

December 2021 Med Tips

Don't miss out on our upcoming Virtual Service Schools!

CAIRE Service School Training Webinars 2022

CAIRE offers 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
CONC	English	Ball Ground, GA USA	February 7-8-9	January 25
LOX	English	Ball Ground, GA USA	February 10	January 25
LOX	English	Langenfeld, Germany	February 23	February 7
LOX	Spanish	Latin America (Remote)	March 8	February 26
CONC	Spanish	Latin America (Remote)	March 9-10-11	February 26
LOX	Italian	Padova, Italy	March 17	March 2
LOX	German	Langenfeld, Germany	March 23	March 7
LOX	French	Toulouse, France	March 29	March 14
LOX	Spanish	Toulouse, France	April 5	March 20
CONC	Spanish	Toulouse, France	April 6-7-8	April 20
CONC	German	Langenfeld, Germany	April 26-27-28	April 12
CONC	French	Toulouse, France	May 3-4-5	April 20
CONC	English	Wokingham, UK	May 10-11-12	April 25
CONC	English	Ball Ground, GA USA	May 16-17-18	May 2
LOX	English	Ball Ground, GA USA	May 19	May 2
CONC	Italian	Padova, Italy	June 7-8-9	May 26
CONC	English	Ball Ground, GA USA	August 15-16-17	August 1
LOX	English	Ball Ground, GA USA	August 18	August 1
LOX	German	Langenfeld, Germany	September 14	September 1
LOX	Spanish	Latin America (Remote)	September 20	September 6
CONC	Spanish	Latin America (Remote)	September 21-22-23	September 6
LOX	Italian	Padova, Italy	October 18	October 4
CONC	German	Langenfeld, Germany	October 25-26-27	October 11

Type	Language	Location	Training Dates	Registration by
CONC	English	Ball Ground, GA USA	November 7-8-9	October 25
LOX	English	Ball Ground, GA USA	November 10	October 25

*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 registration 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 Covid-related guidelines evolve, we intend to restore the 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

Concentrator Storage

If you intend to store CAIRE's concentrator for longer periods of time, we recommend that, on a monthly basis, you run them for at least one hour. For the portable concentrators, you will need to run them in Test Mode to achieve this.

Please refer to Service Bulletin PN 21496778 for more details.

Top and Side Fill Female QDV Lip Seal

Previous models of the QDV Lip Seal contained either a silicone O-ring (P/N CA110104) or were manufactured with a steel rosette spring (P/N B-775260-00). Existing stock of QDVs equipped with CA110104 will be utilized, and then replaced by, B-775260-00, which will be used on all Top and Side Fill Female QDVs going forward.

All female side fill QDV built prior to 11 July 2016, should continue to use part CA110104. Any built after 11 July 2016, should use part B-775260-00. This is due to the side fill QDV requiring a small chamfer to enable the B-775260-00 to fit correctly.



Left is CA110104. Right is B-775260-00

Helpful Hints & FAQs

Stroller Hard Case

When ordering a replacement case for a Stroller, it is necessary to distinguish between a "narrow" and "wide" case. Below is a picture showing the visual difference between these two styles.

Please note that the case assembly includes only the front, back, and bottom covers. The case assembly does not include the top cover or the dome cover. The wide version case assemblies can be used on both the Gen 3 and Gen 4 hard case Strollers. Narrow description is omitted on part list.

Part numbers for these replacement cases are listed on our website www.caireinc.com. See the current version of parts list PN 13740868 in the Knowledge Center for more specific information and part numbers.



Left is narrow case. Right is wide case

LOX Transfill Adapter Quick Disconnect Valve (QDV) Service Replacement

When replacing the posi-lock QDV (part number 10679176) on a Liquid Oxygen (LOX) Trans Fill Adapter, there is a seal to avoid leaks inside of the threaded end. This seal can be discarded as the new QDV service replacement (part number 20803813) comes with a replacement seal. The new QDV should be tightened to 40 ft-lb. and the Transfill Adapter should be tested for leaks after installation. Follow the steps outline in the unit-specific Technical Service Manuals for directions on these procedures.



Posi-lock QDV and seal.

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.

The following documents have been updated during October, 2021.

- MN232-28 rev. K FS Comfort manual Slovenian
- 21420526 rev. B Companion 5 MDD V2 (English)
- 21420526-C4 rev. B Companion 5 MDD V2 (multilanguage)
- ML-CONC0101 rev. D Concentrator Filters Accessory Page
- 14875756 rev. J H850 Marathon Parts List
- 14875781 rev. H H300 Plus Parts List
- 10662631 rev. R Sprint and Stroller Technical Manual
- 11805120 rev. L Spirit Technical Manual
- 14314465 rev. F Hi Flow Stroller Technical Manual

Med Tips Distribution!

Need to update your Med Tips contact information or add a member of your team to our distribution list? Email us today with your new information!

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:

USA: 800-482-2473

customerservice.usa@caireinc.com

Europe: +44 (0) 118 936 7060

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 21496778 A

RELEASE DATE: March 20, 2021

MODEL: All CAIRE® Concentrator models

ISSUE: Storage of CAIRE® Concentrators

NOTES: CAIRE® would like to remind its' customers of the recommended storage environment for CAIRE® oxygen concentrators. Table 1. below lists the various products and storage temperature details as given in the relevant technical manual. Further to this CAIRE® would also recommend that during extended storage periods, all concentrators are run up for a minimum of 1 hour each month. For portable concentrators, this will require they be switched to test mode for the duration of the run up. The procedure to switch the equipment into Test Mode is also listed below.

Model	Storage Temp (°F)	Storage Temp (°C)
Companion 5	-13°F to 158°F	-25°C to 70°C
Eclipse 5	-4°F to 140°F	-20°C to 60°C
FreeStyle Comfort	-13°F to 158°F	-25°C to 70°C
FreeStyle/FreeStyle 5	-4°F to 140°F	-20°C to 60°C
Focus	-2°F to 140°F	-20°C to 60°C
NewLife Series	-13°F to 158°F	-25°C to 70°C
Visionaire Single LED	-4°F to 140°F	-20°C to 60°C
VisionAire 3 LED	-13°F to 158°F	-25°C to 70°C

Table1 – Model and Storage Temperature range

Test Mode Procedure for POC Equipment

FreeStyle Comfort - With the unit turned on, press the following sequence of buttons “+ + - - + - + -”. For the unit to recognize the following sequence, it has to be entered within a 5 second period. If the sequence of buttons is entered correctly, the unit will alarm and the screen will change, having a red border around the screen, indicating the unit is now in test mode. The unit will begin auto-pulsing, enabling O2 concentration testing.

To exit test mode, turn off the unit or re-enter the test mode sequence. Be sure to exit test mode before returning the unit to patient use.

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FreeStyle/FreeStyle5 - Connect the POC using the supplied AC power supply to a 100-240 volt, 50/60 Hz electrical outlet. Turn unit on by pressing setting 2 on keypad. Simultaneously press and hold settings [1] and [3] for ten seconds if using a FreeStyle. Simultaneously press and hold settings [1] and [5] for ten seconds if using a FreeStyle 5. After approximately ten seconds, the alarm will sound and the LEDs above each flow setting will illuminate verifying auto pulse mode (Test Mode).

To exit test mode, turn off the unit by pressing the corresponding lit button on the keypad.

Focus - Turn the power switch on. Wait for the red and green LEDs to stop flashing and the green LED to remain on. Within 2 seconds of the green LED staying on, power the unit off. Turn the unit on and off three times while the startup buzzer is alarming leaving the unit on the third time. The red and green LEDs will remain solid for 10 seconds followed by an audible tone indicating that test mode is active.

To exit test mode, power off the Focus with the in-line power switch.

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

USA: 800-482-2473

Europe: +44 (0) 118 936 7060

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