

February 2024 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 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 LATAM	Spanish	Latin America	16 April-24	20-March	Remote**
Conc LATAM	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 Spain	Spanish	Barcelona, Spain	18 May-24	28-April	In person
Conc Spain	Spanish	Barcelona, Spain	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 Octoner-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

CAIRE LOX Portables Backpack

CAIRE® would like to remind customers that we have specially design backpacks for the transport of our LOX portables models. We do not recommend the use of different backpacks as these may not have adequate ventilation. Please remember to always keep LOX portables in a upright position even if in the backpack failure to do so could possibly cause injury.

The excerpt from our accessory catalogue below shows the part number of the Backpack we supply.

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

Item Number

10018138



Improvement to ATF Stepper Motor Eclipse[®] and eQuinox[™] models

As part of our ongoing continuous improvement program, we implemented the addition of an M3 securing screw to the shaft on the stepper motor used in our ATF parts. This change will further enhance the strength and stability of the component. Table 1. below lists current ATF assemblies affected by this change.



Figure 1 – ATF Assembly

ATF Part Number	Equipment
4829V-SEQ	eQuinox
20626702 (all versions)	Eclipse

Table 1 – Parts affected

Please refer to Service Bulletin 21497155.

Helpful Hints & FAQs

Concentrators with Air Outlet Option

Unfortunately we need to make a correction to the January 2024 Med Tips, there are no options available for Visionaire™ stationary concentrators to be fitted with an outlet for compressed air.

CAIRE Serial Number structure

The serial numbers of our equipment follow a set structure and the serial number has 5 distinct sections:

EXAMPLE: GP B01 14 47 0006

1. The site of Manufacture:
 1. CB = Ball Ground, GA, USA
 2. SD = San Diego, CA, USA
 3. BU = Buffalo, NY, USA
 4. GP = Chengdu, China

2. Internal code representing the product line:
 1. B01 = AirSep Stationary Oxygen Concentrator (NewLife, VisionAire)
 2. B02 = AirSep Portable Oxygen Concentrator (Focus, FreeStyle 3, FS5)
 3. B09 = SeQual Concentrators (Eclipse, eQuinox)
 4. B30 = Liquid Oxygen Reservoirs (Companion, HELIOS, Liberator)
 5. B31 = Liquid Oxygen Portables (Companion, HELIOS, Sprint, Stroller)
 6. B37 = OCD Liquid Oxygen Portables (Spirit)
 7. B52 = CAIRE Portable Oxygen Concentrator (FreeStyle Comfort)
 8. B69 = CAIRE Stationary Oxygen Concentrator (Companion 5)

3. The year of manufacture ('14' means the device was manufactured in 2014)
4. The week of manufacture ('47' means the device was manufactured the 47th week of the year)
5. Sequential serial number of the of devices produced that week ('0006' was the 6th unit produced in the week)

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:

USA: 800-482-2473

techservice.global@caireinc.com

Europe: +44 (0) 118 936 7060

techservice.global@caireinc.com

For ordering information or general inquires, contact Customer Service:

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

PN 21497155 A

RELEASE DATE: August 01, 2022

MODEL: All currently supported Eclipse® and eQuinox™ models

ISSUE: Improvement to ATF Stepper Motor

NOTES: As part of our ongoing continuous improvement program, we have implemented the addition of an M3 securing screw to the shaft on the stepper motor used in our ATF parts (see figures 2 and 3 below for details). This change will further enhance the strength and stability of the component. Table 1. below lists current ATF assemblies affected by this change.

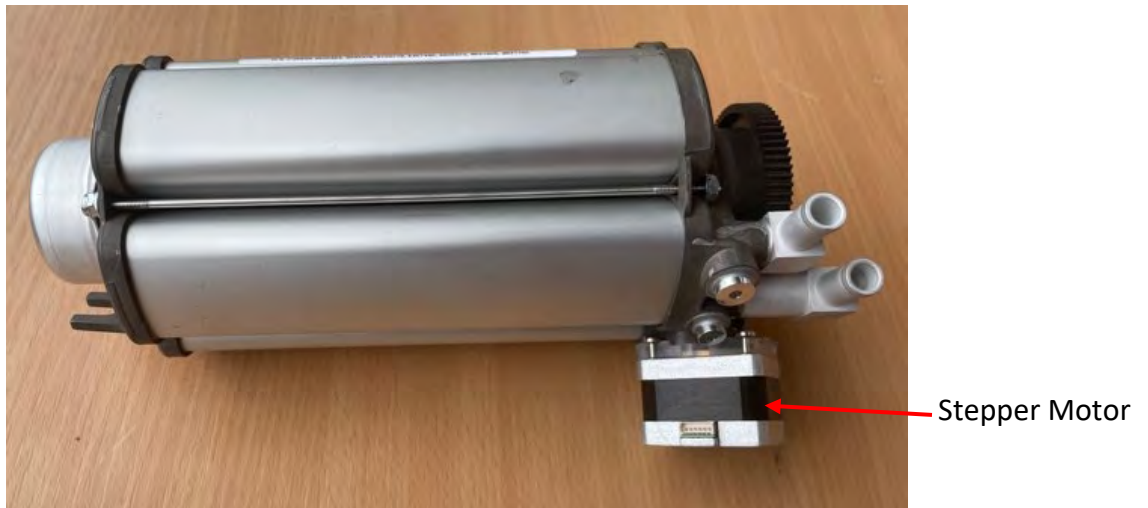


Figure 1 – ATF Assembly

ATF Part Number	Equipment
4829V-SEQ	eQuinox
20626702 (all versions)	Eclipse

Table 1 – Parts affected

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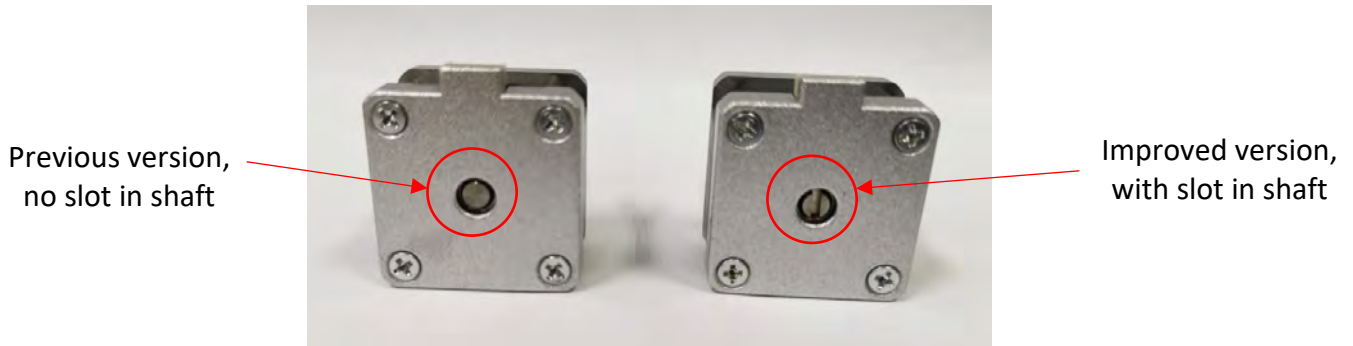


Figure 2 – Underside of stepper motor



Figure 3 – Top side of stepper motor

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