

March 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 LATAM	Spanish	Latin America	16 April-24	02-April	Remote**
Conc LATAM	Spanish	Latin America	17-18 April-24	02-April	Remote**
Conc USA	English	Ball Ground, GA USA	15-17 April-24	02-April	In person
LOX USA	English	Ball Ground, GA USA	18 April-24	02-April	In person
LOX Germany	German	Langenfeld, Germany	16 May-24	25-April	In person
LOX Spain	Spanish	Barcelona, Spain	TBD	TBD	In person
Conc Spain	Spanish	Barcelona, Spain	TBD	TBD	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

Visionaire Sieve Beds Part Number Change

When ordering sieve beds for our VisionAire concentrators please use part number BE187-2SM.

LOX Companion Reservoir and Portables End of Service Life – REMINDER

As per the information given in Service Bulletin 21285171, we remind our valued customer of the end of service life for the Companion Reservoir and Portables. We no longer offer service for the Reservoirs C41 L, C31 and the Portables C1000 and C1000T. Please do not hesitate to contact Customer/Technical Service for further information. Service Bulletin 21285171 is attached to this document for reference.

Dielectric Compound G4 Meter

Please note when ordering the G4 Meter 13352401, you will receive in the bag the MOLYKIOTE 111 Compound. This compound has replaced the LOCTITE compound previously used on G4 connector.



Helpful Hints & FAQs

LOX Time Use Duration Chart

LOX time use duration chart can be downloaded from the website in different languages and include pediatric flows. Under each Liquid Oxygen product section :

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

Document Update

We advise our valued customers to monitor and check that they are always using the most recent revision of any documents for the model of equipment they have. Current revisions of documents can

be found on our website at <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

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.



SERVICE BULLETIN

PN: 21285171

RELEASE DATE: May 31, 2018

REVISION DATE(S): February 27, 2019 (rev B), May 27, 2019 (rev C)

MODEL: 2018 Companion C31/C41 Oxygen Reservoirs and Companion C1000/C1000T Portables.

ISSUE: Advanced Notice of Discontinuation - Companion C31/C41 Oxygen Reservoirs and C1000/C1000T Portables.

NOTES: The Companion C31/C41 Reservoirs and C1000/C1000T Portables are due to be made obsolete on 12/31/2018. These LOX Products will be made obsolete due to low sales volume and due to the redundancy with the newly enhanced Liberator Reservoir Product Line. Until this discontinuation date, current service, sales and parts needs for all models will still be fulfilled.

For stationary oxygen Reservoirs, customers can use the Liberator Reservoirs, these are available in a wide variety of sizes and have the benefit of allowing flow rates up to 15 LPM. The C1000/C1000T portables will be replaced by the Stroller/High Flow Stroller models giving customers the added option of being able to choose our side fill systems.

C31 / C41 Reservoir and C1000 / C1000T Portables will be available for sale during the rest of 2018 and will be effectively discontinued after December 31, 2018. CAIRE will provide parts and service for the Companion C31/C41 Oxygen Reservoirs and Companion C1000/C1000T until 12/31/2023. After this date CAIRE may continue to provide parts and service at the company's discretion.

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