

January 2017 Med Tips

Helpful Hints and FAQs

Liquid Oxygen Service Life

The service life and end dates of Liberator[®] 10, Liberator[®] Low Loss Reservoirs, and Companion[®] 21 Reservoirs are listed below. After this time, CAIRE will no longer perform factory repairs on the models below. Also after this date, service parts specific to these models will no longer be available for purchase after any remaining inventory is used up.

- Liberator[®] 10 - Dec 2020
- Liberator[®] Low Loss Reservoirs - June 2017
- Companion[®] 21 Reservoirs - Dec 2020

Dielectric Tune-Up Compound

We will be swapping the 0.3 oz tube with a 0.25 oz pack on the SVCE/sellable kits. We will still offer/sell either option but note that the 0.3 oz won't be the standard one. Reference to the [October/November 2016 Med Tips](#) for instructions of how to apply the dielectric compound.



Figure 1: Dielectric Tune-Up Compound

"No Problem Found" Fee (NPF) for CAIRE[®] Products - North American Customers Only

As a reminder, CAIRE[®] charges an NPF fee for all returned products in which no problems are found. This charge applies to all Warranty and Non-Warranty returns. CAIRE service technicians take the utmost care in evaluating and diagnosing problems for all returned units. The fee schedule for NPF units is as follows:

- Concentrator equipment: \$60
- LOX equipment: \$95

To help prevent an NPF scenario, we recommend you contact the CAIRE Technical Service team to assist in evaluating all problem units prior to requesting an RMA (Return Material Authorization). CAIRE Technical Service is here to support you with any technical questions, problems, or issues you may have.

You may contact CAIRE Technical Service at 800-482-2473 or techservice.usa@chartindustries.com

AirSep® VisionAire and NewLife® Hour Glass

Q: The hour glass keeps flashing on my AirSep® VisionAire™'s hour meter. Does this indicate that my unit requires service?

A: No, the hour glass icon on the hour meter for the AirSep VisionAire and NewLife units may flash. This is normal operation of the hour meter and means that the unit is plugged into AC power and has been turned on.

Don't miss out on our upcoming Service Schools!

CAIRE Service School Training Seminars April 3 - 5 & 6 - 7, 2017 at Ball Ground, GA, United States

CAIRE offers 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. Attendance at CAIRE's Service Schools is free, but registration is mandatory. Registration forms must be received one week prior to the start of the class in order to guarantee availability and materials.

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
- Hands-on experience with the concentrators
- Set up and use of test equipment
- Troubleshooting, repair and performance verification/testing procedures with hands-on experience

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 with hands-on experience
- Set up and use of test equipment

- Troubleshooting, repair and performance verification/testing procedures with hands-on experience

2017 Training Dates

February 2017

LOX Training- Presented in German: February 22- 23 in Wuppertal, Germany.

March 2017

LOX Training- Presented in Italian: March 8- 9 in Padova, Italy

LOX Training- Presented in French: March 14- 15 in Fonsorbes, France

LOX Training- Presented in English: March 22- 23 in Wokingham, England

Concentrator Training- Presented in French: March 28- 30 in Fonsorbes, France

April 2017

Concentrator Training- Presented in English: April 3- 5 in Ball Ground, GA, USA

LOX Training- Presented in English: April 6- 7 in Ball Ground, GA, USA

Concentrator Training- Presented in English: April 25- 27 in Wokingham, England

To register for Service School, please email:

techservice.usa@chartindustries.com for USA Training

jim.gibson@chartindustries.com for European Training

2017 Trade Shows

Show	Date	Location
French Respiratory Congress (CPLF)	January 27-29	Marseille, France
GAMES Winter Meeting	February 17	Atlanta, GA, USA
Medtrade Spring	February 28 - March 1	Las Vegas, NV, USA
OAMES Spring Medicaid Training Seminar	March 9	Columbus, OH, USA
DGP	March 22-25	Stuttgart, Germany
MAMES	April 26- 28	Omaha, NE, USA

PLEASE CONSULT THE APPLICABLE PRODUCT INSTRUCTIONS FOR USE FOR PRODUCT INDICATIONS, CONTRAINDICATIONS, WARNINGS, PRECAUTIONS, AND DETAILED SAFETY INFORMATION.

