



## May 2022 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	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	LATAM	Toulouse, France	September 20	September 6
CONC	LATAM	Toulouse, France	September 21-22-23	September 6
LOX	Italian	Padova, Italy	October 18	October 4
CONC	German	Langenfeld, Germany	October 25-26-27	October 11
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 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**

### **HELiOS™ LOX Portables**

Please note the HELiOS Portables case Torx head screw PN B-701598-00 and B-701599-00 have replaced by Phillips head screws PN 21039865 and 21039866 respectively.

### **Concentrator with Air Outlet Option**

The Air Outlet option on a Visionaire™ enables a patient to use a nebulizing device. The air outlet provides a 6 Lpm airflow at a pressure of 12 psig, The Air Outlet does not deliver Oxygen enriched air. The New Life Intensity 10 does not require an Air Outlet to use the nebulizer, as the outlet pressure is higher than the Visionaire.

Below is the list of the Visionaire models available with the Air Outlet option:

- AS098-708 AIRSEP, 5L, 230V, 50HZ, AIR, VISIONAIRE
- AS098-711 AIRSEP, 5L, 230V, 50HZ, AIR, W/O2 MONITOR, VISIONAIRE

Please refer to Service Bulletin PN 21497340 for New Life Elite Discontinuation, and Service Bulletin PN 21353847 for Visionaire models available.

## Helpful Hints & FAQs

### CAIRE® LOX Products – 10 Year Vacuum Check

CAIRE Inc. recommends returning LOX equipment's to a CAIRE service facility every 10 years for a vacuum check and re-evacuation if necessary.

This information is detailed in the Maintenance section of our Technical Manuals listed below:

- 10662631\_R Sprint & Stroller TSM
- 11805120\_L Spirit TSM
- 13350704\_L LIBERATOR G4 TSM
- 14883289\_K HELIOS RESERVOIR TSM
- 20559263\_G Companion Reservoir TSM
- 20562190\_F HELIOS PORTABLES TSM
- 20562220\_F Companion Portables TSM

See example below:

## **IX** Maintenance (Schedule A, 30-Month)

There are two schedules for routine maintenance which the home health care distributor may follow. These schedules allow the distributor maximum flexibility while assuring that equipment is operating properly. The healthcare distributor may follow either Schedule A or Schedule B, or a combination of the two schedules. **CAIRE, Inc. recommends returning the unit to a CAIRE service facility every 10 years for vacuum check and re-evacuation if necessary.**

### **Schedule A –30 Month**

#### A. Introduction

Routine maintenance is a series of steps used to assure that equipment is functioning properly.

- c. Perform PRV test (RP13).
- d. Perform SRV test (RP13).
- e. Pressure Retention Test (RP15).
- f. Replace shroud (RP2).
- g. Liquid Contents/Level Indicator Test (RP6).
- h. Flow Rate test (RP25).

Please refer to Service Bulletin PN 21496808 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.

The following documents have been subjected to an update during April 2022.

- 21182453 Eclipse 5 User manual – English Rev F
- 21182453-C4 Eclipse 5 User manual – Multilanguage Rev. F
- 14940837 Companion 5 Service manual – Rev. G
- 21179808 Companion 5 Part list – Rev. E
- 21495524 SVCE BULL Companion 5 Flowmeter Outlet Pressure Test – Rev. B
- 21360547 SVCE BULL Companion 5 Hose Clamp Change – Rev. B

## Med Tips Distribution!

Spring is a great time to do a little distribution list clean-up. The CAIRE team is asking all current subscribers to CAIRE's Med Tips Newsletter to opt-in again, 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:

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

**PN 21497340 A**

**RELEASE DATE:** October 7, 2021

**MODEL:** AirSep® NewLife® Elite 5L (All Variants)

**ISSUE:** NewLife Elite Discontinuation and End of Service Life

**NOTES:** October 7, 2021 production and sale of the AirSep® NewLife Elite 5 Liter, Stationary Concentrator will cease. The sieve material required for these devices is no longer available to support continued production.

CAIRE will continue to provide service and parts for select components, maintenance, and repairs based on component material availability. For assistance in managing your needs, please reach out to our Global Technical Service team via the contact information listed below.

CAIRE will offer our flagship 5L Companion 5™ models as the primary replacement to the NewLife Elite 5L globally, as well as VisionAire™5 models for countries outside North and South America. Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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

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# SERVICE BULLETIN

PN: 21353847

**DATE:** December 13, 2018

**REVISION DATE(S):** March 20, 2020 (Rev B)

**MODEL:** VisionAire® Oxygen Concentrators

**ISSUE:** Cease commercial activity of select models of VisionAire® Oxygen Concentrators. The most common VisionAire® models will still be available going forward.

**NOTES:** Manufacturing of select models of VisionAire® concentrators documented in the tables below ceased globally on December 31, 2018 to simplify the CAIRE Inc. product offerings and provide a more streamlined order and delivery process for our customers. CAIRE will continue to provide service and parts through 2021 to support warranty obligations.

**Table 1: VisionAire Concentrators – No Changes**

VisionAire SKU's - Stocking			
Model Type	Item Number	Description	Change
230V/50HZ	AS098-708	AIRSEP,5L,230V,50HZ,AIR, VISIONAIRE	NO CHANGE
230V/50HZ	AS098-805	AIRSEP,5L,230V,50HZ,W/O2 MONITOR,VISIONAIRE,CHINA	NO CHANGE
230V/50HZ	AS098-806*	AIRSEP,5L,230V,50HZ,W/O2, CHINA	NO CHANGE
230V/50HZ	AS098-17	AIRSEP,5L,230V,50HZ,W/O2 MON,AU CORD, VA	NO CHANGE
230V/50HZ	AS098-18	AIRSEP, 5L, 230V, 50HZ, UK CORD, VA	NO CHANGE
230V/60HZ	AS098-20	AIRSEP,5L,230V,60HZW/O2 MON,UK CORD, VA	NO CHANGE
230V/50HZ	AS098-5	AIRSEP,5L,230V,50HZ,W/O2 MONITOR,VISIONAIRE	NO CHANGE
230V/60HZ	AS098-6	AIRSEP,5L,230V,60HZ,WITH O2 MONITOR,VISIONAIRE	NO CHANGE
230V/50HZ	AS098-7	AIRSEP,5L,230V,50HZ,W/O2 MON, UK CORD,VISIONAIRE	NO CHANGE
230V/50HZ	AS098-711	AIRSEP,5L,230V,50HZ,AIR,W/O2 MONITOR,VISIONAIRE	NO CHANGE

230V/50HZ	AS098-15	AIRSEP,5L,230V,50HZ, WITH O2 MONITOR,SWISS CORD,VISIONAIRE	NO CHANGE
230V/60HZ	AS098-27	AIRSEP, 5L, 230V, 60HZ, WITH O2 MON, KOREA CORD, VA	NO CHANGE

**Table 2: VisionAire Concentrators – Obsolete No Replacements**

VisionAire SKU's – Obsolete No Replacement			
Model Type	Item	Description	Change
230V/60HZ	AS096-5	AIRSEP,3L,230V,60HZ, O2 MONITOR, VISIONAIRE 3	OBS NO RB
115V/60HZ	AS096-6	AIRSEP,3L,115V,60HZ, VISIONAIRE 3	OBS NO RB
115V/60HZ	AS096-7	AIRSEP,3L,115V,60HZ,O2 MONITOR, VISIONAIRE 3	OBS NO RB
230V/50HZ	AS096-1	AIRSEP,3L,230V,50HZ, VISIONAIRE 3	OBS NO RB
230V/50HZ	AS096-3	AIRSEP,3L,230V,50HZ,O2 MONITOR, UK VISIONAIRE 3	OBS NO RB
115V/60HZ	AS096-8	AIRSEP,2L,115V,60HZ,O2 MONITOR, VISIONAIRE 2	OBS NO RB
230V/50HZ	AS096-2	AIRSEP,3L,230V,50HZ,O2 MONITOR, VISIONAIRE 3	OBS NO RB
230V/50HZ	AS096-2AP	AIRSEP,3L,230V,50HZ,A/P,W/O2, VISIONAIRE 3	OBS NO RB
230V/50HZ	AS096-3AP	AIRSEP,3L,230V,50HZ,AP,W/O2, VISIONAIRE 3	OBS NO RB
230V/50HZ	AS098-26	AIRSEP,5L,230V,50HZ,W/O2	OBS NO RB

**Table 3: VisionAire Concentrators – Obsolete, Replace with Companion 5 with BT PN 21225813 or Companion 5 PN 15067005**

VisionAire SKU's – Obsolete No Replacement				
Model Type	Item	Description	Change	New Part Number
115V/60HZ	AS098-101	AIRSEP,5L,115V,60HZ,VISIONAIRE	OBS RB	21225813 or 15067005
115V/60HZ	AS098-101U	AIRSEP,VISIONAIRE V,RE-MFG	OBS RB	21225813 or 15067005
115V/60HZ	AS098-104	AIRSEP,5L,115V,60HZ,WITH O2	OBS RB	21225813 or 15067005
115V/60HZ RE-MFG	AS098-104U	AIRSEP,VISIONAIRE V, RE-MFG	OBS RB	21225813 or 15067005

115V/60HZ	AS098-707‡	AIRSEP,5L,115V,60HZ,AIR	OBS RB	21225813 or 15067005
115V/60HZ	AS098-710	AIRSEP,5L,115V,60HZ,AIR,W/O2	OBS RB	21225813 or 15067005
115V/60HZ	AS098-4	AIRSEP,5L,115V,60HZ,WITH O2	OBS RB	21225813 or 15067005
115V/60HZ	AS098-1	AIRSEP,5L,115V,60HZ,VISIONAIRE	OBS RB	21225813 or 15067005
115V/60HZ	AS098-101C	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-101S	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-104C	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-104S	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-1C	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-4C	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-4M	CARE PROGRAM VISIONAIRE 5 W/OM	OBS RB	21225813 or 15067005
115V/60HZ	AS098-4S	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-1S	AIRSEP VISIONAIRE,115V,60HZ	OBS RB	21225813 or 15067005
115V/60HZ	AS098-604	AIRSEP,5L,115V,60HZ,O2 MON	OBS RB	21225813 or 15067005
115V/60HZ	AS098-107	AIRSEP,5L,115V,60HZ,AIR	OBS RB	21225813 or 15067005
115V/60HZ	AS098-104CORE	AIRSEP,5L,115V,60HZ,WITH O2	OBS RB	21225813 or 15067005



115V/60HZ	AS098-101CORE	AIRSEP,5L,115V,60HZ,VISIONAIRE	OBS RB	21225813 or 15067005
115V/60HZ	AS098-110	AIRSEP,5L,115V,60HZ,AIR,W/O2	OBS RB	21225813 or 15067005
115V/60HZ	AS098-604	AIRSEP,5L,115V,60HZ,O2 MON	OBS RB	21225813 or 15067005
115V/60HZ	AS098-713*	AIRSEP, 5L, 115V, 60HZ, AIR	OBS RB	21225813 or 15067005
115V/60HZ	AS098-21	AIRSEP, 5L, 115V, 60HZ, W/BESMED STARTER KIT, VA	OBS RB	21225813 or 15067005
115V/60HZ	AS098-719	AIRSEP, 5L, 115V, 60HZ, AIR, W/BESMED STARTER KIT, VA	OBS RB	21225813 or 15067005

**Table 4: VisionAire Concentrators – Obsolete, Replace with VisionAire**

VisionAire SKU's – Obsolete No Replacement				
Model Type	Item	Description	Change	New Part Number
230V/50HZ	AS098-16	AIRSEP, 5L, 230V, 50HZ, AU CORD	OBS RB	AS098-17
230V/50HZ	AS098-2	AIRSEP, 5L,230V,50HZ,VISIONAIRE	OBS RB	AS098-5
230V/60HZ	AS098-712‡	AIRSEP,5L,230V,60HZ,AIR,W/O2	OBS RB	AS098-6
230V/50HZ	AS098-716*	AIRSEP, 5L, 230V, 50HZ, AIR, W/O2, UK CORD	OBS RB	AS098-711
230V/60HZ	AS098-3	AIRSEP,5L,230V,60HZ,VISIONAIRE	OBS RB	AS098-6
230V/50HZ	AS098-715*	AIRSEP, 5L, 230V, 50HZ, AIR, UK CORD	OBS RB	AS098-708
230V/60HZ	AS098-19	AIRSEP, 5L, 230V, 60HZ, UK CORD	OBS RB	AS098-20
230V/60HZ	AS098-200	AIRSEP, 5L, 230V, 60HZ, UK CORD, ARABIC	OBS RB	AS098-20
230V/50HZ	AS098-22**	AIRSEP, 5L, 230V, 50HZ	OBS RB	AS098-5
230V/50HZ	AS098-23**	AIRSEP, 5L, 230V, 50HZ, W/O2	OBS RB	AS098-5
230V/50HZ	AS098-24**	AIRSEP, 5L, 230V, 50HZ, W/O2	OBS RB	AS098-5
230V/50HZ	AS098-25†	AIRSEP, 5L, 230V, 50HZ, W/O2	OBS RB	AS098-5
230V/60HZ	AS098-709	AIRSEP,5L,230V,60HZ,AIR	OBS RB	AS098-6
230V/60HZ	AS098-714*	AIRSEP, 5L, 230V, 60HZ, AIR, BRAZIL CORD	OBS RB	AS098-6
230V/60HZ	AS098-717‡	AIRSEP, 5L, 230V, 60HZ, AIR, UK CORD	OBS RB	AS098-805
230V/50HZ	AS098-718‡‡	AIRSEP, 5L, 230V, 50HZ, AIR, NEBULIZER	OBS RB	AS098-711

230V/50HZ	AS098-802	AIRSEP,5L,230V,50HZ	OBS RB	AS098-805
115V/60HZ	AS098-1M	CARE PROGRAM VISIONAIRE 5	OBS RB	AS098-5
230V/60HZ	AS098-200	AIRSEP, 5L, 230V, 60HZ, UK CORD ARABIC	OBS RB	AS098-20
230V/50HZ	AS098-5AP	AIRSEP,5L,230V,50HZ,A/P,W/O2	OBS RB	AS098-5
230V/50HZ	AS098-5C	AIRSEP VISIONAIRE,230V,50HZ	OBS RB	AS098-5
230V/50HZ	AS098-5M	AIRSEP VISIONAIRE,230V,50HZ	OBS RB	AS098-5
230V/50HZ	AS098-5S	AIRSEP VISIONAIRE,230V,50HZ	OBS RB	AS098-5

**\*Must purchase item 5591-SEQ as an accessory to allow equivalent plug type.**

**\*\*Purchase item KI506-1 as an accessory to receive cannula and bottle. †Purchase starter kit separately S0316-1.**

**‡Will no longer have air outlet.**

**‡‡Will need to purchase Nebulizer PN R0132.**

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PN 21496808 A

**MODEL:** CAIRE® LOX Products

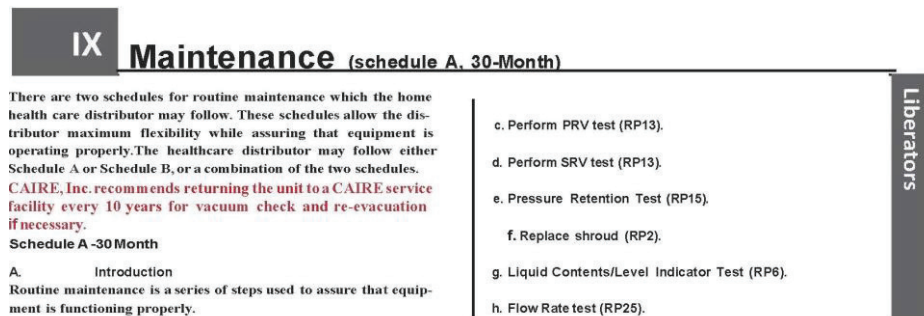
**ISSUE:** 10 year vacuum check and re-evacuation

**NOTES:** CAIRE Inc. recommends returning LOX equipment's to a CAIRE service facility every 10 years for a vacuum check and re-evacuation if necessary.

This information is detailed in the Maintenance section of our Technical Manuals listed below:

- 10662631\_P Sprint & Stroller TSM
- 11805120\_K Spirit TSM
- 13350704\_L LIBERATOR G4 TSM
- 14883289\_K HELIOS RESERVOIR TSM
- 20559263\_G Companion Reservoir TSM
- 20562190\_F HELIOS PORTABLES TSM
- 20562220\_F Companion Portables TSM

See example below:



**IX Maintenance (schedule A, 30-Month)**

There are two schedules for routine maintenance which the home health care distributor may follow. These schedules allow the distributor maximum flexibility while assuring that equipment is operating properly. The healthcare distributor may follow either Schedule A or Schedule B, or a combination of the two schedules. CAIRE, Inc. recommends returning the unit to a CAIRE service facility every 10 years for vacuum check and re-evacuation if necessary.

**Schedule A -30 Month**

**A. Introduction**  
Routine maintenance is a series of steps used to assure that equipment is functioning properly.

- c. Perform PRV test (RP13).
- d. Perform SRV test (RP13).
- e. Pressure Retention Test (RP15).
- f. Replace shroud (RP2).
- g. Liquid Contents/Level Indicator Test (RP6).
- h. Flow Rate test (RP25).

**Liberators**

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