



October 2021 Med Tips

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

CAIRE Service School Training Webinars 2021

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.

Type	Language	Location	Training Dates	Registration by
LOX	English	Ball Ground, GA USA	November 11	October 28
CONC	English	Ball Ground, GA USA	November 8-10	October 25
CONC	English	Wokingham, UK	November 16-18	November 2

Table 1 - Details of upcoming training.

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 passed the registration date please reach out to the registration emails below. Depending on safety and travel restrictions due to COVID-19, CAIRE may at any time change the location of the training from virtual 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

Hi Flow Stroller® Gen3 -Discontinuation of Part 13199645

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 Hi Flow 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. After re-assembly, calibrate the G4 Meter as per the service manual 14314465, procedures RP5 and RP6.

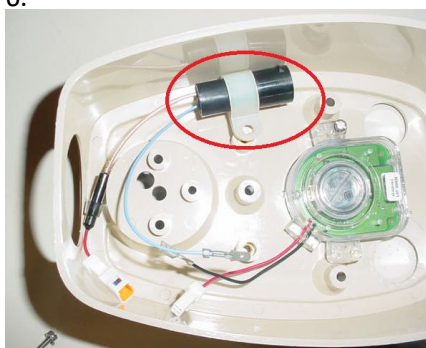


Figure 1

Please refer to Service Bulletin PN 21497246.

Companion 5™ Software V 1.11 Update

CAIRE is releasing a software update to all Companion 5 models, with the exception of model 21139079 sold in China. Version 1.11 firmware changes 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. 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. 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.

Please refer to Service Bulletin PN 21494871.

Helpful Hints & FAQs

FreeStyle® Comfort™ Battery Pack Duration Test

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 by 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.
5. Once in test mode, the flow can be increased or decreased as usual. The battery duration test can be done using 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 the 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 2 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)

Table 2 – Battery Durations

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.

Please refer to Service Bulletin PN 21494318.

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 subjected to an update during September 2021.

- | | |
|------------------------|----------------------------|
| • ML-CONC0148-1 Rev. C | E5 Specs & Accessories-FRE |
| • ML-CONC0148-2 Rev. C | E5 Specs & Accessories-GER |
| • ML-CONC0148-3 Rev. C | E5 Specs & Accessories-SPA |
| • ML-CONC0148-5 Rev. C | E5 Specs & Accessories-ITA |

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!

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

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.

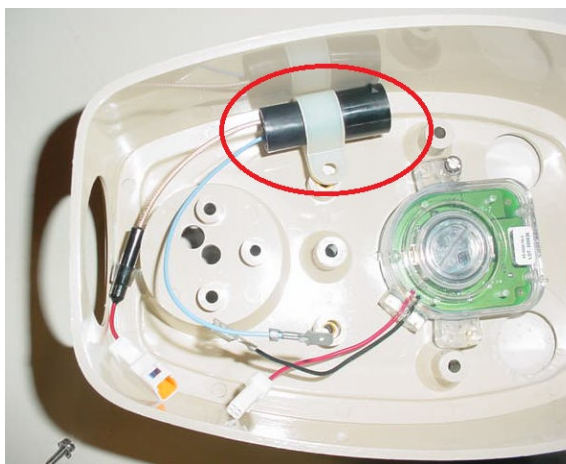


Figure 1.

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Ref 21497246 Rev A

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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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