

# July 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 Spain    | Spanish  | Barcelona, Spain    | TBD              | TBD             | In person     |
| Conc Spain   | Spanish  | Barcelona, Spain    | TBD              | TBD             | 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](mailto:Techservice.global@caireinc.com) for USA Training or [jim.gibson@caireinc.com](mailto:jim.gibson@caireinc.com) for European Training.

## **PRODUCT UPDATES**

### **Discontinuation of select CAIRE Liquid Oxygen models**

Manufacturing of select models of CAIRE Liquid Oxygen will change globally on July 31, 2024 to provide a more streamlined order and delivery process for our customers and simplify the CAIRE Inc. product offerings. Please refer to below table indicating which models are discontinuing.

CAIRE will continue to provide service and parts through our warranty obligations up to 5 years from date of sale or as parts remain available.

CAIRE will continue to manufacture and stock a variety of CAIRE Liquid Oxygen models. Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements.

| CAIRE Liquid Oxygen SKUs - Discontinued |          |                                | CAIRE Liquid Oxygen SKUs - Replaced By |                                |
|---|----------|--------------------------------|--|--------------------------------|
| Product Line                            | Item No. | Description                    | Item No.                               | Description                    |
| Liberators                              | 14800332 | FNL LIB 20T DF CP M 15LPM 20   | 13256195                               | FNL LIB 20T DF PB M 15LPM 20   |
| Liberators                              | 13256435 | FNL LIB 20T SF CA F 15LPM 20   | 13256195                               | FNL LIB 20T DF PB M 15LPM 20   |
| Liberators                              | 13256654 | FNL LIB 20T TF PB M 15LPM 20   | 13256195                               | FNL LIB 20T DF PB M 15LPM 20   |
| Liberators                              | 13258449 | FNL LIB 30T SF CA F 15LPM 20   | 14454960                               | FNL LIB 30T DF CP M 15LPM 20   |
| Liberators                              | 13258537 | FNL LIB 30T SF CA F 15LPM 20   | 14454960                               | FNL LIB 30T DF CP M 15LPM 20   |
| Liberators                              | 13258641 | FNL LIB 30T TF PB M 15LPM 20   | 13256929                               | FNL LIB 30T DF PB M 15LPM 20   |
| Liberators                              | 13259919 | FNL LIB 37T TF PB M 15LPM 20   | 13259599                               | FNL LIB 37T DF PB M 15LPM 20   |
| Liberators                              | 13262077 | FNL LIB 45T SF CA F 15LPM 20   | 14454986                               | FNL LIB 45T DF CP M 15LPM 20   |
| Liberators                              | 13262085 | FNL LIB 45T SF CA F 15LPM 20   | 14454986                               | FNL LIB 45T DF CP M 15LPM 20   |
| Liberators                              | 13262253 | FNL LIB 45T TF PB M 15LPM 20   | 13261728                               | FNL LIB 45T DF PB M 15LPM 20   |
| Liberators                              | 20651170 | FNL LIB 45T TF PB M 2LPM 20PSI | 13261728                               | FNL LIB 45T DF PB M 15LPM 20   |
| Liberators                              | 13263723 | FNL LIB 60T DF PB M 15LPM 20   | 13263758                               | FNL LIB 60T DF PB M 15LPM 20   |
| Liberators                              | 13263811 | FNL LIB 60T TF PB M 15LPM 20   | 13263758                               | FNL LIB 60T DF PB M 15LPM 20   |
| Sprint/Strollers                        | 20663674 | FNL HI FLOW T TF PB F 15LPM G4 | 14768299                               | FNL HI FLOW T TF PB F 15LPM G4 |

Additional Models and information about country registration is available in the Service Bulletin 21499554.

## Customer Reminder of CAIRE's RMA Process

CAIRE's global customer service team is at your disposal to address your requests for return of product for service.

Prior to returning any items, please first contact your customer service department in the usual way by phone or email (see table below) and provide the following information:

- PO number for service
- Address to which repaired/serviced products are to be returned following service
- Serial number of each product (mandatory for WHG and accessories)
- Brief description of the fault/reason for return, for each product

Our customer service team will issue you with an RMA case number and instructions for return. Please ensure that the RMA case number is prominently displayed on the return shipment to CAIRE. **Please do not return any product without having been issued an RMA case number in advance.** Your continued adherence to the RMA process helps facilitate smooth receipt and turnaround of your devices for service so that they may be returned to you at the earliest possible opportunity.

| Region                      | Email address  |
|-----------------------------|--|
| North America (respiratory) | <a href="mailto:RMA.usa@caireinc.com">RMA.usa@caireinc.com</a>                               |
| North America (CPD)         | <a href="mailto:cpd@caireinc.com">cpd@caireinc.com</a>                                       |
| Latin America               | <a href="mailto:cslatinamerica@caireinc.com">cslatinamerica@caireinc.com</a>                 |
| EMEA                        | <a href="mailto:Customerservice.europe@caireinc.com">Customerservice.europe@caireinc.com</a> |
| APAC                        | <a href="mailto:Customerservice.asia@caireinc.com">Customerservice.asia@caireinc.com</a>     |
| China only                  | <a href="mailto:Customerservice.china@caireinc.com">Customerservice.china@caireinc.com</a>   |
| Japan only                  | <a href="mailto:Customerservice.japan@caireinc.com">Customerservice.japan@caireinc.com</a>   |

## **Helpful Hints & FAQs**

### **Accessories Catalog**

Our Accessories catalog can be downloaded from the website for our Concentrators and LOX products, including filters, service tools, transfilling and transport accessories.

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

### **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. Documents released/updated during June 2024.

- Liberator Technical Manual – 13350704 Rev M

### **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](mailto:techservice.global@caireinc.com)

Europe: +44 (0) 118 936 7060

[techservice.global@caireinc.com](mailto:techservice.global@caireinc.com)

For ordering information or general inquires, contact Customer Service:

USA: 800-482-2473

[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)

Europe: +44 (0) 118 936 7060

[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)

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

**PN 21499554 A**

**RELEASE DATE:** June 17, 2024

**REVISION DATE(S):**

**MODEL:** CAIRE Liquid Oxygen Models: Liberator / Sprint / Stroller

**ISSUE:** Discontinuation of select CAIRE Liquid Oxygen models:

**NOTES:** Manufacturing of select models of CAIRE Liquid Oxygen will change globally on July 31, 2024 to provide a more streamlined order and delivery process for our customers and simplify the CAIRE Inc. product offerings. Please refer to below table indicating which models are discontinuing. In most cases, another model is listed as a viable replacement. Country registrations have been reviewed by our Regulatory department, but if any new country registrations are needed, please contact the Regulatory Requests mailbox. [caire.regulatoryrequests@caireinc.com](mailto:caire.regulatoryrequests@caireinc.com)

CAIRE will continue to provide service and parts through our warranty obligations up to 5 years from date of sale or as parts remain available.

| CAIRE Liquid Oxygen SKUs - <b>Discontinued</b> |          |                                |
|--|----------|--------------------------------|
| Product Line                                   | Item No. | Description                    |
| Liberators                                     | 14800332 | FNL LIB 20T DF CP M 15LPM 20   |
| Liberators                                     | 13256435 | FNL LIB 20T SF CA F 15LPM 20   |
| Liberators                                     | 13256654 | FNL LIB 20T TF PB M 15LPM 20   |
| Liberators                                     | 13258449 | FNL LIB 30T SF CA F 15LPM 20   |
| Liberators                                     | 13258537 | FNL LIB 30T SF CA F 15LPM 20   |
| Liberators                                     | 13258641 | FNL LIB 30T TF PB M 15LPM 20   |
| Liberators                                     | 13259919 | FNL LIB 37T TF PB M 15LPM 20   |
| Liberators                                     | 13262077 | FNL LIB 45T SF CA F 15LPM 20   |
| Liberators                                     | 13262085 | FNL LIB 45T SF CA F 15LPM 20   |
| Liberators                                     | 13262253 | FNL LIB 45T TF PB M 15LPM 20   |
| Liberators                                     | 20651170 | FNL LIB 45T TF PB M 2LPM 20PSI |
| Liberators                                     | 13263723 | FNL LIB 60T DF PB M 15LPM 20   |
| Liberators                                     | 13263811 | FNL LIB 60T TF PB M 15LPM 20   |
| Sprint/Strollers                               | 20663674 | FNL HI FLOW T TF PB F 15LPM G4 |

| CAIRE Liquid Oxygen SKUs - <b>Replaced By</b> |                                |
|---|--------------------------------|
| Item No.                                      | Description                    |
| 13256195                                      | FNL LIB 20T DF PB M 15LPM 20   |
| 13256195                                      | FNL LIB 20T DF PB M 15LPM 20   |
| 13256195                                      | FNL LIB 20T DF PB M 15LPM 20   |
| 14454960                                      | FNL LIB 30T DF CP M 15LPM 20   |
| 14454960                                      | FNL LIB 30T DF CP M 15LPM 20   |
| 13256929                                      | FNL LIB 30T DF PB M 15LPM 20   |
| 13259599                                      | FNL LIB 37T DF PB M 15LPM 20   |
| 14454986                                      | FNL LIB 45T DF CP M 15LPM 20   |
| 14454986                                      | FNL LIB 45T DF CP M 15LPM 20   |
| 13261728                                      | FNL LIB 45T DF PB M 15LPM 20   |
| 13261728                                      | FNL LIB 45T DF PB M 15LPM 20   |
| 13263758                                      | FNL LIB 60T DF PB M 15LPM 20   |
| 13263758                                      | FNL LIB 60T DF PB M 15LPM 20   |
| 14768299                                      | FNL HI FLOW T TF PB F 15LPM G4 |

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|                  |            |                              |               |                             |
|------------------|------------|------------------------------|---------------|-----------------------------|
| Sprint/Strollers | 15103150   | FNL SPRINT T SF CA M 6LPM    | 10845218      | FNL SPRINT T SF CA M 6LPM   |
| Sprint/Strollers | 11928429   | FNL SPRINT T TF PB F 2LPM    | <b>No R/B</b> |                             |
| Sprint/Strollers | 14109269   | FNL SPRINT T TF PB F 6LPM    | 10956671      | FNL SPRINT T TF PB F 6LPM   |
| Sprint/Strollers | 20600823   | FNL SPRINT T TF PB F 6LPM    | 10956671      | FNL SPRINT T TF PB F 6LPM   |
| Sprint/Strollers | 20662495   | FNL SPRINT T TF PB F 6LPM    | 10956671      | FNL SPRINT T TF PB F 6LPM   |
| Sprint/Strollers | 11933113   | FNL STROLLER T SF CA M 2LPM  | <b>No R/B</b> |                             |
| Sprint/Strollers | 10734067   | FNL STROLLER T SF CA M 6LPM  | 10845200      | FNL STROLLER T SF CA M 6LPM |
| Sprint/Strollers | 14909784   | FNL STROLLER T SF CA M 6LPM  | 10845200      | FNL STROLLER T SF CA M 6LPM |
| Sprint/Strollers | 14306748   | FNL STROLLER T TF PB F 2LPM  | 13259433      | FNL STROLLER T TF PB F 2LPM |
| Sprint/Strollers | 14306756   | FNL STROLLER T TF PB F 2LPM  | 13259433      | FNL STROLLER T TF PB F 2LPM |
| Sprint/Strollers | 11908161   | FNL STROLLER T TF PB F 6LPM  | 10956680      | FNL STROLLER T TF PB F 6LPM |
| Sprint/Strollers | 14765549   | FNL STROLLER T TF PB F 6LPM  | 10956680      | FNL STROLLER T TF PB F 6LPM |
| Sprint/Strollers | 10935723   | FNL STROLLER T TF PEN F 6LPM | 10956680      | FNL STROLLER T TF PB F 6LPM |
| Sprint/Strollers | 11899808BZ | FNL STROLLER T TF TAE F 6LPM | <b>No R/B</b> |                             |
| Sprint/Strollers | 10935731   | FNL SPRINT T TF PEN F 6LPM   | <b>No R/B</b> |                             |

Additionally, we will be providing a 'build to order' (BTO) option for other select models of CAIRE Liquid Oxygen models as detailed below. Orders taken for BTO models must meet the required minimum order quantity included in the table below.

| CAIRE Liquid Oxygen SKUs - Build to Order (BTO) |             |                               |                 |                   |
|---|-------------|-------------------------------|-----------------|-------------------|
| Product Line                                    | Item No.    | Description                   | Min. Order Qty. | Lead Times (Days) |
| Helios  | B-702035-00 | ヘリオス H300 ホﾟｰﾀﾞﾞﾙ             | 100             | 111               |
| Helios  | B-702034-00 | ヘリオス H36                      | 100             | 147               |
| Helios  | B-702033-00 | ヘリオス H46                      | 100             | 141               |
| Liberators                                      | 13256195    | FNL LIB 20T DF PB M 15LPM 20  | 91              | 91                |
| Liberators                                      | 14454960    | FNL LIB 30T DF CP M 15LPM 20  | 100             | 105               |
| Liberators                                      | 20606186    | FNL LIB 30T DF PB M 2LPM      | 148             | 161               |
| Liberators                                      | 13258385    | FNL LIB 30T DF PEN M 15LPM 20 | 100             | 63                |
| Liberators                                      | 13337403    | FNL LIB 30T TF PB M 2LPM 20   | 148             | 161               |
| Liberators                                      | 13259599    | FNL LIB 37T DF PB M 15LPM 20  | 100             | 42                |
| Liberators                                      | 14454986    | FNL LIB 45T DF CP M 15LPM 20  | 100             | 105               |
| Liberators                                      | 13261728    | FNL LIB 45T DF PB M 15LPM 20  | 81              | 42                |

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|                  |                   |                                |         |     |
|------------------|-------------------|--------------------------------|---------|-----|
| Liberators       | <b>13262376BZ</b> | FNL LIB 45T TF PB M 15LPM 20   | 50      | 77  |
| Liberators       | <b>13263707BZ</b> | FNL LIB 45T TF TAE M 15LPM 20  | 200     | 116 |
| Liberators       | <b>13263758</b>   | FNL LIB 60T DF PB M 15LPM 20   | 100     | 168 |
| Sprint/Strollers | <b>14081315</b>   | FNL HI FLOW T TF PB F 15LPM G4 | 125     | 154 |
| Sprint/Strollers | <b>10845218</b>   | FNL SPRINT T SF CA M 6LPM      | 90      | 161 |
| Sprint/Strollers | <b>14779060</b>   | FNL STROLLER T SF CA M 6LPM    | No Min. | TBD |
| Sprint/Strollers | <b>13259433</b>   | FNL STROLLER T TF PB F 2LPM    | 75      | 61  |
| Sprint/Strollers | <b>11730957BZ</b> | FNL STROLLER T TF PB F 6LPM    | No Min. | TBD |
| Sprint/Strollers | <b>14768264</b>   | FNL STROLLER T TF PB F 6LPM    | No Min. | TBD |

CAIRE will continue to manufacture and stock a variety of CAIRE Liquid Oxygen models. Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements.

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

USA: 800-482-2473  
 Europe: +44 (0) 118 936 7060  
[techservice.global@caireinc.com](mailto:techservice.global@caireinc.com)

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473  
[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)  
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