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November 2012

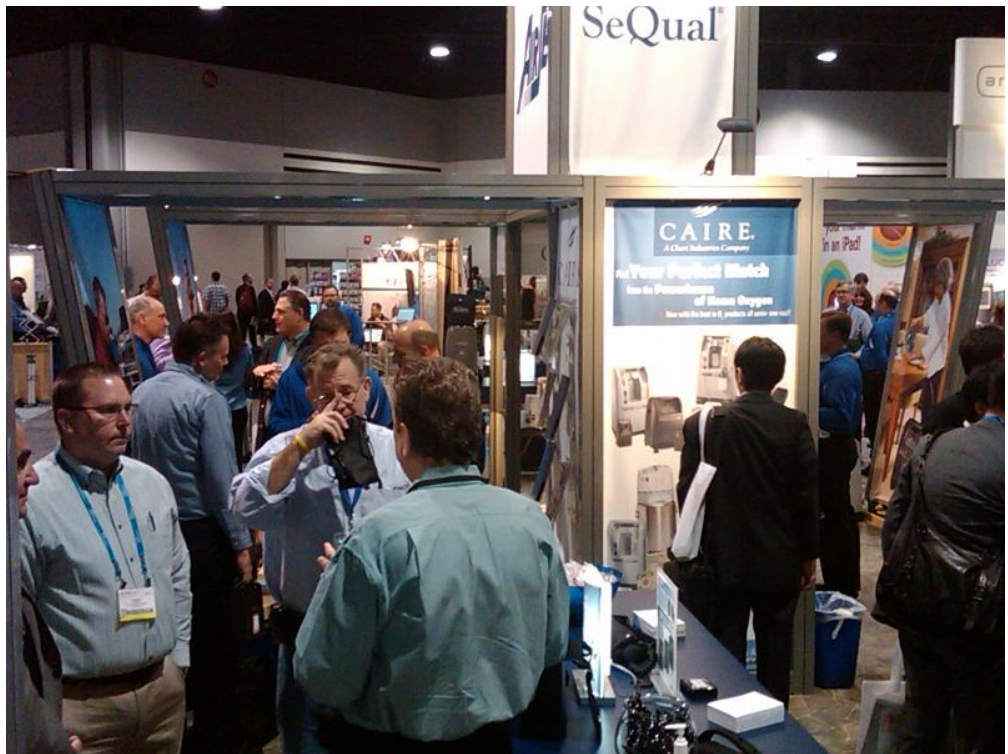
NEW!!

Patient Spotlight

Thank you for a great Medtrade!

The debut of CAIRE, after the exciting acquisition of AirSep, was a great start to this year's Medtrade. We are thrilled to provide such an array of respiratory products that meet the needs of our patients throughout every point along the disease state continuum. We would like to extend a grand THANK YOU to all of our customers who stopped by our booth to say hello. We value your interest and loyalty to our products and look forward to many more years together.





PRODUCT INFORMATION

Updated Parts List for HELiOS & Companion Products

Updated Parts Lists are now available for all of the HELiOS and Companion lines of liquid oxygen products on the CAIRE website. These may be viewed at the following link:

http://www.cairemedical.com/Support/Product_Literature.aspx

Once on this page, click the "Product Literature" tab to access the Parts Lists.



The screenshot shows the CAIRE website interface. At the top, there is a navigation menu with links for Home, Products, Support, SeQual, About Care, and Contact CAIRE. Below this, there are tabs for Operating Instructions, Product Cutsheets, Product Literature (which is highlighted), and Service Manuals. On the left side, there is a 'Calendar of Events' section listing training events in French and English. The main content area displays a table of product literature for Companion 1000 & 1000T, Companion 21, 31 & 41 Reservoirs, HELIOS Portables, and HELIOS Reservoirs. Each entry includes a Part Number, Description, and Language.

Part Number	Description	Language
20569185	C1000 Parts List	English
20569186	C1000T Parts List	English
Companion 21, 31 & 41 Reservoirs		
20569187	Companion 21 & 41 Parts List--USA	English
20571788	Companion 31 & 41 Parts List--Europe	English
HELIOS Portables		
14875756	HELIOS Marathon Parts List	English
14875781	HELIOS Plus Parts List	English
HELIOS Reservoirs		
14901993	H36 & H46 Parts List	English
14902005	U36 & U46 Parts List	English

Contact Technical Support if you have any questions concerning these documents.

CAIRE SeQual Instructional Videos

CAIRE has a variety of instructional videos available on our website and on YouTube™. These videos are great resources for product demonstration and maintenance.

We currently have the following introductory and instructional videos posted on our site:

- Clinical Application of the Eclipse 3
- Eclipse 3 Out of the Box
- Eclipse Battery Maintenance
- Preventative Maintenance of the Eclipse 3--external filter
- Preventative Maintenance of the Eclipse 3--internal filter
- Understanding autoSAT Technology
- Filling a Liquid Oxygen Portable from a Reservoir
- Filling a Liquid Oxygen Reservoir from a Bulk Tank

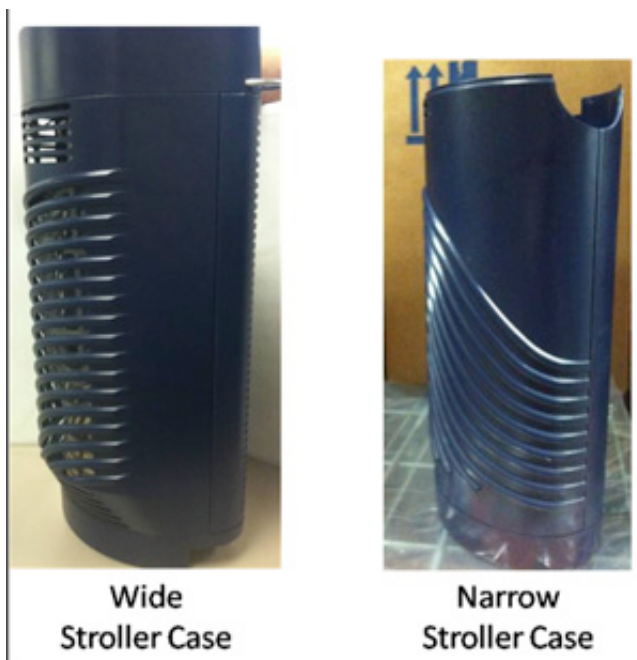
These videos can be viewed at the following link:

<http://www.cairemedical.com/Support/Videos.aspx>

Stroller Hard Case

When ordering a replacement case for a Stroller, it is necessary to distinguish between a "narrow" and "wide" case. Below is a picture showing the visual difference between these two styles.





Part numbers for these replacement cases are listed below. Please note that the case assembly includes only the front, back, and bottom covers. The case assembly does not include the top cover or the dome cover. These case assemblies can be used on both the Gen 3 and Gen 4 hard case Strollers.

Case Style	Color	Hard Case P/N
Narrow	Blue	14015570
	Light Gray	14015588
	Dark Gray	14015561
Wide	Blue	14015617
	Light Gray	14015596
	Dark Gray	14015609

Concentrator Shipping Materials

CAIRE has shipping materials available for order that are used to properly package and ship a concentrator either to a patient or to another location. Below is a list of part numbers that may be used for ordering Eclipse and Integra shipping materials.

Parts For Shipping Eclipse Only

Eclipse Box	4250-SEQ
Top Foam	4248-SEQ
Bottom Foam	4249-SEQ

Parts For Shipping Eclipse with Accessories

Eclipse Box	4250-SEQ
Top Foam	4248-SEQ
Bottom Foam	4249-SEQ
Accessory Box	4254-SEQ
Accessory Box Insert	4256-SEQ
Over Box	4258-SEQ

Parts For Shipping Integra

Shipping Box	2503-SEQ
Top Insert	3813-SEQ
Bottom Insert	3814-SEQ

HELPFUL HINTS / FAQs

LOX Portables Leaking After A Fill

Q: Immediately after a portable unit is filled, liquid oxygen leaks out of the fill connector (QDV) on the bottom of the unit. What can cause this and what can be done to resolve this issue?

A: One common cause of temporary leakage from the QDV after a fill is ice preventing the QDV poppet from properly closing. If the leaking is short-lived and stops after a few minutes, this can often times be symptomatic of ice blockages.

The easiest way to ensure that ice blockages are not a problem is to ensure that the patient is cleaning and drying the fill connectors before filling the portable. The QDV on the reservoir and portable should be cleaned and dried with a lint-free cloth before every fill. This will ensure that residual moisture does not freeze and become ice that can block the fill connector open after a fill.



If the leaking continues even when the fill connectors are clean and dry, then the fill connector poppet is likely warped or

damaged. This will require replacement of the QDV assembly.

Q: What can be done to prevent the fill connectors from failing in this way?

A: Following the procedures above for wiping the fill connectors before every fill is important. Constant exposure to ice and freezing open can potentially damage the QDV over time.

Another important step is to ensure that the pop-off assembly of the reservoir is always used to remove the portable after it is full.

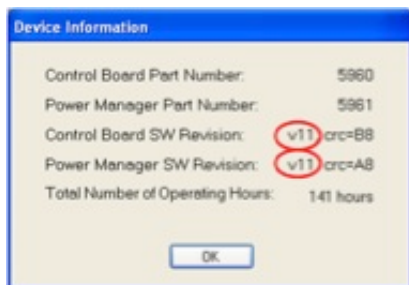
If the pop-off assembly will not immediately release the portable, do not use force, simply leave the units coupled together until the frost has melted and they can be easily removed using the pop-off assembly. Over time, using force to remove the portable can lead to damage and wear of the QDV.

Checking The Eclipse Circuit Board Software Revision

Q: I just received a replacement control board for an Eclipse. When going to install it the instruction sheet says to ensure that the software of the Power Manager Board is the same revision level as the Control Board. How can I check the software revision on the circuit boards in my Eclipse to be sure they match?

A: There are two simple ways to check the circuit board software revision of the Eclipse.

The first is using the EDAT software. Connect the Eclipse to EDAT and select "Device Info" from the Eclipse drop-down menu on the top bar. The device information box will display as shown below giving the software revision of both circuit boards. This example below has version 1.1 for both the Control Board and Power Manager Board.



The second method is to use the provider menu of the Eclipse. Use the instructions below to access the software revision based on the model of Eclipse you are working with.

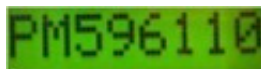
Eclipse 1

1. Plug the Eclipse into an AC power source.
2. Press and hold the no smoking icon and the "+" keys simultaneously for 2 seconds.
3. The screen will display a two-digit number with a decimal. This is the current Control Board software revision (e.g. 4.2).
4. Press the plus button again.
5. The screen will display another two-digit number with a decimal point. This is the current Power Manager software revision (e.g. 5.0).

Eclipse 2 & 3

1. Press the no smoking icon to access the provider menu.
2. Continue pressing the button to advance through the various settings of the provider menu.
3. The screen will eventually read a number that begins with the letters "CB". The last two digits of this number are the software revision of the control board.
4. Press the no smoking icon again. The screen will read a number that begins with the letters "PM". The last two digits of this number are the software revision on the Power Manager Board.

EXAMPLE: The image below shows a Power Manager Board with software version 1.0.



Q: I just installed a new circuit board and the software revisions do not match. What should I do?

A: Do not operate the Eclipse if the software revisions do not match.

-
You will need to upgrade the Eclipse software to the most current revision. This is done using eDAT.

Eclipse software upgrades are sold on a red USB drive. They are sold on drives that contain 5, 10, and 25 upgrades. The same USB drive is used to upgrade the Eclipse 1, 2, and 3. Instructions for performing the upgrade are sent with the USB drive.

Below are the part numbers for ordering the Eclipse software

Below are the part numbers for ordering the Helios reservoir upgrade packages.

5 Upgrades: 5577-05-SEQ
 10 Upgrades: 5577-10-SEQ
 25 Upgrades: 5577-25-SEQ



ACCESSORIES

HELiOS 50' Supply Line

The HELiOS Supply Line is an option for patients who want to breath directly from their reservoir at home and can use demand (pulse) flow. The Supply Line allows an H300 or H850 portable to be used as a conserver for oxygen coming directly from the reservoir. The reservoir supplies the portable with gas, so the patient can breathe on a demand (pulse) setting without filling the portable unit.

This is an excellent tool to breath directly from the reservoir while conserving as much oxygen as possible.

The 50 ft (15.2 m) line runs from the outlet of a HELiOS reservoir to the quick connect on the left-hand side of the H300 or H850 portable.



The HELiOS Supply Line is ordered using part number #B-701656-SV.

Companion 1000 Strap Change

Effective immediately, CAIRE will be changing the carrying straps of the Companion 1000 liquid oxygen portable from a grey color to black. The black straps are more durable and provide an aesthetic improvement for our patients.

SERVICE SCHOOLS & TRADESHOWS

Mark Your Calendars for our Upcoming 2012 Service Schools!

USA

Concentrator Technical Training in English

November 5-6

Ball Ground, Georgia

LOX Technical Training in English

November 7-8

Ball Ground, Georgia

To register for 2012 US LOX Training, [download this form](#).

To register for 2012 US Concentrator Training, [download this form](#).

Europe

LOX Technical Training in Italian

November 14 & 15

Padova, Italy

For more information on the 2012 European trainings, please contact Jim Gibson at jim.gibson@chart-ind.com.

Tradeshows

We'll also be present at the following tradeshows this month, so feel free to stop at our booth! To find out more about any of the following shows, please click on its title and you will be directed to the show site.

AARC

November 10-13

New Orleans, LA

CAIRE Booth #1321

AirSep Booth #317-319

ALA Healthy Lung Expo

November 9

Urbandale, IA

ALA Healthy Lung Expo

November 12

Bloomington, MN**Medica****November 14-17****Dusseldorf, Germany****Chart BioMedical Hall 11 Stand C67****AirSep Corporation Hall 11 Stand C39****CONTACT US****For ordering information contact Customer Service:**

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Australia/New Zealand	+61 2 9749 4333
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The Americas	770.721.7759
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