

PN 21497246 A

RELEASE DATE: 07 October, 2021

MODEL: HiFlow Stroller® G3 model

ISSUE: Discontinuation of part 13199645 – HARNESS ASSY G4 METER RETRO G3

NOTES: With effect November 1st 2021 once current stock is depleted, we will no longer supply the part number 13199645 – HARNESS ASSY G4 METER RETRO G3. Customers with a previously upgraded G3 HiFlow Stroller requiring a replacement Harness assembly will now be required to fully upgrade to a G4 Harness. This will involve removing the original G3 harness soldered to the manifold and replacing it with PN 21360363 Wire Harness. Fitting this harness will mean that the PN 13199645 HARNESS ASSY G4 METER RETRO G3 is no longer required. Once the G4 harness has been fitted, parts in Figure 1. below circled in red can be discarded. Finally after re-assembly, calibrate the G4 Meter as per the service manual 14314465 RP5 and RP6.

Customers with a G3 HiFlow Stroller that has a G3 meter fitted should contact Technical Service for further information.

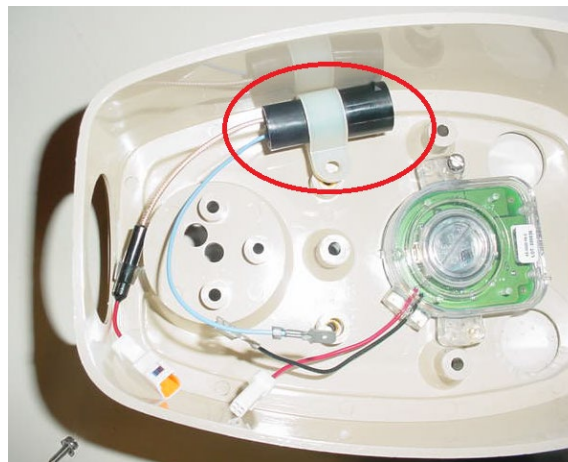


Figure 1.

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SERVICE BULLETIN

PN: 21494871

RELEASE DATE: March 20, 2020

MODEL: Companion 5™

ISSUE: Companion 5™ Software V 1.11 Update

NOTES: CAIRE is releasing a software update to all Companion 5 models, with the exception of model 21139079 sold in China. Version 1.11 firmware will change the way some alarms appear. Upon startup the O2 warning light will illuminate and the display screen will read “O2 UP”. This means that the concentrator is warming up and once the concentrator reaches an acceptable purity the display screen will change to the number of hours and the O2 warning light will turn off. All alarms for the Companion 5 will now be an intermittent audible beep with the 1.11 version. There are no changes to the overall function or usage of the concentrator.

Note: Devices in the field do not require a mandatory firmware update.

Previous software:

| Country | Version |
|---------|---------|
| USA | 2.0.1 |
| Europe | 1.9 |
| China | 1.9 |

Updated software:

| Country | Version |
|---------|---------|
| USA | 1.11 |
| Europe | 1.11 |
| China | 1.9 |

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SERVICE BULLETIN

PN: 21494318

RELEASE DATE: November 19, 2019

MODEL: FreeStyle® Comfort®

ISSUE: FreeStyle Comfort Battery Pack Duration Test

NOTES: The below procedure should be used to test the performance of the FreeStyle Comfort battery pack. Be sure to only use a FreeStyle Comfort that is in good working condition for this test. If the device displays an alarm while in test mode, the unit will need service before being used to perform the battery pack test.

1. Remove the FreeStyle Comfort from any carrying bags, backpacks, or other accessory carrying cases.
2. Fully recharge the battery using either a FreeStyle Comfort connected to AC power or a desktop charger.
3. Install the fully charged battery pack into a FreeStyle Comfort and remove any external power cords.
4. Turn the FreeStyle Comfort on and enter Test Mode pressing +, +, -, -, +, -, +, - on the keypad. The entire sequence needs to be entered within 5 seconds. If a mistake is made while entering this sequence, the user must wait 5 seconds before attempting the sequence again. Patients should not breath off the device while it is in test mode.
5. Once in test mode the flow can be increased or decreased as usual. The battery duration test can be done at any flow setting.
6. While in test mode the unit will pulse at a pre-programmed frequency of 20 breaths per minute.
7. Using a stopwatch or timer, record the time it takes for the FreeStyle Comfort to completely shut down.
8. Take this time recorded and compare it to the full capacity operating time of a new battery pack in the table below. If this time is less than 50% of the full capacity of a new battery pack, it is recommended that the battery pack be taken out of service. See table below:

| FreeStyle Comfort Battery Duration | | | | |
|---|---|--|--|--|
| Setting | New Single (8-cell) Battery Duration | Minimum Duration Time (50% of New Single Battery) | New Double (16-cell) Battery Duration | Minimum Duration Time (50% of New Double Battery) |
| 1 | Up to 8 hours | 4 hours (4:00) | 16 hours | 8 hours (8:00) |
| 2 | Up to 4 hours | 2 hours (2:00) | 8 hours | 4 hours (4:00) |
| 3 | Up to 3 hours | 1.5 hours (1:30) | 6 hours | 3 hours (3:00) |
| 4 | Up to 2.25 hours | 1.12 hours (1:07) | 4.5 hours | 2.25 hours (2:15) |
| 5 | Up to 2 hours | 1 hours (1:00) | 4 hours | 2 hours (2:00) |

NOTE: There are many factors that influence battery run time on FreeStyle Comfort:

- Ambient temperature
- Ambient pressure
- Compressor hours
- Device condition
- Battery age

9. To exit test mode, turn the device off or enter the test mode sequence a second time. Be sure to exit test mode before returning the unit to patient use.

FreeStyle Comfort batteries are designed to last 300 charge/discharge cycles: however, battery packs may perform to specifications past 300 charge/discharge cycles.

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