

# June 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

### FreeStyle 3<sup>®</sup>, FreeStyle 5<sup>®</sup> and Focus™ Discontinuation and End of Life

As a reminder, we would like to inform our customers that the FreeStyle 3, FreeStyle 5 and Focus oxygen portable concentrators are discontinued and we no longer support service or parts on these products.

Please refer to Service Bulletin 21362075 and 21347782 for more details.

### VisionAire 5 Manifold Change

As of May 2024 we have made a slight design change to the VisionAire 5 manifold. This change incorporates a longer valve coil stem and a shorter seating. Due to the longer stem, it will be necessary to add a washer – part number HA197-1 above the valve coils prior to fitting the securing clip. See figure 1 below.



Figure 1 showing the manifold with valve coil and washer fitted.


Please refer to Service Bulletin 21499557 for full details.

### Service Order Print Updates

Dear valued Customer

Due to internal process changes, we will no longer be including a printed copy of the Service Order Print with RMA returns. Starting in April 2024, the Service Order Print pdf will be sent via email to the email

address used when requesting the original RMA. Details for the repair can be seen in the parts used. See below example.

		Service Order Report		Page No. 1 of 1	
				Date 30/04/24	
				Order No. 3089999	
				Customer No. 123456	
				Case No. 56789	
				Credit Terms NET 60	

Name:	CAIRE MEDICAL GERMANY GMBH
Address:	EOR# 7531818 Arnold-Höveler-Straße 2 40764 Langenfeld Germany

Bill To:	Our Customer Their address
Customer:	Our Customer

WO Number	3089999	Serial Number	CBB0123123456
Item Number/ Description	AS099-210 - AIR SEP, 10L, 230V/50HZ, O2 MON.	Customer PO	5678909

Inventory Number	Parts Description	Quantity	Estimated Unit Cost	Estimated Billable Amount
LA100030	LABOR - INTERNAL		52.00	0.00
CC012-7	CAPACITOR, 12.5UF 450VAC		8.26	0.00
PA202-1	PACKAGING, CARTON, NL, PRINTED		7.20	0.00
PA274-1	PACKAGING, BOTTOM INSERT.		6.59	0.00
PA275-1	PACKAGING, TOP LEFT INSERT.		3.30	0.00
PA276-1	PACKAGING, TOP RIGHT INSERT.		3.30	0.00

Attachment

Upon inspection found defective capacitor. Unit doesn't start. Capacitor replaced. After repair/component replacement equipment was tested and meets performance specifications. AM 16.04.2024

Taxable	Tax Amount	Percent	Total Amount
	0.00	0.00	EUR

EUR

## Companion 5™ Circuit Board Part Number Change

When ordering the Companion 5 Circuit board please use the part number CB209-X. Please refer to Service Bulletin 21499393 for details of the correct number depending on the model and electricity requirements.

## 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 April 2024.

- Companion 5 Part List – 21179808 Rev G
- NewLife Intensity Part List – 20807701 Rev J

## 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)

*© Copyright 2024 CAIRE Inc. All Rights Reserved. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.*

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



# *SERVICE BULLETIN*

PN: 21347782

**RELEASE DATE:** 1/02/2019

**REVISION DATE:** 1/08/2019

**MODEL:** AirSep® FOCUS Portable Oxygen Concentrator

**ISSUE:** Cease commercial activity of the AirSep® FOCUS Portable Oxygen Concentrator in select markets.

**NOTES:** Manufacturing of the AirSep® FOCUS Portable Oxygen Concentrator will cease globally on December 31, 2019 as CAIRE focuses their portable concentrator sales and development efforts on their newest generation portable oxygen concentrator platform. Until the end of service life dates below, current service and parts needs will still be fulfilled. The last order dates are listed below for different geographic regions and this indicates the last date that CAIRE will accept orders and the last day that CAIRE will ship orders for this product.

CAIRE will no longer be offering service parts or repairs after the end of service life dates below. Parts and service will be available for units still within the warranty period, and parts and service may continue to be available beyond the end of service life date at CAIRE's discretion.

<b>Region</b>	<b>Last Order Date</b>	<b>Last Shipment Date</b>	<b>End of Service Life Date</b>
North America	2/28/19	3/31/19	3/31/22
Latin America	2/28/19	3/31/19	3/31/22
Europe (CE Countries)	N/A	12/31/17	12/31/20
Europe (Non CE Countries)	2/28/19	3/31/19	3/31/22
Asia/Pacific	2/28/19	3/31/19	3/31/22
China	11/1/19	12/31/19	12/31/22

Table 1. Last Order Date and End Service Life Date for AirSep® FOCUS

**CONTACT:**

For technical questions or concerns, contact Technical Service:

USA: 800-482-2473

[www.cairemedical.com](http://www.cairemedical.com)

Europe: +44 (0) 1199367060

[www.cairemedical.com](http://www.cairemedical.com)

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473

[www.cairemedical.com](http://www.cairemedical.com)

Europe: +44 (0) 1199367060

[www.cairemedical.com](http://www.cairemedical.com)

*Copyright © 2018 CAIRE Inc. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.*

---



# SERVICE BULLETIN

PN: 21362075

**DATE:** January 18, 2021

**MODEL:** AirSep® Freestyle® and Freestyle® 5 (All models) Portable Oxygen Concentrator

**ISSUE:** Discontinuation of AirSep Freestyle and Freestyle 5

**NOTES:** The AirSep Freestyle and Freestyle 5 Portable Oxygen Concentrator (POC) products are due to be discontinued once current inventory is depleted. CAIRE will continue to meet your patients' portable oxygen needs with its focus on the FreeStyle Comfort® Portable Oxygen Concentrator, our most technologically advanced POC product.

The FreeStyle Comfort offers:

- Proprietary smart oxygen delivery features to meet the patient's clinical needs
- Unique ergonomic curved design
- Proven quality components to ensure reliable performance

**Table 1. – Freestyle, FreeStyle 5, and FreeStyle Comfort Specifications**



Model	FreeStyle 3 (Internal Battery)	FreeStyle 5 (Internal Battery)	FreeStyle 3 (External Battery)	FreeStyle 5 (External Battery)	FreeStyle Comfort
Weight	4.4 lb	6.2 lb	4.9 lb	6.7 lb	Single Battery: 5 lb Double Battery: 6 lb
Pulse Setting	1-3	1-5	1-3	1-5	1-5
Max Output	500 mL/min	1000 mL/min	500 mL/min	1000 mL/min	1050 mL/min
Battery Duration (at setting 2)	2.5 hours	2 hours	3.5 hours	2.5 hours	Single Battery: up to 4 hours Double Battery: up to 8 hours

Table 2 below shows the direct model replacement that is available for each model being discontinued. Note that some models will require a separate travel adapter (Figure 1) to be ordered for wall plug compatibility. There are other variations available of the core models. Please contact your customer service representative for further information and pricing.

**Table 2. – Freestyle and FreeStyle 5 Replacement Models.**

<b>Internal Battery Models</b>				
<b>F3 Model Number</b>	<b>F5 Model Number</b>	<b>Region</b>	<b>Replaced by</b>	<b>Manual Included</b>
AS095-1 (-1CU/1U)	AS077-1 (-1CU)	North America	AS200-1	English Manual
AS095-2 (-2CU/2U)	AS077-2 (-2CU)	Europe	AS200-2	Multi-lingual Manual
AS095-3 (-3CU)	AS077-3 (-3CU)	Australia	AS200-4	Multi-lingual Manual
AS095-4 (-4CU)	AS077-4 (-4CU)	UK	AS200-2*	Multi-lingual Manual
AS095-6	AS077-6	Swiss	AS200-2	Multi-lingual Manual
AS095-7	AS077-7	UK, Multi Lang	AS200-2*	Multi-lingual Manual
AS095-10	AS077-10	Chile	AS200-2*	Multi-lingual Manual
<b>External Battery Models</b>				
<b>F3 Model Number</b>	<b>F5 Model Number</b>	<b>Region</b>	<b>Replaced by</b>	<b>Manual Included</b>
AS095-101	AS077-101	North America	AS200-1	English Manual
AS095-102	AS077-102	Europe	AS200-2	Multi-lingual Manual
AS095-103	AS077-103	Australia	AS200-4	Multi-lingual Manual
AS095-104	AS077-104	UK	AS200-2*	Multi-lingual Manual
AS095-106	AS077-106	Swiss	AS200-2	Multi-lingual Manual
AS095-107	AS077-107	UK, Multi Lang	AS200-2*	Multi-lingual Manual
AS095-110	AS077-110	Chile	AS200-2*	Multi-lingual Manual
AS095-121	AS077-121	North America	AS200-203**	English Manual
AS095-122	AS077-122	European	AS200-202**	Multi-lingual Manual
N/A	AS077-123	Australia	AS200-204**	Multi-lingual Manual

\*Order 5591-SEQ travel adapter with replacement order.

\*\* Dual Battery



Figure 1. – 5591-SEQ Travel Adaptor



CAIRE will continue to provide product support (e.g. spare parts and/or repairs) for the FreeStyle 3 and FreeStyle 5 through the end of product support period listed below in table 3. Parts and service may continue to be available beyond the official product support end date stated here at CAIRE’s discretion.

**Table 3A. Last Order Date and End Service Life Date for AirSep® FREESTYLE Internal Battery**

Region	Last Shipment Date	End of Product Support Period
North America	11/11/2016	11/11/2019
Latin America	6/16/2016	6/16/2019
Europe (CE Countries)	12/19/2016	12/19/2019
Europe (Non-CE Countries)	10/19/2018	10/19/2021
Asia/Pacific	5/29/2020	5/29/2023
China	7/22/2020	7/22/2021

**Table 3B. Last Order Date and End Service Life Date for AirSep® FREESTYLE External Battery**

Region	Last Shipment Date	End of Product Support Period
North America	3/9/2020	3/9/2023
Latin America	11/14/2019	11/14/2022
Europe (CE Countries)	12/31/2017	12/31/2020
Europe (Non-CE Countries)	3/3/2020	3/3/2023
Asia/Pacific	10/22/2019	10/22/2022
China	11/7/2019	11/7/2020

**Table 3C. Last Order Date and End Service Life Date for AirSep® FREESTYLE 5 Internal Battery**

Region	Last Shipment Date	End of Product Support Period
North America	5/2/2018	5/2/2021
Latin America	9/8/2016	9/8/2019
Europe (CE Countries)	12/31/2017	12/31/2020
Europe (Non-CE Countries)	1/19/2020	1/19/2023
Asia/Pacific	2/15/2018	2/15/2021
China	6/27/2019	6/27/2020

**Table 3D. Last Order Date and End Service Life Date for AirSep® FREESTYLE 5 External Battery**

<b>Region</b>	<b>Last Shipment Date</b>	<b>End of Product Support Period</b>
North America	3/9/2020	3/9/2023
Latin America	11/8/2019	11/8/2022
Europe (CE Countries)	12/31/2017	12/31/2020
Europe (Non-CE Countries)	1/19/2020	1/19/2023
Asia/Pacific	10/22/2019	10/22/2022
China	9/19/2019	9/19/2020

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

USA: +1-800-482-2473

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

Europe: +44 (0) 119-936-7060

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

For ordering information or general inquiries, contact Customer Service:

USA: +1-800-482-2473

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

Europe: +44 (0) 119-936-7060

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

*Copyright © 2021 CAIRE Inc. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.*

**PN 21499393 A**

**RELEASE DATE:** April 11, 2024

**MODEL:** CAIRE Companion 5™

**ISSUE:** Companion 5™ Main Circuit Board Part Number Changes

**NOTES:** Effective March 21, 2024, part numbers for the Companion 5 main circuit board have been updated to account for process differences in programming between 50Hz and 60Hz units. This is an internal process improvement change assuring circuit boards are programmed properly for both 120V and 240V units. This change does not affect the overall function or performance of the concentrator.

Please see the table below for previous and new part numbers.

Previous Part Number	New PSA Tuned Part Number
20610409-31SO	CB209-1S 120VAC/60Hz
NA	CB209-2S 240VAC/60Hz
20610409-32SO	CB209-3S 240VAC/50Hz
CB202-33S (MDD Version C5)	CB209-4S 120VAC/60Hz
NA	CB209-5S 240VAC/60Hz
CB202-43S (MDD Version C5)	CB209-6S 240VAC/50Hz

**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 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)

Copyright © 2024 CAIRE Inc.

CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.

**PN 21499557 A**

**RELEASE DATE:** May 22, 2024

**MODEL:** VisionAire™ 5 Concentrator

**ISSUE:** VisionAire Valve Manifold MA198-1.

**NOTES:** CAIRE® would like to notify our valued customers that as of May 2024 we have made a change to the VisionAire valve manifold MA198-1. The overall length of the valve stems has increased and the valve seating reduced as shown in Figure 1. below.



Left side manifold shows a longer stem and a reduction on the valve seating.

Figure 1.

Due to the increase in length, when replacing manifolds not originally manufactured with this newer version, it will be necessary to fit a washer above each of the valve coils prior to fitting the retaining clip – see Figure 2. The washer will need to be ordered separately when ordering a manifold – part number is HA197-1.



Left side manifold shows valve fitted with washer HA197-1 and secured with clip.

Figure 2

Copyright © 2024 CAIRE Inc.  
CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.

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](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)