

# September 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  | Italian  | Padova, Italy       | October 19     | October 5       |
| 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 registration 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](mailto:Techservice.global@caireinc.com) for USA Training or [jim.gibson@caireinc.com](mailto:jim.gibson@caireinc.com) for European Training.

## **PRODUCT UPDATES**

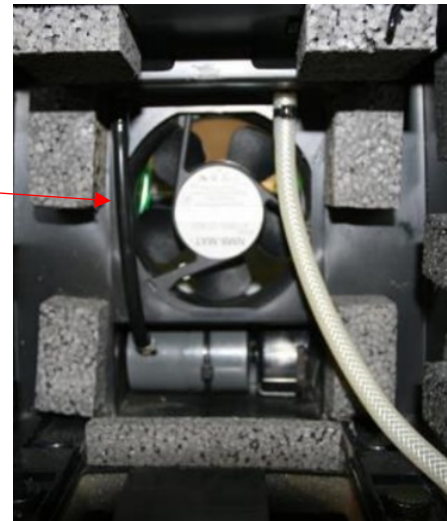
### **VisionAire 5 Exhaust Tube Material Change**

All units produced as of August, 2021 will have new exhaust tube material, starting with serial number GPB0121320001. The old design exhaust tube is made of PVC and the new design exhaust tube is made of silicone. The part number for the new exhaust tube is 21497188. Please see the pictures below.



New design exhaust tube PN 21497188

Exhaust Tube  
(Exit From  
Manifold)



Old design exhaust tube PN TU256-1

### **Discontinuation of PN B-777607-00 Rear Side Cover, C500/C550**

Effective immediately we will be discontinuing PN B-777607-00 Rear Side Cover fitted to C500/C550 portable liquid oxygen units. Current stock is limited, and once depleted, will not be replenished. Customers who require this part are asked to place any orders prior to September 21, 2021.

For full details of this announcement see Service Bulletin 21497249

## Helpful Hints & FAQs

### How To Use Eclipse 5 DC Power Supply?

**Note:** Before beginning this procedure, please ensure that the Eclipse 5 **DOES NOT** have the DC charger plug inserted into the concentrator or in the vehicle DC power outlet.

1. Consult your vehicle owner's manual for its DC accessory outlet requirements.
2. Secure your Eclipse 5 and DC power supply within your vehicle. Position the unit upright in the vehicle so you can view alerts and alarms after going through this exercise and while you are using the concentrator.
3. Start the vehicle's engine.
4. Insert the DC power supply plug into your vehicle's DC power outlet.
5. Attach the opposite end: insert the DC cord into the Eclipse 5's recessed power receptacle on the side of the device.
6. Turn the Eclipse 5 on the lowest flow setting and slowly increase the flow to the prescribed flow rate (starting the unit at a setting of 3 LPM on DC power can cause a temporary overload of the power supply).
7. Use Pulse Dose Mode if prescribed by your clinician. This mode is the most efficient way to charge and use your concentrator while traveling.

When the device is properly connected and receiving power from the DC power source, a green indicator light on the Power Supply and will illuminate. The External Power Indicator symbol on the control panel will also appear.

The Eclipse 5 is able to run at all continuous flow settings up to 3.0 LPM, and all pulse flow settings up to 9.0 (192 mL) while being powered by the DC car supply.

The Eclipse 5 is able to charge the battery while on DC supply in a car when running on continuous flow at 2L PM or less, and at all pulse settings.

## Eclipse 5 Typical Battery Recharge and Operating Time

The typical time to recharge your Battery to achieve 80% capacity from a fully discharged Battery is between 2 and 5 hours, depending upon the device flow setting selected while charging. When the battery is fully charged, the battery gauge will cease cascading. The battery can also be charged in the unit when the Eclipse 5 is turned off and plugged in.

**Typical New Power Cartridge Operating Times**

| <b>Continuous Flow</b> | <b>Battery Duration</b> | <b>Pulse Setting</b> | <b>Battery Duration (12 BPM)</b> |
|------------------------|-------------------------|----------------------|----------------------------------|
| 0.5 LPM                | 4.4 hours               | -                    | -                                |
| 1.0 LPM                | 3.7 hours               | 16mL-1.0             | 5.4 hours                        |
| 2.0 LPM                | 2.0 hours               | 32mL-2.0             | 5.1 hours                        |
| 3.0 LPM                | 1.3 hours               | 48mL-3.0             | 4.9 hours                        |
|                        |                         | 64mL-4.0             | 4.0 hours                        |
|                        |                         | 80mL-5.0             | 3.7 hours                        |
|                        |                         | 96mL-6.0             | 3.5 hours                        |
|                        |                         | 128mL-7              | 2.5 hours                        |
|                        |                         | 160mL-8              | 2.0 hours                        |
|                        |                         | 192mL-9              | 1.7 hours                        |

## 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 September 2021.

|               |                               |
|---------------|-------------------------------|
| ML-CONC0082-2 | VisionAire German cutsheet    |
| ML-CONC0173-2 | Companion 5 Cutsheet GER      |
| ML-CONC0173-5 | Companion 5 Cutsheet ITA      |
| ML-CONC0173-3 | Companion 5 Cutsheet SPA      |
| ML-CONC0173-1 | Companion 5 Cutsheet FRE      |
| ML-CONC0173-6 | Companion 5 Cutsheet POR      |
| ML-CONC0173   | Companion 5 Cutsheet          |
| ML-CONC0213   | myCAIRE provider Brochure Eng |
| ML-CONC0212   | myCAIRE Patient Brochure Eng  |
| ML-LOX0002-3  | LIBERATOR CUTSHEET SPANISH    |
| ML-LOX0002    | LIBERATOR CUTSHEET US         |
| ML-LOX0002-1  | LIBERATOR CUTSHEET FRENCH     |
| ML-LOX0002-2  | LIBERATOR CUTSHEET GERMAN     |
| ML-LOX0002-5  | LIBERATOR CUTSHEET ITALIAN    |

## 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:

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

**PN 21497249 A**

**RELEASE DATE:** August 31, 2021

**MODEL:** Companion® C500/C550 Portable Liquid Oxygen Equipment

**ISSUE:** Discontinuation of PN B-777607-00 Rear Side Cover, C500/C550

**NOTES:** CAIRE® would like to notify our valued customers that effective immediately, PN B-777607-00 Rear Side Cover for the C500/C550 Liquid Oxygen equipment's has been discontinued. Current stock of this component is limited and once used up, customers will no longer be able to order replacements. We kindly request that customers who may require this part, place any orders prior to September 21, 2021. Due to current stock availability, we cannot guarantee that we will be able to satisfy all orders received.

The Companion C500/C550 Liquid Oxygen equipment's were discontinued in August 2012 and the direct replacement for this model is the Sprint range of Portable Liquid Oxygen equipment's.

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

USA: 800-482-2473

Europe: +44 (0) 118 936 7060

[techservice.global@caireinc.com](mailto:techservice.global@caireinc.com)

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