

January 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 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 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

Eclipse 5 Power Supply

Eclipse power supply (CAIRE PN:21334759) replaces the previous version (CAIRE PN: 20852326) on all newly manufactured 2-LED Eclipse 5 devices as well as all spare power supply part kit numbers in Table 2 below. Power supply 21334759 is backwards compatible with all previously manufactured 2-LED and 3-LED Eclipse 5 units.

Note: Please reference Service Bulletin 21220048 when using the 3-LED power supply (PN 5941-SEQ (US), 20553100 (EU), and 20553098 (UK)) with 2-LED units as this will require label changes on the device.

20852326S	Kit, Power Supply US Cord
20852325S	Kit, Power Supply EU Cord
20852324S	Kit, Power Supply UK Cord

Table 2: Spare Power Supply Kit PNs

Power Supply PN	Region	Cord only PN	Spare Power Supply Plus Cord
5940-SEQ	USA	3588-SEQ	20852326S
5940-SEQ	UK	3590-SEQ	20852324S
5940-SEQ	EU	3589-SEQ	20852325S
5940-SEQ	AUS	20669418	21334759+21463776
20852326	USA	4997-SEQ	20852326S
	UK	4999-SEQ	20852324S
	EU	4998-SEQ	20852325S
	AUS	21347183	21334759+21463776
21334759	USA	21336129	20852326S
	UK	21475874	20852324S
	EU	21336073-C4	20852325S
	AUS	21463776	21334759+21463776

Table 3: Power Cord part Numbers

Please refer to Service Bulletin PN 21464617 for more details.

Liberator 60 Top Fill/Side Fill Discontinuation

Since March 31, 2023, the production and sale of the Liberator 60 Top Fill and Side Fill Liquid Oxygen Reservoirs ceased. There is an ongoing shift in global market demand to the smaller top fill Liberators within our product portfolio.

CAIRE will continue to offer our flagship Liquid Oxygen Reservoirs, the Liberator top fill, side fill and dual fill in 20, 30, 37, 45. We will also continue to offer the Liberator 60 Dual Fill.

Please refer to Service Bulletin 21498272 for more details

Helpful Hints & FAQs

Concentrator with Air Outlet Option

The Air Outlet option on a Visionaire™ enables a patient to use a nebulizing device. The air outlet provides a 6 Lpm airflow at a pressure of 12 psig, The Air Outlet does not deliver Oxygen enriched air.

The New Life Intensity does not required an Air Outlet to use the nebulizer, as the outlet pressure is higher than the Visionaire.

Below is the list of the Visionaire and the New Life Elite available with the Air Outlet option:

- AS098-708 AIRSEP, 5L, 230V, 50HZ, AIR, VISIONAIRE
- AS098-711 AIRSEP,5L,230V,50HZ,AIR,W/O2 MONITOR,VISIONAIRE

Please refer to Service Bulletin PN 21497340 for New Life Elite Discontinuation and to Service Bulletin PN 21353847 for Visionaire models available.

Document Update

We advise our valued customers to monitor and check that they are using the most recent revision of any documents for the model of equipment they have. Below is a list of documents that were released/updated during December 2023.

MN241-1 Rev C – Visionaire Service Manual

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.



SERVICE BULLETIN

PN: 21464617

RELEASE DATE: September 3, 2019

REVISION DATE(S): September 23, 2019 (Rev B)
February 01, 2020 (Rev C)

MODEL: SeQual[®] Eclipse 5[®]

ISSUE: New Release Eclipse 5 Power Supply

NOTES: Effective September 2019 Eclipse power supply (CAIRE PN:21334759) will replace the previous version (CAIRE PN: 20852326) on all newly manufactured 2-LED Eclipse 5 devices as well as all spare power supply part kit numbers in Table 1 below.

Table 1: Spare Power Supply Kit PNs

20852326S	Kit, Power Supply US Cord
20852325S	Kit, Power Supply EU Cord
20852324S	Kit, Power Supply UK Cord

Power supply 21334759 is backwards compatible with all previously manufactured 2-LED and 3-LED Eclipse 5 units.

Note: Please reference Service Bulletin [21220048](#) when using the 3-LED power supply kit PN 5941-SEQ (US), 20553100 (EU), and 20553098 (UK)) with 2-LED units as this will require label changes on the device.

Figures 1 and 2 display the different power connections between the new part number 21334759 and the previous part number 20852326. The 21334759 new style power supplies will require different power cable – see Table 2 for details of different cord part numbers.



Figure 1: Current Eclipse 5 power supply (PN 21334759)



Figure 2: Previous Eclipse 5 power supply (PN 20852326)

Figure 3 displays the power supply connection for use on the 3-LED version Eclipse models. These part numbers are obsolete, replaced by the power supply kits listed above.



Figure 3: Eclipse 3-LED Power Supply (PN 5940-SEQ)

Table 2: – Power Cord part numbers

Power Supply PN	Region	Cord only PN	Spare Power Supply Plus Cord
5940-SEQ	USA	3588-SEQ	20852326S
5940-SEQ	UK	3590-SEQ	20852324S
5940-SEQ	EU	3589-SEQ	20852325S
5940-SEQ	AUS	20669418	21334759 + 21463776
20852326	USA	4997-SEQ	20852326S
	UK	4999-SEQ	20852324S
	EU	4998-SEQ	20852325S
	AUS	21347183	21334759 + 21463776
21334759	USA	21336129	20852326S
	UK	21475874	20852324S
	EU	21336073-C4	20852325S
	AUS	21463776	21334759 + 21463776

*Use above table in conjunction with Figure 1-3 to identify cable only part number required.

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PN 21497340 A

RELEASE DATE: October 7, 2021

MODEL: AirSep® NewLife® Elite 5L (All Variants)

ISSUE: NewLife Elite Discontinuation and End of Service Life

NOTES: October 7, 2021 production and sale of the AirSep® NewLife Elite 5 Liter, Stationary Concentrator will cease. The sieve material required for these devices is no longer available to support continued production.

CAIRE will continue to provide service and parts for select components, maintenance, and repairs based on component material availability. For assistance in managing your needs, please reach out to our Global Technical Service team via the contact information listed below.

CAIRE will offer our flagship 5L Companion 5™ models as the primary replacement to the NewLife Elite 5L globally, as well as VisionAire™5 models for countries outside North and South America. Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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PN 21498272 B

RELEASE DATE: March 18, 2023

REVISION DATE: April 28, 2023 (Rev B)

MODEL: CAIRE Liberator® 60 Top Fill and Liberator 60 Side Fill

ISSUE: Liberator 60 Top Fill/Side Fill Discontinuation

NOTES: Effective May 5, 2023, the production and sale of the Liberator 60 Top Fill and Side Fill Liquid Oxygen Reservoirs will cease. There is an ongoing shift in global market demand to the smaller top fill Liberators within our product portfolio.

CAIRE will continue to offer our flagship Liquid Oxygen Reservoirs, the Liberator top fill, side fill and dual fill in 20, 30, 37, 45. We will also continue to offer the Liberator 60 Dual Fill.

CAIRE will continue to provide service and parts for select components, maintenance, and repairs based on component material availability. For assistance in managing your needs, please reach out to our Global Technical Service team via the contact information listed below.

Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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