

December 2023 Med Tips

Don't miss out on our upcoming Service Schools!

CAIRE Service School Trainings and Webinars 2024

CAIRE offers In-person and Virtual Service Schools covering both LOX and Concentrator lines.

Each class is a comprehensive program that focuses on the technical and service aspects of the CAIRE family products. Class time is divided between lecture and hands-on workshops. The seminars will help the student develop a better understanding of how liquid oxygen equipment or concentrators work, how to identify the symptoms and causes of potential problems and how to use the technical information that is available in the Technical Manuals. Registration for CAIRE's Service Schools is mandatory. Registration forms must be received two weeks prior to the start of the class in order to guarantee availability and materials.

Table 1 - Details of upcoming training.

Type	Language	Location	Training Dates	Registration by	Training Type
LOX Germany	German	Langenfeld, Germany	20 February-24	01-February	In person
Conc Germany	German	Langenfeld, Germany	21-22 February-24	01-February	In person
LOX France	French	Toulouse, France	5 March-24	15-February	In person
Conc France	French	Toulouse, France	06-07 March-24	15-February	In person
LOX ITA	Italian	Padova, ITA	20 March-24	28-February	In person
LOX LATEM	Spanish	Latin America	16 April-24	20-March	Remote**
Conc LATEM	Spanish	Latin America	17-18 April-24	20-March	Remote**
Conc USA	English	Ball Ground, GA USA	15-17 April-24	22-March	In person
LOX USA	English	Ball Ground, GA USA	18 April-24	22-March	In person
LOX Germany	German	Langenfeld, Germany	16 May-24	25-April	In person
LOX France	Spanish	Toulouse, France	18 May-24	28-April	In person
Conc France	Spanish	Toulouse, France	19-20 May-24	28-April	In person
Conc ITA	Italian	Padova, ITA	05-06 June-24	25-April	In person
LOX UK	English	Langenfeld, Germany	25 June-24	05-June	In person
Conc UK	English	Langenfeld, Germany	26-27 June-24	05-June	In person
LOX Germany	German	Langenfeld, Germany	13 August-24	19-July	In person
Conc Germany	German	Langenfeld, Germany	14-15 August-24	19-July	In person
Conc USA	English	Ball Ground, GA USA	12-14 August-24	19-July	In person
LOX USA	English	Ball Ground, GA USA	15 August-24	19-July	In person
LOX France	French	Toulouse, France	17 Sept-24	25-August	In person
Conc France	French	Toulouse, France	18-19 Sept-24	15-August	In person
LOX ITA	Italian	Padova, ITA	23 October-24	01-October	In person
LOX UK	English	Toulouse, France	15 October-24	20-September	Remote**

Conc UK	English	Toulouse, France	16-17 October-24	20-September	Remote**
Conc USA	English	Ball Ground, GA USA	04-06 Nov-24	11-October	In person
LOX USA	English	Ball Ground, GA USA	07 Nov-24	11-October	In person
LOX Germany	German	Langenfeld, Germany	28 November-24	08-November	In person

*We reserve the right to cancel training seminars at short notice. Customers should ensure that they take necessary precautions to ensure costs are covered in case of cancellation.

** Training will be in the form of a Webinar.

Concentrator Service School Topics include:

- Concentrator hazards and safety precautions
- Principles of pressure, flow, and saturation
- Functions of the major components of a portable/stationary concentrator
- Theory of operation
- Set up and use of test equipment
- Troubleshooting, repair and performance verification/testing procedures

LOX Service School Topics include:

- Liquid oxygen (LOX) hazards and safety precautions
- Principles of pressure, flow and liquid oxygen saturation
- Functions of the major components of a liquid oxygen system
- HELIOS™ system theory of operation
- Reservoir and portable filling procedures
- Set up and use of test equipment

Please submit your registrations forms no later than the dates in Table 1 above. If you are interested in the service schools mentioned above, and it is past the registration date, please reach out to the registration emails below. Please note that as travel restrictions, and Covid-related guidelines evolve, we intend to restore CAIRE Service School to in person.

To register for Service School, please email:

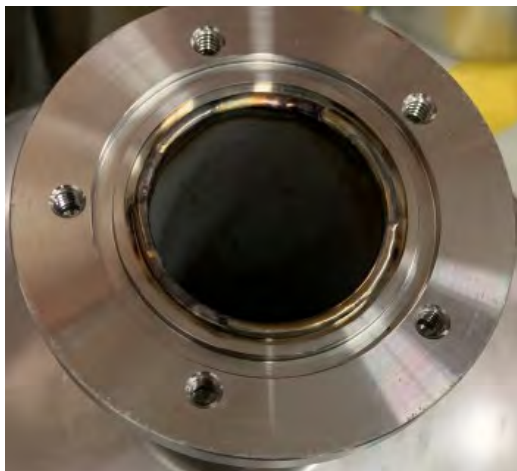
Techservice.global@caireinc.com for USA Training or jim.gibson@caireinc.com for European Training.

PRODUCT UPDATES

Liberator® 20, 30, 37 and 45 models change of design, Neck Tube

CAIRE® would like to notify our valued customers that as part of our drive for continuous product improvements, we have changed the design used for the neck tube on the above model Liberator Liquid

Oxygen equipment's. The previous bellows neck tube assembly design will be replaced by a more robust all stainless steel tube design. See Figure 1. below for details.



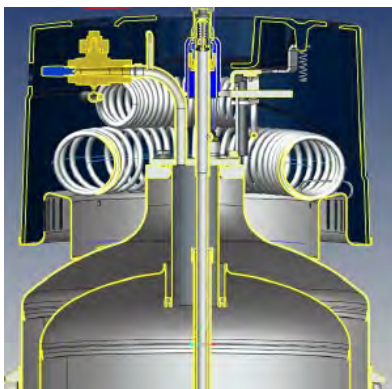
New style steel tube design



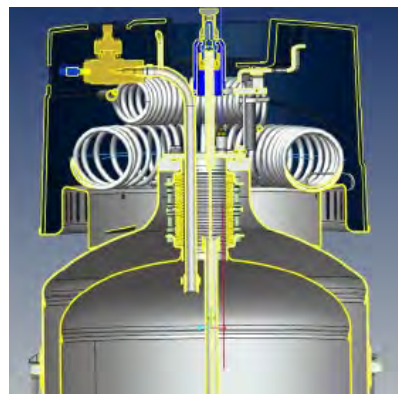
Old style bellows neck tube design

Figure 1.

As part of this design change, the manifold assembly will no longer require the extended vent tube and ullage will be controlled by the length of the neck tube. See Figure 2. below for details.



Section View robust all stainless steel tube design without extended vent tube



Section View bellows neck tube assembly with extended vent tube

Figure 2.

Customers who fit a service Dewar with a solid neck tube can still use the older manifold and do not need to upgrade the manifold assembly. When using an older manifold with the extended vent tube, the Oetiker clamp and Teflon tube must be removed prior to fitting. See Figure 3.

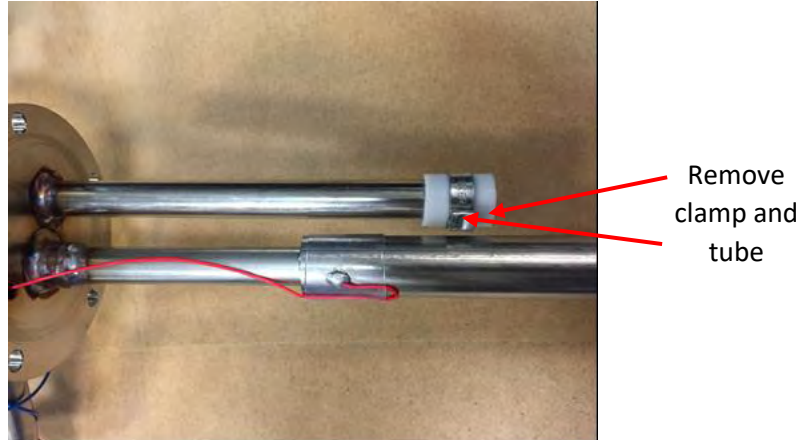


Figure 3.

For further information please contact the Technical Service Team. Service bulletin 21498112.

LOX Label Service Kits

CAIRE has created symbolic labels for all LOX reservoirs and portable units. Prior to this change, CAIRE maintained a large variety of LOX labels in stock due to the number of different languages throughout our markets. The use of symbolic labels on LOX reservoirs and portables will greatly reduce the number of labels that are currently required.

In Europe, when replacing labelling on any CAIRE medical device, it is a regulatory requirement that the number of the notified body who authorized the medical device at the time of manufacture not be modified. In order to assist our European customers, CAIRE Inc. has created service kits for each unit type. The service kits are specific to the appropriate CE markings that are required for each unit. The CE requirements are based on the model and the age of the device. The European kits will include a symbolic warning label, a reference guide for the symbols, and a replacement CE label. U.S. customers are not required to maintain CE labelling on LOX reservoirs and portables. Because of this, CAIRE has created separate U.S. label service kits that only include the symbolic warning label and a reference guide for the symbols.

Please refer to Service Bulletin PN 21174579.

Helpful Hints & FAQs

CAIRE® Liquid Oxygen Transport Accessories

<https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

CAIRE[®] Liquid Oxygen Transport Accessories

HELIOS™ H850 BACKPACK

Item Number
069209



HELIOS™ H300 HIP PACK

Item Number
B-701654-00



COMPANION[®] C1000/T, STROLLER[®], SPRINT[™], SPIRIT[™] 600/1200, HI FLOW BACKPACK

Item Number
10018138



ROLLING CART

Item Number
20765565



Note: Compatible with Stroller,
Hi Flow, H850, C1000/C1000T

ROLLERBASE (CE Marked) w/2 Brakes

Item Numbers



Companion[®] 10855678
(14 in/35.6 cm)

HELIOS[™] 14880387
(15 in/38.1 cm)

Lib 20-45 10855678
(14 in/35.6 cm)

Lib 60 11363069
(16 in/40.6 cm)

ROLLERBASE (No CE Marked) w/o Brakes

Item Numbers



Companion[®] 10585866
(14 in/35.6 cm)

HELIOS[™] 14880803
(15 in/38.1 cm)

Lib 20-45 10585866
(14 in/35.6 cm)

Lib 60 11194074
(16 in/40.6 cm)

REPLACEMENT CASTERS (PACK OF 5)

Item Numbers



**2 Brakes, 3 No
Brakes** 14880379

5 No Brakes 14880361

Med Tips Distribution!

The CAIRE team is asking all current subscribers to CAIRE's Med Tips Newsletter to register in order to continue receiving this monthly communication.

Please click this link - <http://go.pardot.com/l/710913/2022-01-17/2pgcj9> - and provide us with your current information. Thank you and we appreciate your support.

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

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Please consult the applicable product instructions for use for product indications, contraindications, warnings, precautions, and detailed safety information.

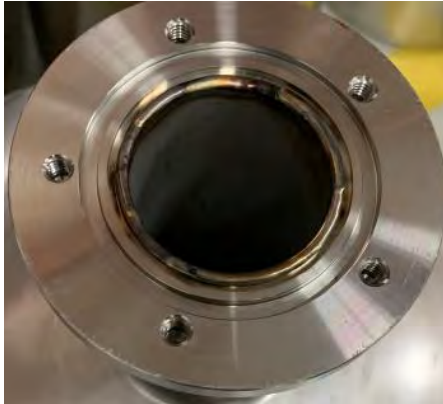
PN 21498112 B

RELEASE DATE: November 07, 2023

MODEL: Liberator® 20, 30, 37 and 45 models

ISSUE: Change of design, Neck Tube.

NOTES: CAIRE® would like to notify our valued customers that as part of our drive for continuous product improvements, we have changed the design used for the neck tube on the above model Liberator Liquid Oxygen equipment's. The previous bellows neck tube assembly design will be replaced by a more robust all stainless steel tube design. See Figure 1. below for details.



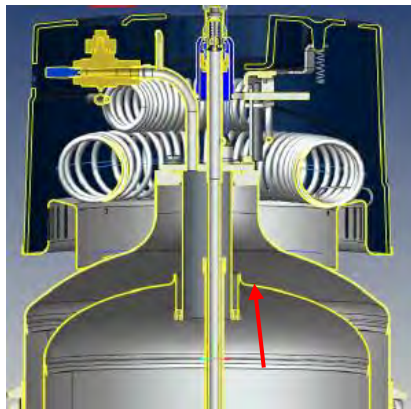
New style steel tube design



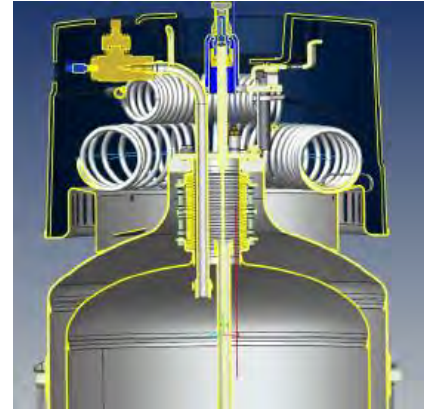
Old style bellows neck tube design

Figure 1.

As part of this design change, the manifold assembly will no longer require the extended vent tube and ullage will be controlled by the length of the neck tube. See Figure 2. below for details



Section View robust all stainless steel tube design without extended vent tube



Section View bellows neck tube assembly with extended vent tube

Figure 2.

Customers who fit a service Dewar with a solid neck tube can still use the older manifold and do not need to upgrade the manifold assembly. When using an older manifold with the extended vent tube, the Oetiker clamp and Teflon tube must be removed prior to fitting. See Figure 3.



Remove
Clamp and
Tube

Figure 3.

A suitable tool for removal of the clamp will need to be purchased locally. CAIRE recommends to use the following tool and procedure for removing the clamp.

Tool – Oetiker HCC 7000 | 709 or Oetiker HCC 2000 | 407 (Locally sourced)

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Note: Ensure that whilst cutting the clamp that eye protection is worn

Hold the manifold securely and using the clamp cutters, remove the metal Oetiker Clamp and discard.



Remove the Teflon tubing and discard.



Inspect the tubing for damage and the manifold can now be re-fitted to the equipment as required.

New style Manifolds without the extended vent tube cannot be used on older model Dewars fitted with the bellow neck tubes. Part numbers for the various types of manifolds are shown below in table 1.

Equipment Type	Manifold Old	Manifold New
Liberator 20	15096375	20583547
Liberator 30	15096164	20583576
Liberator 37	15096130	20583577
Liberator 45	15096113	20583576

Table 1. – Manifold Part Numbers

Note* This design change will not affect Liberator 60 models.

For further information please contact the Technical Service Team.

CONTACT:

For technical questions or concerns, contact Technical Service:

USA: 800-482-2473

Europe: +44 (0) 118 936 7060

techservice.global@caireinc.com

For ordering information or general inquires, contact Customer Service:

USA: 800-482-2473

customerservice.usa@caireinc.com

Europe: +44 (0) 118 936 7060

customerservice.europe@caireinc.com



SERVICE BULLETIN

PN: 21174579

RELEASE DATE: July 3, 2017

REVISION DATE(S): September 29, 2017 (Rev B), March 15, 2019 (Rev C), March 01, 2020 (Rev D),
December 05, 2022 (Rev E).

MODEL: All LOX Portables and Reservoirs

ISSUE: LOX label service kits

NOTES: CAIRE has created new symbolic labels for all LOX reservoirs and portable units. Prior to this change, CAIRE maintained a large variety of LOX labels in stock due to the number of different languages throughout our markets. The use of symbolic labels on LOX reservoirs and portables will greatly reduce the number of labels that are currently required. In Europe, when replacing labelling on any CAIRE medical device, it is a regulatory requirement that the number of the notified body who authorized the medical device at the time of manufacture not be modified. In order to assist our European customers, CAIRE Inc. has created service kits for each unit type. The service kits are specific to the appropriate CE markings that are required for each unit. The CE requirements are based on the model and the age of the device. The European kits will include a symbolic warning label, a reference guide for the symbols, and a replacement CE label. U.S. customers are not required to maintain CE labeling on LOX reservoirs and portables. Because of this, CAIRE has created separate U.S. label service kits that only include the symbolic warning label and a reference guide for the symbols.

The tables below detail the applicable service kits for reservoirs and portable units. European customers can determine the age of manufacture by referencing each unit's serial number. Diagrams are also provided below that show the location where each label in the kit should be applied.

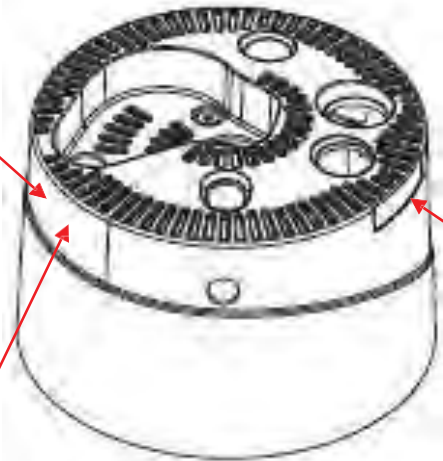
Non-CE Mark Kits (for the U.S.A and any country which does not require CE marked products)

Model	Label Service Kit Part Number
Liberator	21194752
Stroller, Sprint, Spirit	21194754
H300 / Plus	21194757
HELiOS Standard Reservoirs	21194755
HELiOS Universal Reservoirs	21194758
H850 / Marathon	21194759
C1000/C1000T	21194760
Companion Reservoirs	21194761

European Kits:

Liberator	Date Range	SN format	Range
	Prior 2006	For Liberators manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152753	2006 - May 7, 2016	<p style="text-align: center;">CB B30 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB3006XXXXXX- CBB301618XXXX X=any value
CE0459 Label Kit Ref: 21150538	May 9, 2016 - Present	<p style="text-align: center;">CB B30 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB301619XXXX- Present X=any value

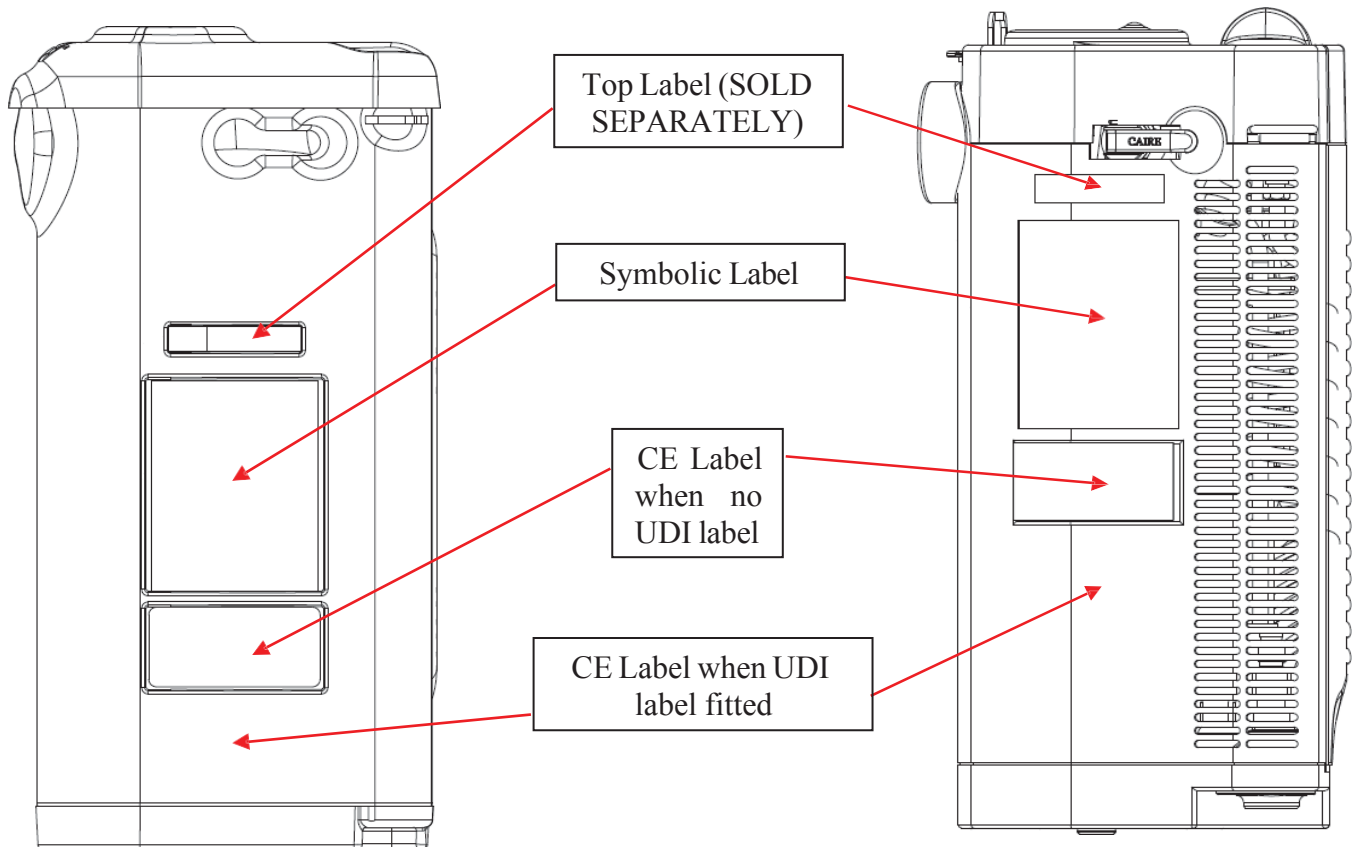
Symbolic Label



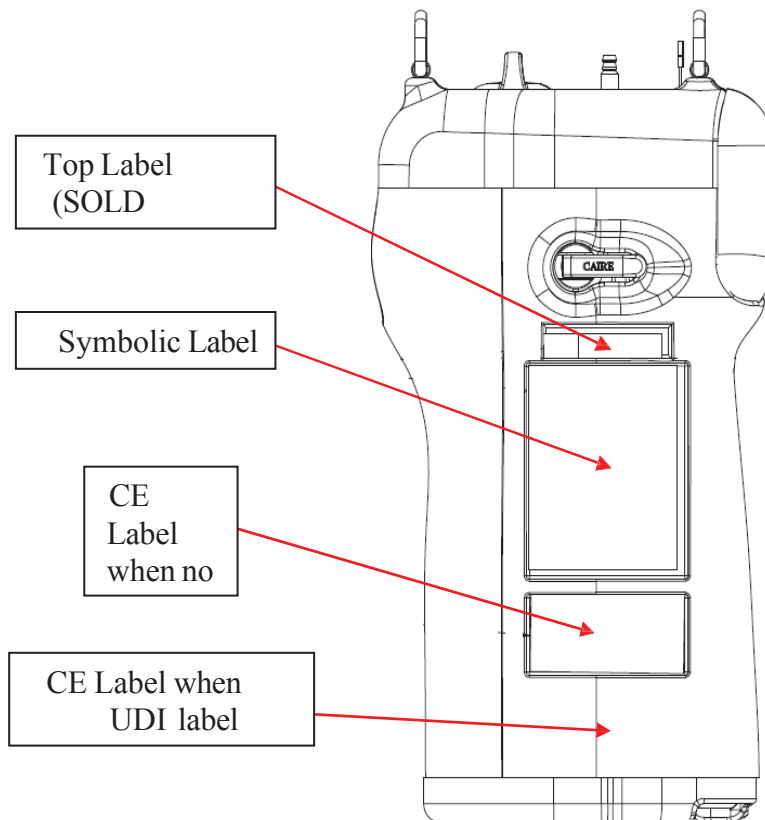
CE Label next to symbolic label

Top Label (SOLD SEPARATELY)

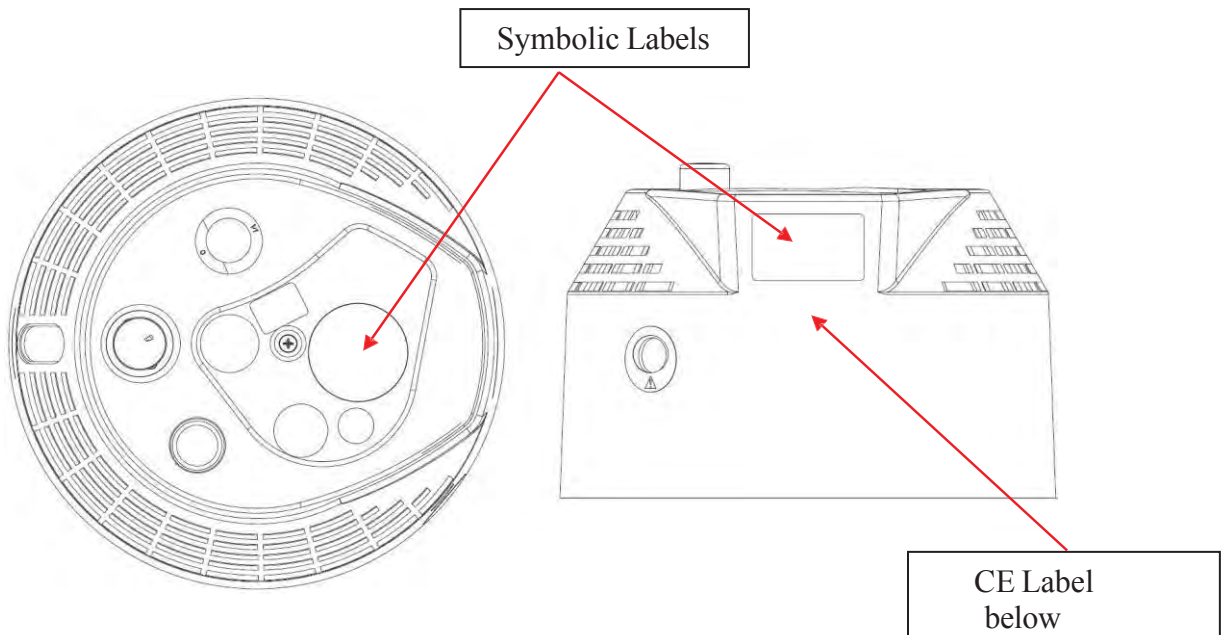
Stroller / Sprint / Hi-Flow	Date Range	SN format	Range
CE0029 Label Kit Ref: 21152754	Prior 2006	For Strollers and Sprints manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
	2006 - May 7, 2016	<p style="text-align: center;">CB B31 10 29 0964</p> <p style="text-align: center;"> Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product Code the Year of Specific Unit Produced that Week </p>	CBB3106XXXXXX- CBB311618XXXX X=any value
CE0459 Label Kit Ref: 21150537	May 9, 2016 - Present	<p style="text-align: center;">CB B31 10 29 0964</p> <p style="text-align: center;"> Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product Code the Year of Specific Unit Produced that Week </p>	CBB311619XXXX- Present X=any value

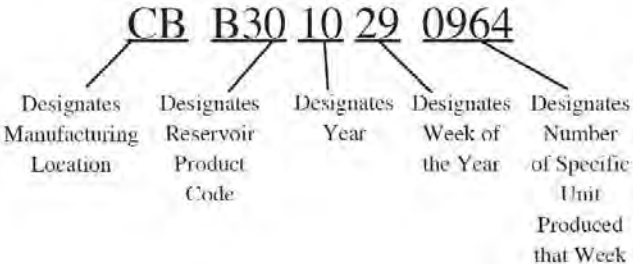
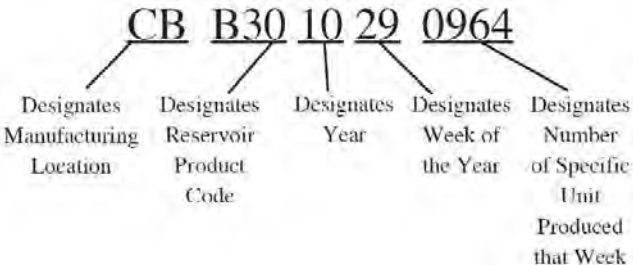


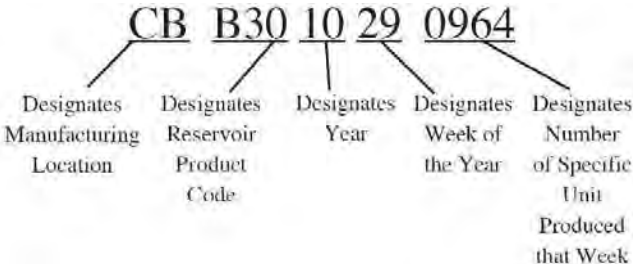
Spirit	Date Range	SN format	Range
CE0029 Label Kit Ref: 21152754	Prior 2006	For Spirits manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
	2006 - May 7, 2016	<p style="text-align: center;">CB B37 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB3706XXXXXX- CBB371618XXXX X=any value
CE0459 Label Kit Ref: 21150537	May 9, 2016 - Present	<p style="text-align: center;">CB B37 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB371619XXXX- Present X=any value



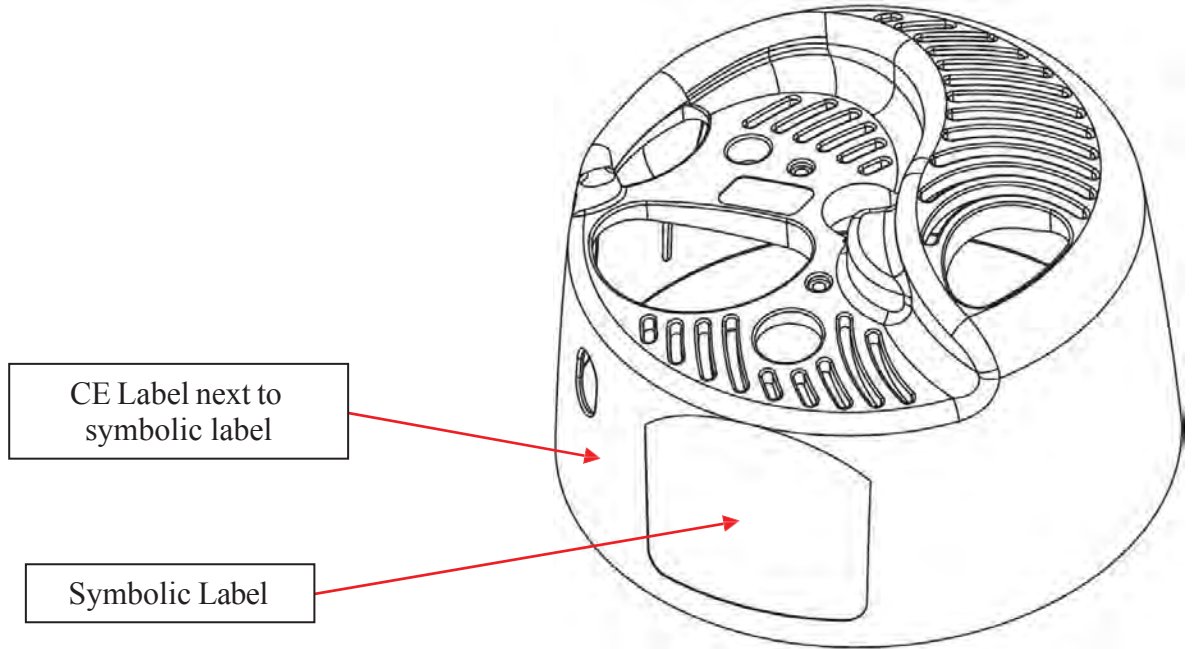
Companion Reservoirs	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150541	Prior March 2010	For Companion Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152758	March 2010 - May 7, 2016	<p style="text-align: center;">CB B30 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB3010XXXXXX- CBB301618XXXX X=any value
CE0459 Label Kit Ref: 21152849	May 9, 2016 - Present	<p style="text-align: center;">CB B30 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB301619XXXX- Present X=any value



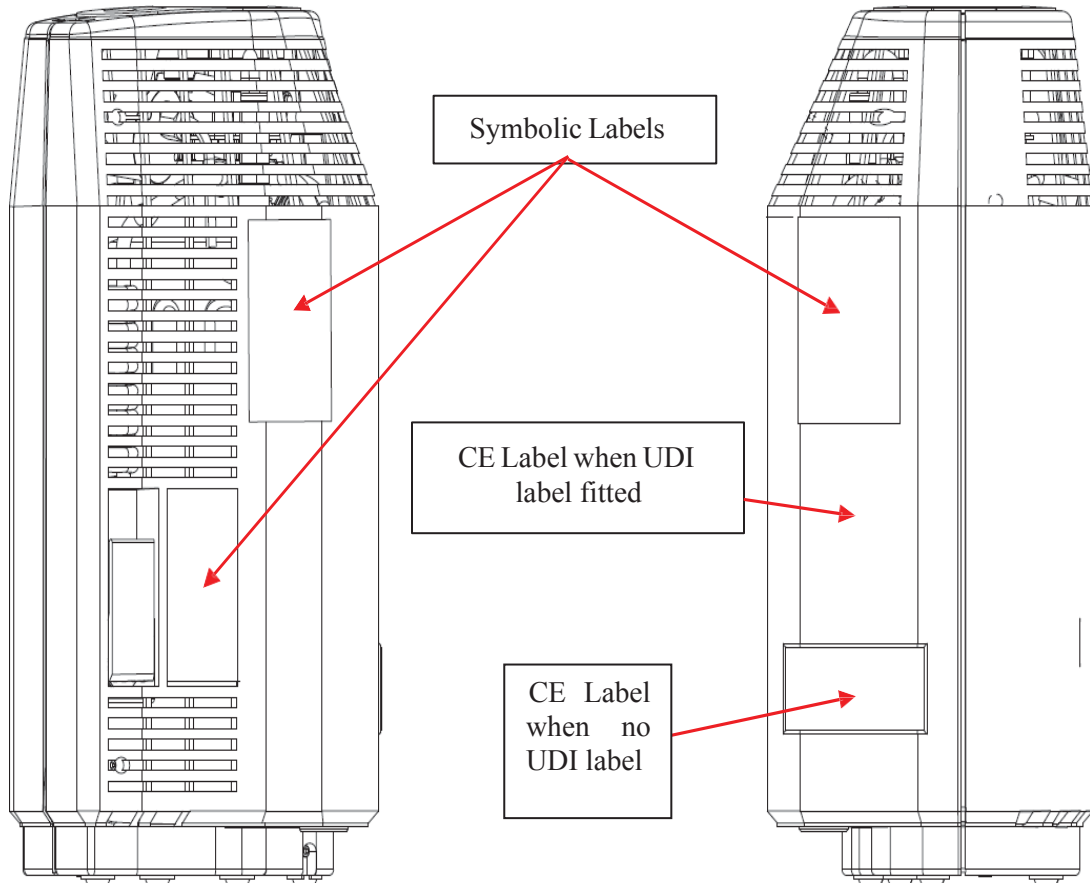
Helios Standard Reservoirs (H36/H46)	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150539	Prior March 2010	For Helios Standard Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152759	March 2010 - May 7, 2016	<p style="text-align: center;">CB B30 10 29 0964</p> 	CBB3007XXXXXX- CBB301618XXXX X=any value
CE0459 Label Kit Ref: 21152755	May 9, 2016 - Present	<p style="text-align: center;">CB B30 10 29 0964</p> 	CBB301619XXXX- Present X=any value

Helios Universal Reservoirs (U36/U46)	Date Range	SN format	Range
CE0050 Label Kit Ref: 2115300 4	Prior March 2010	For Helios Universal Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 2115300 6	March 2010 - May 7, 2016	<p style="text-align: center;">CB B30 10 29 0964</p> 	CBB3010XXXXXX- CBB301618XXXX X=any value

<p>CE0459 Label Kit Ref: 2115300 5</p>	<p>May 9, 2016 - Present</p>	<p style="text-align: center;">CB B30 10 29 0964</p> <p style="text-align: center;"> Designates Designates Designates Designates Designates Manufacturing Reservoir Year Week of Number Location Product Code of the Year of Specific Unit Produced that Week </p>	<p>CBB301619XXXX- Present</p> <p>X=any value</p>
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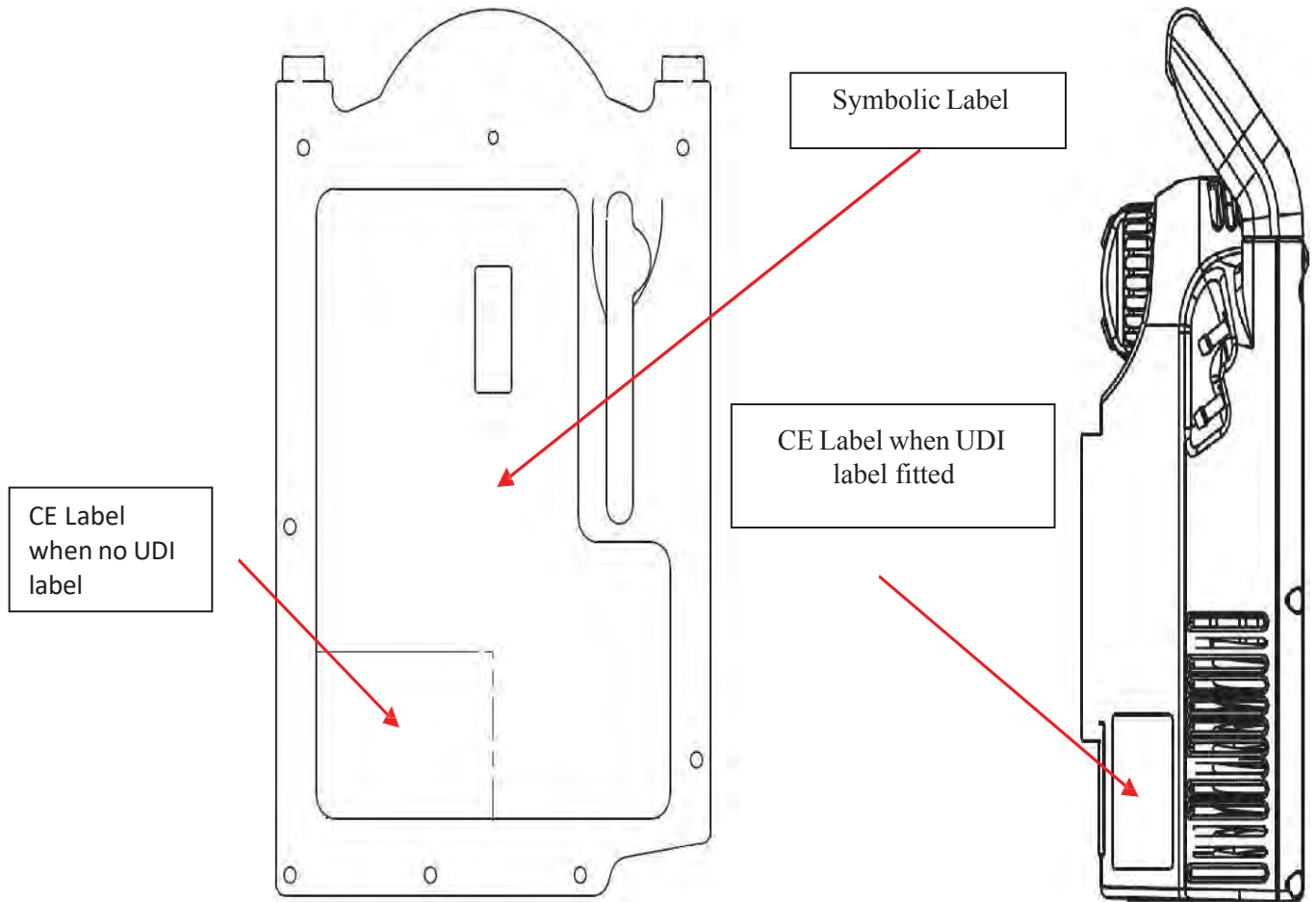
Companion Portable (C1000/C1000T)	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150701	Prior March 2010	For Companion Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21131485	March 2010 - May 7, 2016	<p style="text-align: center;">CB B31 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB3110XXXXXX- CBB311618XXXX X=any value
CE0459 Label Kit Ref: 21152747	May 9, 2016 - Present	<p style="text-align: center;">CB B31 10 29 0964</p> <p style="text-align: center;"> Designates Manufacturing Location Designates Reservoir Product Code Designates Year Designates Week of the Year Designates Number of Specific Unit Produced that Week </p>	CBB311619XXXX- Present X=any value



Helios H300/Plus Portable	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150540	Prior March 2010	For Helios H300/Plus Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152761	March 2010 - May 7, 2016		CBB3110XXXXXX- CBB311618XXXX X=any value
CE0459 Label Kit Ref: 21152760	May 9, 2016 - Present		CBB311619XXXX- Present X=any value

Helios H850/Marathon Portable	Date Range	SN format	Range
CE0050 Label Kit Ref: 21153040	Prior March 2010	For Helios H850/Marathon Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21153041	March 2010 - May 7, 2016		CBB3110XXXXXX- CBB311618XXXX X=any value

CE0459 Label Kit Ref: 21153042	May 9, 2016 - Present	CB B31 10 29 0964	CBB311619XXXX- Present X=any value	
		Designates Manufacturing Location		Designates Reservoir Product Code



Should you have any issues with identifying the correct notified body number for your device, please contact Customer or Technical Service with the serial number of the device.

CONTACT:

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