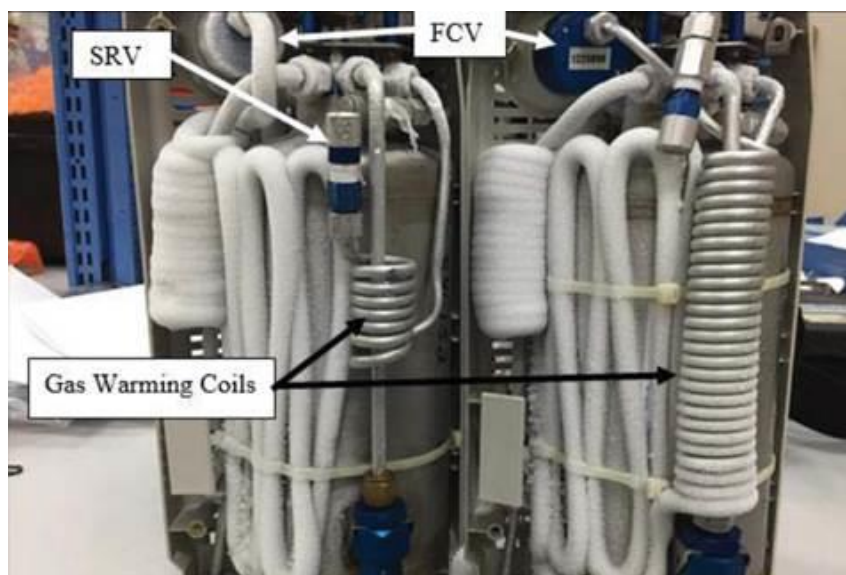
PN: 21495397

**RELEASE DATE:** July 16, 2020

**MODEL:** Companion 1000® Liquid Oxygen Portable

**ISSUE:** Warming Coil

**NOTES:** This bulletin is to advise equipment providers to review their inventory of Companion 1000 units to determine if they have any units in their possession with the previous design warming coil produced from 1984 to Jan 1989. This is item number B-775099-00 (this number may be present on the device with or without the B prefix or 00 suffix). Units that have the previous warming coil pictured on the **left** in Figure 1 below should be removed from service immediately and the provider should contact CAIRE, Inc. to have the device returned to a CAIRE service center. There is a risk of potential injury to the patient when using the device on 6 LPM after an extended period of time.



**Figure 1: Previous Design (Left) vs. Current Design (Right)  
Warming Coil**

Units with the current design warming coil can remain in service. Equipment providers should follow the established maintenance and testing procedures listed in the Technical Manual.

Affected devices can also be identified by their serial number. This design affects units manufactured between 1984 – 1/17/1989.

- Serial Numbers for 1984 – Jan 1985:  
4-1-01-1 to 5-1-01-XX
- Affected serial number range for Jan 1985 – 1/17/1989:  
85010101 to 89011701

This does not affect C1000T units with flowrate up to **15 LPM**.

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

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