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# CAIRE®

*A Chart Industries Company*

AirSep®  SeQual®

[www.CAIREmedical.com](http://www.CAIREmedical.com)

## Med Tips

In This Issue

[Helpful Hints / FAQs](#)  
[Service Schools & Tradeshow](#)  
[Contact Us](#)

PDF Version

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January 2014

2014 SERVICE SCHOOL DATES ANNOUNCED!

**CAIRE is Pleased to Announce the Release of our 2014 Service School Calendar!**





## **Concentrator Service School**

CAIRE Inc. offers a technical training seminar on the array of oxygen concentrators in the CAIRE Family, including the AirSep Focus and FreeStyle portable oxygen concentrators, SeQual Eclipse transportable oxygen concentrator, and VisionAire, NewLife, and Integra stationary oxygen concentrators. The information presented in this three-day seminar is designed to make your technician comfortable with how our concentrators work, how to identify and resolve equipment problems, and how to keep your equipment in top operating condition. Each Service School is composed of both classroom style presentations and hands-on troubleshooting sessions. Certificates of attendance will be presented at the conclusion of the seminar.

## **Liquid Oxygen Service School**

CAIRE Inc. offers a technical seminar on the array of liquid oxygen systems in the CAIRE Family, including the HELiOS, Spirit Family, Liberator, and Companion units. The information presented in this two-day seminar is designed to make your technician comfortable with how the liquid oxygen systems work, how to identify and resolve equipment problems, and how to keep your liquid oxygen equipment in top operating condition. Each Service School is composed of both classroom style presentations and hands-on troubleshooting sessions. Certificates will be presented at the conclusion of the seminar.

## **Registration**

There will be no registration fees associated with CAIRE Inc's Service Schools. Participants are responsible for any needed travel arrangements and transportation. Class size is limited and registration is permitted on a first-come, first-served basis.

To register, or for more information about our trainings, please visit our website by [clicking here](#).

## **PRODUCT INFORMATION**

### **Return Material Authorization (RMA), Return Goods Authorization (RGA), and Case Number Process for Unit Repair**

Prior to sending any CAIRE products in for repair, including SeQual and AirSep brands, an RMA (commonly referred to as

RGA or Case number) **must** be setup through Customer Service or Technical Service. The following information will be requested when setting up an RMA, RGA, or Case Number:

- The serial number of the unit(s) in need of repair.
- The reason driving the need for repair of the unit(s).
- A phone number, fax number, or email address to use for contact once repairs are finished or for a Patient Ready Estimate\*.

*\*A patient ready unit is a unit which is fully operational and includes all parts shipped with a new unit with the exception of POI's, instructions sheets, condensate bottles and condensate bottle brackets. If the items not covered under warranty are missing, defective, or failing, they will be replaced at the customer's expense (ex: batteries).*

- The company's name (or "Bill To" account number if available) that purchased the unit from CAIRE, AirSep, or Sequal.
- A return address for the unit(s) once repaired. This is referred to as the "Ship To" account number.
- A purchase order number (PO number) to use for the repair(s).

Please note that one RMA, RGA, or Case Number can be created for multiple units. If an RMA, RGA, or Case Number is not created prior to sending in a unit, then there is a risk of the unit getting lost, misplaced, or overlooked.

An emailed list of serial numbers is recommended when sending multiple units for repair. This is more efficient and reduces the chance of transposing serial numbers.

Please contact CAIRE to set up any needed RMAs, RGAs, or Case Numbers via the contact information specific for your region listed in the "Contact Us" section at the bottom of this email.

### **Change in HELiOS Portables Manufacturing and Quick Connect CPC Fitting**

Effective immediately, the HELiOS Plus (H300) and HELiOS Marathon (H850) liquid oxygen portable units will be manufactured without the Quick Connect CPC Fitting and its related tubing and fittings. A plug will take the place of the quick connect fitting and the tubing from the Conserver will be routed directly to the barbed hose fitting of the

be routed directly to the barbed nose fitting of the Relief/Economizer Valve.

The purpose of the CPC connector was to connect the portable directly to the HELiOS reservoir, allowing the patient to breathe directly from the HELiOS reservoir using the conserver from the HELiOS portable. The CPC Connector is now available as an optional addition and may be ordered via the CPC Connector Upgrade Kit, PN: 20748595.

For more details, please [click here](#) to download the complete service bulletin.

## HELPFUL HINTS / FAQs

### **AirSep VisionAire and NewLife Hour Glass on Hour Meter Flashing**

**Q:** The hour glass keeps flashing on my VisionAire's hour meter. Does this indicate that my unit requires service?

**A:** No, the hour glass icon on the hour meter for the VisionAire and NewLife units may flash. This is normal operation of the hour meter and means that the unit is plugged into AC power and has been turned on. When the hour glass is flashing, the hour meter is recording time on the unit.

### **SeQual Eclipse 9V Battery Voltage Reading vs. Eclipse Power Cartridge Reading**

**Q:** I have just recharged my power cartridge (battery) and a low voltage reading is still being displayed in the Provider Mode. What should I do?

**A:** The power cartridge's voltage isn't displayed in the Provider Mode Menu, but a symbolic display of the battery life is displayed on the Control Panel's Main Menu. The Power Cartridge's electrical properties can be displayed through EDAT. The power cartridge delivers power to the unit for oxygen delivery. The 9V battery delivers power to the audible alarm. The Provider Mode Menu displays the voltage of the 9V battery and should be replaced when less than 7.0 V, to get the 9 V battery status you will need to press the "No Smoking" button repeatedly four times in a row.



Eclipse Power Cartridge (Battery)  
PN: 7082-SEQ



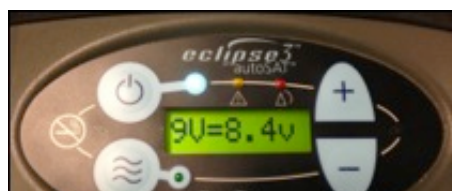
Power Cartridge Status  
Gauge Location for Eclipse 3  
(right side of green  
illuminated display)

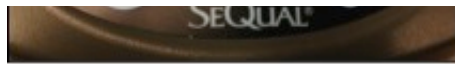
Power			
Battery1 Voltage	15.920 V	Battery2 Voltage	16.140 V
Battery1 Current	-2.025 A	Battery2 Current	-1.977 A
Battery1 ICA	5.610 Ahr	Battery2 ICA	5.610 Ahr
External Current	0.1 A	External Power	0.0 W
External Voltage	0.0 V		

EDAT Display of Power  
Cartridge Properties



9 Volt Battery  
PN: 8098-SEQ  
(If you order the PM kit, 5022-  
SEQ, this is included)





## 9 Volt Battery Status for Eclipse 3

### Adjusting the Product Regulator for the AirSep NewLife Family and VisionAire Family Stationary Oxygen Concentrators

**Q:** The ball on my flow meter is fluctuating up and down and will not stay at the desired flow rate. How do I make it stay still?

**A:** If the pressure regulator on the stationary oxygen concentrator is not properly adjusted, the ball of the flow meter will fluctuate. The first step in troubleshooting this issue is to verify the regulator is properly adjusted. Please use the procedures listed below to adjust the regulator for normal operation. The VisionAire and NewLife Elite regulators are adjusted to flow and the NewLife Intensity and Intensity 10 regulators are adjusted to pressure.



Flow Meter with  
Ball at 5.5 LPM



Pressure Regulator

#### **VisionAire 5 Regulator Check and Setting:**

The product regulator enables you to set the maximum flow

of oxygen output by the VisionAire unit. To check for proper adjustment of the regulator, take the following steps:

1. Set the I/O power switch to the "I" position.
2. Allow the unit to run for five minutes.
3. Turn the flow meter adjustment knob counterclockwise until it stops (wide open).
4. The flow meter ball should be set to ½ liter **above** the maximum flow rate. If not, the product regulator needs to be reset.

#### **Setting Product Regulator for Normal Operation:**

Use the following procedure to reset the product regulator:

1. Disconnect the humidifier bottle, if used, and the tubing from oxygen outlet.
2. Plug in the unit.
3. Set the unit's I/O power switch to the "I" position, and allow unit to run five minutes to build up pressure.
4. Turn the flow meter adjustment knob counterclockwise until it stops (wide open).
5. Remove the back panel of unit.
6. Pull outward on the regulator knob to unlock it.
7. Turn the regulator knob (clockwise to increase) until flow meter ball is set to ½ liter above the maximum flow rate .
8. Push in the regulator knob to lock it.
9. Reconnect the back panel.

#### **NewLife Elite Regulator Check and Setting:**

The product regulator enables you to set the maximum flow of oxygen output by the NewLife unit. To check for proper adjustment of the product regulator, take the following steps:

1. Set the ON/OFF switch to the *ON* position.
2. Allow the unit to run for three minutes.
3. Turn the flowmeter adjustment knob counterclockwise until it stops (wide open).
4. The flowmeter ball centers itself on the 5.5 lpm line. If not, the product regulator needs to be reset.

#### **Setting Product Regulator for Normal Operation:**

Use the following procedure to reset the product regulator:

1. Disconnect the humidifier bottle, if used, and the tubing from the oxygen outlet.

2. Plug in the unit.
3. Set the unit's ON/OFF switch to the *ON* position, and allow the unit to run at least three minutes to build up pressure.
4. Remove the right side panel.
5. Turn the flowmeter adjustment knob counterclockwise until it stops (wide open).
6. Pull outward on the regulator knob to unlock it.
7. Turn the regulator knob or set screws until the flowmeter ball centers on the 5.5 lpm line (clockwise to increase).
8. Push in the regulator knob to lock it.
9. Reconnect the side panel.

### **NewLife Intensity and Intensity 10 Product Regulator Check and Setting:**

The product regulator is factory-set at 20 psig (138 kPa) and should not require adjustment. To check for proper adjustment of the product regulator, take the following steps:

1. Install outlet pressure test kit to the outlet of the NewLife Intensity unit.
2. Set the unit's I/O power switch to the "I" position.
3. Turn the flowmeter adjustment knob counterclockwise until it stops (wide open).
4. Allow the unit to run for five minutes.
5. The outlet pressure should be 20 psig (138 kPa). If the outlet pressure is not at 20 psig (138 kPa), the product regulator needs to be reset.

### **Setting Product Regulator for Normal Operation:**

Use the following procedure to set the product regulator to 20 psig (138 kPa):

1. Disconnect the humidifier bottle, if used, and the tubing from oxygen outlet.
2. Remove the side panels and back panel.
3. Connect unit to power.
4. Install outlet pressure test kit to the outlet of the NewLife Intensity.
5. Set the unit's I/O power switch to the "I" position, and allow unit to run at least five minutes to build up pressure.
6. Turn the flowmeter adjustment knob counterclockwise until it stops (wide open).
7. Pull outward on the regulator knob to unlock it.



7. Pull outward on the regulator knob to unlock it.
8. Turn the regulator knob until the outlet pressure is 20 psig (138 kPa) on the gauge of the pressure test kit.
9. Push in the regulator knob to lock it.
10. Reconnect the back and side panels.

## ACCESSORIES

### AirSep FreeStyle and FreeStyle 5 Internal Batteries

A replacement internal battery can be ordered for both the AirSep FreeStyle and FreeStyle 5 portable oxygen concentrators. The internal battery for the FreeStyle may be ordered using **PN: BT018-1S** and the internal battery for the FreeStyle 5 may be ordered using **PN: BT021-1S**.



FreeStyle Internal Battery  
PN: BT018-1S



FreeStyle 5 Internal Battery PN:  
BT021-1S

### 120 VAC Hospital Grade Power Cord for AC Power Supplies

Some facilities are required to use hospital grade power cords, due to harsher service conditions. Hospital grade power cords are made with a more ridged plug than

conventional plugs and can be identified by a green dot at the plug. Hospital grade power cords for Eclipse, LifeStyle, FreeStyle, FreeStyle 5, and Focus universal power supplies may be ordered using **PN: CD023-2**. This product is UL Listed and CSA certified and is 8 ft (2.4 m) in length.



Hospital Grade Power Cord  
PN: CD023-2



Green Dot Marking on  
Plug

### **AirSep VisionAire Thermistor Temperature Probe**

The Thermistor Temperature Probe protects VisionAire units from damage by shutting the power off to the compressor if an overheating condition occurs. The Thermistor Temperature Probe may be ordered using **PN: WH109-1**. The same Thermistor Temperature Probe is used for both the VisionAire 3 and VisionAire 5 stationary oxygen concentrators.





Thermistor  
Temperature Probe  
PN: WH109-1

## SERVICE SCHOOLS & TRADESHOWS

**Mark Your Calendars for our Upcoming 2014 Service Schools!**

### USA

**2014 Service School dates have been released!**

For additional details and registration information about these trainings, please visit the ["Events & Service Schools"](#) tab of our website.

**Concentrator Training: March 3, 4, 5 in Denver, CO**

**LOX Training: March 6 & 7 in Denver, CO**

**Concentrator Training: June 9, 10, 11 in Ball Ground, GA**

**LOX Training: June 12 & 13 in Ball Ground, GA**

*\*Ball Ground trainings include a tour of our CAIRE and SeQual manufacturing facility.*

**Concentrator Training: August 18, 19, 20 in Buffalo, NY**

**LOX Training: August 21 & 22 in Buffalo, NY**

*\*Buffalo trainings include a tour of our AirSep manufacturing facility.*

**Concentrator Training: November 10, 11, 12 in Ball Ground, GA**

**LOX Training: November 13 & 14 in Ball Ground, GA**

*\*Ball Ground trainings include a tour of our CAIRE and SeQual manufacturing facility.*

### Europe

**2014 Service School dates have been released!**

For additional details and registration information about these trainings, please visit the ["Events & Service Schools"](#) tab of our website.

**German Concentrator Training: March 4, 5, 6 in Wuppertal Germany**

**German LOX Training: March 18 & 19 in Wuppertal Germany**

**Italian LOX Training: March 26 & 27 in Padova, Italy**

**English LOX Training: April 15 & 16 in Wuppertal, Germany**

**English Concentrator Training: May 20, 21, 22 in Wuppertal Germany**

**French LOX Training: June 2 & 3 in France**

**French Concentrator Training: June 4, 5, 6 in France**

**Italian Concentrator Training: June 10, 11, 12 in Padova, Italy**

**Spanish LOX Training: June 16 & 17 in Barcelona, Spain**

**Spanish Concentrator Training: June 18, 19, 20 in Barcelona, Spain**

**German LOX Training: September 9 & 10 in Wuppertal, Germany**

**German Concentrator Training: October 14, 15, 16 in Wuppertal, Germany**

**English LOX Training: October 28 & 29 in Wokingham, UK**

**Italian LOX Training: October 29 & 30 in Padova, Italy**

**English Concentrator Training: November 18, 19, 20 in Wokingham, UK**

### **Tradeshows**

We will be attending the following trade shows this month. We would love for you to stop by our booth!

### **ADMEA Winter Meeting**

January 4th  
Hoover, AL  
CAIDE Booth

**HOMES Winter Meeting**

January 23rd  
Westborough, MA  
CAIRE Booth

**Arab Health Show**

January 27-30  
Dubai, UAE  
Chart BioMedical--CAIRE, AirSep, and MVE products  
Stand 1F38

**CPLF**

January 31-February 2  
Marseille, France  
CAIRE  
Stand #59

**CONTACT US**

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Asia/Pac Rim	customerservice.australia@chartindustries.com
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	csasia@chartindustries.com
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