

August 2023 Med Tips

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

CAIRE Service School Trainings and Webinars 2023

CAIRE offers In-person and 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	Training Type
Conc USA	English	Ball Ground, GA USA	21-23 August-23	7-August	In person
LOX USA	English	Ball Ground, GA USA	24 August-23	7-August	In person
LOX Germany	German	Langenfeld, Germany	23-August-23	9-August	In person
Conc Germany	German	Langenfeld, Germany	12-14 September-23	29-August	In person
LOX France	French	Toulouse, France	19-September-23	5-September	In person
Conc France	French	Toulouse, France	20-21 September-23	5-September	In person
LOX Italy	Italian	Padova, Italy	11-October-23	27-September	In person
LOX LATAM	Spanish	Latin America	17-October-23	3-October	Remote
Conc LATAM	Spanish	Latin America	18-19 October-23	3-October	Remote
LOX Germany	German	Langenfeld, Germany	8-November-23	25-October	In person
Conc USA	English	Ball Ground, GA USA	13-15 November-23	30-October	In person
LOX USA	English	Ball Ground, GA USA	16 November-23	30-October	In person

*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 registration 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.

To register for Service School, please email:

Techservice.global@caireinc.com for USA Training or jim.gibson@caireinc.com for European Training.

PRODUCT UPDATES

Storage of CAIRE® Concentrators

CAIRE would like to remind its' customers of the recommended storage environment for CAIRE oxygen concentrators. Table 1 below lists the various products and storage temperature details as given in the relevant technical manual. Further to this CAIRE would also recommend that during extended storage periods, all concentrators are run up for a minimum of 1 hour each month. For portable concentrators, this will require they be switched to test mode for the duration of the run up.

Model	Storage Temp (°F)	Storage Temp (°C)
Companion 5™	-13°F to 158°F	-25°C to 70°C
Eclipse 5®	-4°F to 140°F	-20°C to 60°C
FreeStyle® Comfort®	-13°F to 158°F	-25°C to 70°C
FreeStyle®/FreeStyle® 5	-4°F to 140°F	-20°C to 60°C
Focus™	-2°F to 140°F	-20°C to 60°C
NewLife™ Series	-13°F to 158°F	-25°C to 70°C
Visionaire™ Single LED	-4°F to 140°F	-20°C to 60°C
VisionAire™ 3 LED	-13°F to 158°F	-25°C to 70°C

Please refer to Service Bulletin 21496778 for more details

AirSep® Regalia™ with O2 Monitor Discontinuation

Effective immediately, production and sale of the AirSep Regalia with O2 Monitor (5161-SEQ and 5163-SEQ) stationary oxygen generators will cease. AirSep 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. AirSep will continue offering the standard Regalia models (5162-SEQ and 5164-SEQ) as part of the overall product portfolio. Please reference Table 1 below for the replacement model numbers.

Table 1

Discontinued PN	Recommended Replacement
5161-SEQ w/O2 Monitor, 115V, 60HZ	AS121-1 ONYX,120V 60HZ
5163-SEQ w/O2 Monitor, 220-240V, 50/60HZ	AS121-2 ONYX,220V 50HZ

Please refer to Service Bulletin 21498430 for more details.

Helpful Hints & FAQs

Stroller® Hard Case

When ordering a replacement case for a Stroller, it is necessary to distinguish between a "narrow" and "wide" case. Below is a picture showing the visual difference between these two styles.

The case assembly includes only the front, back, and bottom covers. The case assembly does not include the top cover or the dome cover. The Wide version case assemblies can be used on both the Gen 3 and Gen 4 hard case Strollers.



Left is narrow case. Right is wide case

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. All documents can be found in the Knowledge Center here: <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

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

Europe: +44 (0) 118 936 7060

techservice.global@caireinc.com

For ordering information or general inquires, contact Customer Service:

USA: 800-482-2473

customerservice.usa@caireinc.com

Europe: +44 (0) 118 936 7060

customerservice.europe@caireinc.com

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

PN 21496778 A

RELEASE DATE: March 20, 2021

MODEL: All CAIRE® Concentrator models

ISSUE: Storage of CAIRE® Concentrators

NOTES: CAIRE® would like to remind its' customers of the recommended storage environment for CAIRE® oxygen concentrators. Table 1. below lists the various products and storage temperature details as given in the relevant technical manual. Further to this CAIRE® would also recommend that during extended storage periods, all concentrators are run up for a minimum of 1 hour each month. For portable concentrators, this will require they be switched to test mode for the duration of the run up. The procedure to switch the equipment into Test Mode is also listed below.

Model	Storage Temp (°F)	Storage Temp (°C)
Companion 5	-13°F to 158°F	-25°C to 70°C
Eclipse 5	-4°F to 140°F	-20°C to 60°C
FreeStyle Comfort	-13°F to 158°F	-25°C to 70°C
FreeStyle/FreeStyle 5	-4°F to 140°F	-20°C to 60°C
Focus	-2°F to 140°F	-20°C to 60°C
NewLife Series	-13°F to 158°F	-25°C to 70°C
Visionaire Single LED	-4°F to 140°F	-20°C to 60°C
VisionAire 3 LED	-13°F to 158°F	-25°C to 70°C

Table1 – Model and Storage Temperature range

Test Mode Procedure for POC Equipment

FreeStyle Comfort - With the unit turned on, press the following sequence of buttons “+ + - - + - + -”. For the unit to recognize the following sequence, it has to be entered within a 5 second period. If the sequence of buttons is entered correctly, the unit will alarm and the screen will change, having a red border around the screen, indicating the unit is now in test mode. The unit will begin auto-pulsing, enabling O2 concentration testing.

To exit test mode, turn off the unit or re-enter the test mode sequence. Be sure to exit test mode before returning the unit to patient use.

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FreeStyle/FreeStyle5 - Connect the POC using the supplied AC power supply to a 100-240 volt, 50/60 Hz electrical outlet. Turn unit on by pressing setting 2 on keypad. Simultaneously press and hold settings [1] and [3] for ten seconds if using a FreeStyle. Simultaneously press and hold settings [1] and [5] for ten seconds if using a FreeStyle 5. After approximately ten seconds, the alarm will sound and the LEDs above each flow setting will illuminate verifying auto pulse mode (Test Mode).

To exit test mode, turn off the unit by pressing the corresponding lit button on the keypad.

Focus - Turn the power switch on. Wait for the red and green LEDs to stop flashing and the green LED to remain on. Within 2 seconds of the green LED staying on, power the unit off. Turn the unit on and off three times while the startup buzzer is alarming leaving the unit on the third time. The red and green LEDs will remain solid for 10 seconds followed by an audible tone indicating that test mode is active.

To exit test mode, power off the Focus with the in-line power switch.

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

USA: 800-482-2473

Europe: +44 (0) 118 936 7060

techservice.global@caireinc.com

For ordering information or general inquires, contact Customer Service:

USA: 800-482-2473

customerservice.usa@caireinc.com

Europe: +44 (0) 118 936 7060

customerservice.europe@caireinc.com

PN 21498430 A

RELEASE DATE: June 9, 2023

MODEL: AirSep Regalia™ with O2 Monitor

ISSUE: Regalia with O2 Monitor Discontinuation

NOTES: Effective immediately, production and sale of the AirSep Regalia with O2 Monitor (5161-SEQ and 5163-SEQ) stationary oxygen generators will cease.

AirSep 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.

AirSep will continue offering the standard Regalia models (5162-SEQ and 5164-SEQ) as part of the overall product portfolio. Please reference Table 1 below for the replacement model numbers. Replacement models are equipped with an oxygen monitor.

Table 1

Discontinued PN	Recommended Replacement
5161-SEQ w/O2 Monitor, 115V, 60HZ	AS121-1 ONYX,120V 60HZ
5163-SEQ w/O2 Monitor, 220-240V, 50/60HZ	AS121-2 ONYX,220V 50HZ

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customerservice.europe@caireinc.com

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