



## July 2022 Med Tips

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

### CAIRE Service School Trainings and Webinars 2022

**CAIRE offers In-person and Virtual Service Schools covering both LOX and Concentrator lines.**

With the easing of travel restrictions due to COVID, CAIRE will be returning to in-person Service Schools at its Ball Ground location beginning with the November classes. 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
CONC	English	Ball Ground, GA USA	August 15-16-17	August 1	Web Training
LOX	English	Ball Ground, GA USA	August 18	August 1	Web Training
LOX	German	Langenfeld, Germany	September 14	September 1	Web Training
LOX	LATAM	Toulouse, France	September 20	September 6	Web Training
CONC	LATAM	Toulouse, France	September 21-22-23	September 6	Web Training
LOX	Italian	Padova, Italy	October 18	October 4	Web Training
CONC	German	Langenfeld, Germany	October 25-26-27	October 11	Web Training
CONC	English	Ball Ground, GA USA	November 7-8-9	October 25	In-person Training
LOX	English	Ball Ground, GA USA	November 10	October 25	In-person Training

\*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](mailto:Techservice.global@caireinc.com) for USA Training or [jim.gibson@caireinc.com](mailto:jim.gibson@caireinc.com) for European Training.

## PRODUCT UPDATES

### VisionAire™ Hour Meter Update

Due to a shortage of Hour Meter PN HM015-1 experienced during the Covid pandemic, CAIRE used Hour Meter PN HM009-1 to temporarily replace Hour Meter PN HM015-1. As supply chain issues were restored, production resumed using the specified HM015-1 as before. The difference between the hour meter models are shown in the service bulletin below. HM015-1 has a small pinhole that will toggle the display between total hours, and service interval hours. This ability allows the provider to reset the service interval hours. HM009-1 does not have this feature.

Please refer to Service Bulletin PN 21497771 for more details.

### Spirit™ 300 Transport Accessories Discontinuation

CAIRE would like to inform its valued customers that the Spirit 300 Accessories listed below will be made obsolete. Once current stock is depleted, there will be no replacements.



PN 11843361 - Belt Pack



PN 11843396 - Waist Extension



*PN 11843388 - Large Side Pouch*



*PN 11843370 - Small Side Pouch*

Please refer to Service Bulletin PN 21497831.

## Helpful Hints & FAQs

### **FreeStyle Comfort® Troubleshooting Guide**

#### **1. Customer Complaint: Unit not powering on.**

Instruct the patient to follow the steps below to verify device operation before scheduling a driver to pick up the equipment or requesting the patient send the device back to you:

- a. Connect the battery (whether charged or not). **See Figure 1a.**
- b. Plug the unit into AC power. **See Figure 1b.**
- c. Turn on the unit to ensure that it operates on AC power normally.
- d. If the unit does operate, turn it off and allow the battery to charge to 100%. (This can take approximately 3.5 hours for a single battery and 6 hours for the double battery.)
- e. Next, remove AC power and start the unit up on battery power to ensure it operates on battery power also.



**Figure 1a**



**Figure 1b**

## **2. Other alarms that can be cleared in the field:**

- Low Battery Warning or Shutdown (alarm codes 0x0100 or 0x0010): Recharge battery
- Breath Rate Exceeded (alarm code 0x0200): Ensure user is breathing normally. Ensure fans or other airflow disturbances are not over-triggering the unit.
- Battery or Case High or Low Temp (alarm codes 0x1000, 0x0001, 0x0002): Allow unit to cool/warm to room temp. Ensure vents are free of blockages.

Note: These alarms should be tested thoroughly before returning to CAIRE for repairs as they are related to environment and/or battery charge level.

Note: Alarm codes 0008, 0100, 0010, 0200, 0001, 0002 and 1000 all indicate either abnormal running environment for the device or normal low battery.

## **3. Testing the Comfort**

Whenever a unit is returned from a patient, perform the following steps to determine if the device is suitable to put back into the field or in need of further testing:

1. Attach battery
2. Plug into AC power
3. Allow battery to charge fully
4. Turn on and put unit into test mode (to enter test mode press ++, --, +, -, +, -, -)
5. Attach calibrated O2 analyzer
6. Record O2 measurement after 5 mins.
7. Record any alarms displayed on the screen. See technical manual for addressing the various alarm codes.

Units producing O2 concentration within specification (per the manual) and displaying no alarm codes can be returned to service (test mode displays 0000 for the alarm code when the device is functioning normally).

Please refer to Service Bulletin PN 21438614 for more details.

## **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.

Documents have been subject to an update during June 2022:

Companion 5 Cutsheet (ML-CONC0142) ENG

NewLife Intensity Cutsheet (ML-CONC0084) ENG

VisionAire Cutsheet (ML-CONC0082) ENG

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

Europe: +44 (0) 118 936 7060

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

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473

[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)

Europe: +44 (0) 118 936 7060

[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)

*© Copyright 2022 CAIRE Inc. All Rights Reserved. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.*

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

**PN 21497771- A**

**RELEASE DATE:** June 01, 2022

**MODEL:** AirSep® VisionAire™ 5

**ISSUE:** VisionAire 5 Hour Meter Update

**NOTES:** Due to a shortage of Hour Meter PN HM015-1 experienced during the Covid pandemic, Caire used Hour Meter PN HM009-1 to temporarily replace Hour Meter PN HM015-1. As supply chain issues were restored, production resumed using the specified HM015-1 as before.

The difference between the hour meter models are shown below. HM015-1 has a small pinhole that will toggle the display between total hours, and service interval hours. This ability allows the provider to reset the service interval hours. HM009-1 does not have this feature.

Please see Figure 1 and 2 for reference.



**Figure 1: HM015-1 (Partial and total hours display)**

Copyright © 2022 CAIRE Inc.

CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.

Ref 21497771 Rev A

[www.caireinc.com](http://www.caireinc.com)

Page 1 of 2



**Figure 2: HM009-1 (Only total hours display)**

**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)

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473

[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)

Europe: +44 (0) 118 936 7060

[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)



**PN 21497831 A**

**RELEASE DATE:** May 18, 2022

**MODEL:** LOX Portable Spirit™ 300

**ISSUE:** Spirit™ 300 Transport Accessories Discontinuation

**NOTES:** CAIRE would like to inform its valued customers that the Spirit 300 Accessories listed below will be made obsolete. Once current stock is depleted, there will be no replacements.



*PN 11843361 - Belt Pack*



*PN 11843396 - Waist Extension*



*PN 11843388 - Large Side Pouch*



*PN 11843370 - Small Side Pouch*

Copyright © 2022 CAIRE Inc.

CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.

Ref 21497831 Rev A

[www.caireinc.com](http://www.caireinc.com)

Page 1 of 2



**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)

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473

[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)

Europe: +44 (0) 118 936 7060

[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)



# *SERVICE BULLETIN*

PN: 21438614

**RELEASE DATE:** July 1, 2019

**MODEL:** FreeStyle® Comfort®

**ISSUE:** FreeStyle Comfort Troubleshooting Guide

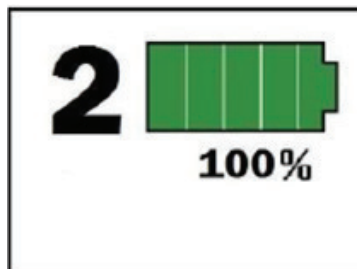
**NOTES:** This guide is meant to aid service technicians, delivery drivers, customer service representatives and those at medical equipment companies who interface directly with portable oxygen concentrator users using the CAIRE FreeStyle Comfort. Many device returns from patients are due to misunderstanding of device operation (such as returning a unit for low battery alarm). The following procedures and tips are meant to assist personnel and medical equipment companies with troubleshooting devices both in the field with patients and testing units in the service department.

The following procedures are meant to assist in field troubleshooting to determine if the FreeStyle Comfort unit needs to return to CAIRE for service repairs.

## 1) Customer Complaint: Unit not powering on.

Instruct the patient to follow the steps below to verify device operation before scheduling a driver to pick up the equipment or requesting the patient send the device back to you:

1. Connect the battery (whether charged or not)
2. Plug the unit into AC power
3. Turn on the unit to ensure that it operates on AC power normally.
4. If the unit does operate, turn it off and allow the battery to charge to 100%. (This can take approximately 3.5 hours for a single battery and 6 hours for the double battery.)
5. Next, remove AC power and start the unit up on battery power to ensure it operates on battery power also.



## 2) Other alarms that can be cleared in the field:

- **Low Battery Warning or Shutdown (alarm codes 0x0100 or 0x0010):** Recharge battery
- **Breath Rate Exceeded (alarm code 0x0200):** Ensure user is breathing normally. Ensure fans or other airflow disturbances are not over-tiggering the unit.
- **Battery or Case High or Low Temp (alarm codes 0x1000, 0x0001, 0x0002):** Allow unit to cool/warm to room temp. Ensure vents are free of blockages.

**Note:** These alarms should be tested thoroughly before returning to CAIRE for repairs as they are related to environment and/or battery charge level.

### Testing the Comfort

Whenever a unit is returned from a patient, perform the following steps to determine if the device is suitable to put back into the field or in need of further testing:

1. Attach battery
2. Plug into AC power
3. Allow battery to charge fully
4. Turn on and put unit into test mode **(to enter test mode press + +, - -, +, -, +, -)**
5. Attach calibrated O2 analyzer
6. Record O2 measurement after 5 mins.
7. Record any alarms displayed on the screen. See technical manual for addressing the various alarm codes.

**Note:** Alarm codes 0008, 0100, 0010, 0200, 0001, 1000 all indicate either abnormal running environment for the device or normal low battery.

The unit is considered acceptable for field service after the steps above have been completed and meets specifications stated the User Manual (CAIRE PN: MN232), with no alarm codes present.

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

USA: 800-482-2473

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

Europe: +44 (0) 118 936 7060

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

For ordering information or general inquiries, contact Customer Service:

USA: 800-482-2473

[customerservice.usa@caireinc.com](mailto:customerservice.usa@caireinc.com)

Europe: +44 (0) 118 936 7060

[customerservice.europe@caireinc.com](mailto:customerservice.europe@caireinc.com)

*Copyright © 2019 CAIRE Inc. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.*

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