

# January 2023 Med Tips

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

## CAIRE Service School Trainings and Webinars 2022

**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 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	6-8 February-23	13-January	In person
LOX USA	English	Ball Ground, GA USA	9 February 23	13-January	In person
LOX Germany	German	Langenfeld, Germany	15-February-23	1-February	In person
LOX France	French	Toulouse, France	14-March-23	28-February	In person
Conc France	French	Toulouse, France	15-16 March-23	1-March	In person
LOX Italy	Italian	Padova, Italy	23 March-23	10-March	In person
Conc Germany	German	Langenfeld, Germany	4-6 April-23	21-March	In person
LOX LATAM	Spanish	Latin America	18-April-23	4-April	Remote**
Conc LATAM	Spanish	Latin America	19-20 April-23	5-April	Remote**
Conc USA	English	Ball Ground, GA USA	8-10 May-23	14-April	In person
LOX USA	English	Ball Ground, GA USA	11 May-23	15-April	In person
LOX Germany	German	Langenfeld, Germany	24-May-23	10-May	In person
Conc Italy	Italian	Padova, Italy	6-7 June-23	23-May	In person
LOX Spain	Spanish	Barcelona, Spain	20-June-23	6-June	In person
Conc Spain	Spanish	Barcelona, Spain	21-22 June-23	7-June	In person
Conc USA	English	Ball Ground, GA USA	21-23 August-23	28-July	In person
LOX USA	English	Ball Ground, GA USA	24 August-23	29-July	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	20-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	4-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](mailto:Techservice.global@caireinc.com) for USA Training or [jim.gibson@caireinc.com](mailto:jim.gibson@caireinc.com) for European Training.

## **PRODUCT UPDATES**

### **LOX Label Service Kits**

CAIRE has created symbolic labels for all LOX reservoirs and portable units. Prior to this change, CAIRE maintained a large variety of LOX labels in stock due to the number of different languages throughout our markets. The use of symbolic labels on LOX reservoirs and portables greatly reduces the number of labels that are currently required. In Europe, when replacing labelling on any CAIRE medical device, it is a regulatory requirement that the number of the notified body who authorized the medical device at the time of manufacture not be modified. In order to assist our European customers, CAIRE Inc. has created service kits for each unit type. The service kits are specific to the appropriate CE markings required for each unit.

The CE requirements are based on the model and the age of the device. The European kits will include a symbolic warning label, a reference guide for the symbols, and a replacement CE label. U.S. customers are not required to maintain CE labeling on LOX reservoirs and portables. Because of this, CAIRE has created separate U.S. label service kits that only include the symbolic warning label and a reference guide for the symbols.

Please refer to Service Bulletin 21174579 to find the correct part number according to the model with new Label Service Kit Part Number for Non-CE Mark Kits.

### **LOX Reservoir Liberator 20 EMS Discontinuation and End of Service Life**

Effective December 31, 2022, production and sale of the Liberator 20 EMS Liquid Oxygen Reservoir Product line will cease. This product is being discontinued to better fulfill the global demand for the remaining product portfolio. CAIRE will continue to provide service and parts for select components, maintenance, and repairs based on component material availability.

Please refer to Service Bulletin 21498183 for more details.

### **HELIOS H36 and HELIOS H46 Discontinuation**

The HELIOS H36 and H46 Reservoirs were made obsolete in all areas of the world excluding Japan in January of 2018. These LOX Products were made obsolete because of the lack of sales volume and product redundancy. Additionally, these product lines were redundant (similar size, features, filling compatibility, etc.) with the HELIOS U36 and U46, which remain available and fill all of the H300 and H850 tanks, along with all the other CAIRE top fill LOX portables. CAIRE will also continue to manufacture the Liberator LOX Reservoir System, which features an integral flow control valve and multiple sizes and configurations.

Please refer to Service Bulletin 21267961 for more details on spare parts availability.

## 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. Below is a list of documents that were released/updated during December 2022.

- ML-CONC0183 FreeStyle Comfort autoSAT Titrate to Saturate ENG Rev C
- ML-CONC0183-1 FreeStyle Comfort (w/ autoSAT) Titrate to Saturate FRE Rev B
- ML-CONC0183-2 FreeStyle Comfort (w/ autoSAT) Titrate to Saturate GER Rev B
- ML-CONC0183-3 FreeStyle Comfort (w/ autoSAT) Titrate to Saturate SPA Rev B
- ML-CONC0183-5 FreeStyle Comfort (w/ autoSAT) Titrate to Saturate ITL Rev B
- ML-CONC0183-6 FreeStyle Comfort (w/ autoSAT) Titrate to Saturate POR Rev B

## Med Tips Distribution!

Do you have a colleague that needs to receive the monthly CAIRE Med Tips Newsletter? Please share this link - <http://go.pardot.com/l/710913/2022-01-17/2pgcj9> - with them to subscribe. 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*



# *SERVICE BULLETIN*

PN: 21174579

**RELEASE DATE:** July 3, 2017

**REVISION DATE(S):** September 29, 2017 (Rev B), March 15, 2019 (Rev C), March 01, 2020 (Rev D),  
December 05, 2022 (Rev E).

**MODEL:** All LOX Portables and Reservoirs

**ISSUE:** LOX label service kits

**NOTES:** CAIRE has created new symbolic labels for all LOX reservoirs and portable units. Prior to this change, CAIRE maintained a large variety of LOX labels in stock due to the number of different languages throughout our markets. The use of symbolic labels on LOX reservoirs and portables will greatly reduce the number of labels that are currently required. In Europe, when replacing labelling on any CAIRE medical device, it is a regulatory requirement that the number of the notified body who authorized the medical device at the time of manufacture not be modified. In order to assist our European customers, CAIRE Inc. has created service kits for each unit type. The service kits are specific to the appropriate CE markings that are required for each unit. The CE requirements are based on the model and the age of the device. The European kits will include a symbolic warning label, a reference guide for the symbols, and a replacement CE label. U.S. customers are not required to maintain CE labeling on LOX reservoirs and portables. Because of this, CAIRE has created separate U.S. label service kits that only include the symbolic warning label and a reference guide for the symbols.

The tables below detail the applicable service kits for reservoirs and portable units. European customers can determine the age of manufacture by referencing each unit's serial number. Diagrams are also provided below that show the location where each label in the kit should be applied.

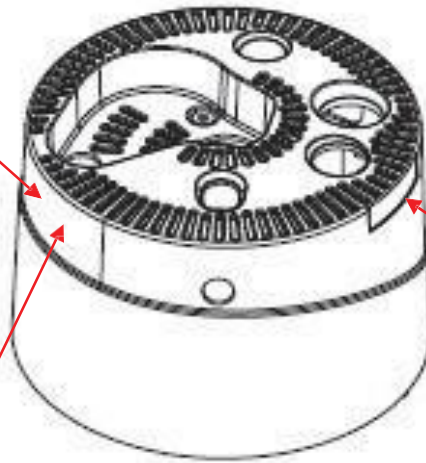
**Non-CE Mark Kits (for the U.S.A and any country which does not require CE marked products)**

Model	Label Service Kit Part Number
Liberator	21194752
Stroller, Sprint, Spirit	21194754
H300 / Plus	21194757
HELiOS Standard Reservoirs	21194755
HELiOS Universal Reservoirs	21194758
H850 / Marathon	21194759
C1000/C1000T	21194760
Companion Reservoirs	21194761

**European Kits:**

Liberator	Date Range	SN format	Range
	Prior 2006	For Liberators manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
<b>CE0029</b>  <b>Label Kit Ref: 21152753</b>	2006 - May 7, 2016	<p>Diagram illustrating the SN format for CE0029: <b>CB B30 10 29 0964</b>.          CB: Designates Manufacturing Location          B30: Designates Reservoir Product Code          10: Designates Year          29: Designates Week of the Year          0964: Designates Number of Specific Unit Produced that Week</p>	<b>CBB3006XXXXXX-</b> <b>CBB301618XXXX</b>  X=any value
<b>CE0459</b>  <b>Label Kit Ref: 21150538</b>	May 9, 2016 - Present	<p>Diagram illustrating the SN format for CE0459: <b>CB B30 10 29 0964</b>.          CB: Designates Manufacturing Location          B30: Designates Reservoir Product Code          10: Designates Year          29: Designates Week of the Year          0964: Designates Number of Specific Unit Produced that Week</p>	<b>CBB301619XXXX-</b> Present  X=any value

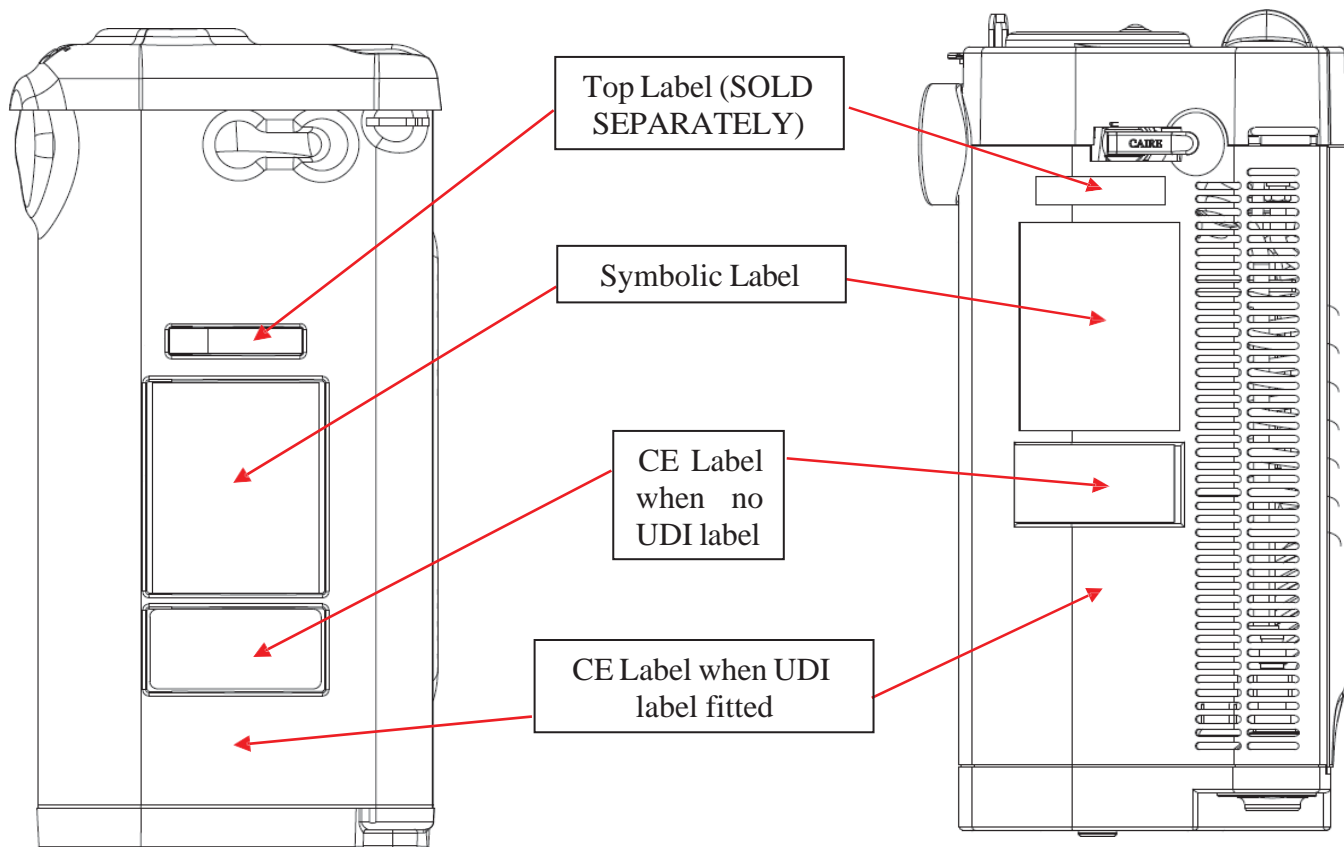
Symbolic Label



CE Label next to  
symbolic label

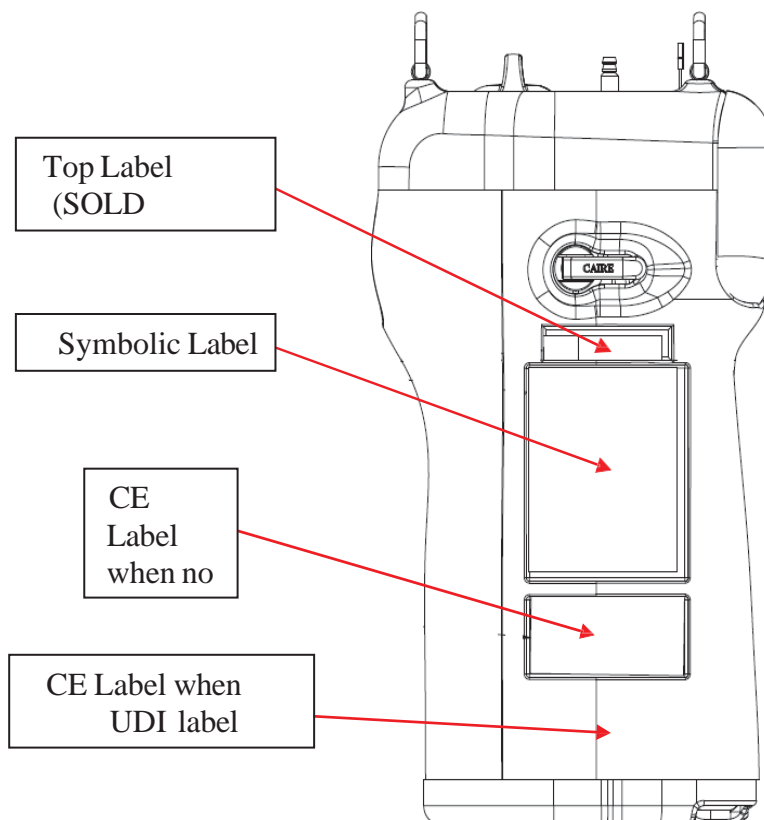
Top Label (SOLD  
SEPARATELY)

Stroller / Sprint / Hi-Flow	Date Range	SN format	Range
CE0029 Label Kit Ref: 21152754	Prior 2006	For Strollers and Sprints manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
	2006 - May 7, 2016	<p style="text-align: center;"><b>CB B31 10 29 0964</b></p> <div style="display: flex; justify-content: space-around; text-align: center;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB3106XXXXXX- CBB311618XXXX</b>  X=any value
CE0459 Label Kit Ref: 21150537	May 9, 2016 - Present	<p style="text-align: center;"><b>CB B31 10 29 0964</b></p> <div style="display: flex; justify-content: space-around; text-align: center;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB311619XXXX-</b> Present  X=any value





Spirit	Date Range	SN format	Range
<b>CE0029</b> <b>Label Kit</b> <b>Ref:</b> <b>21152754</b>	Prior 2006	For Spirits manufactured before 2006, the serial number was nine or ten numerical digits.	All numerical only serial numbers.
	2006 - May 7, 2016	<div style="text-align: center;"> <u>CB</u>   <u>B37</u>   <u>10</u>   <u>29</u>   <u>0964</u> </div> <div style="display: flex; justify-content: space-around; font-size: small;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB3706XXXXXX-</b> <b>CBB371618XXXX</b>  X=any value
<b>CE0459</b> <b>Label Kit</b> <b>Ref:</b> <b>21150537</b>	May 9, 2016 - Present	<div style="text-align: center;"> <u>CB</u>   <u>B37</u>   <u>10</u>   <u>29</u>   <u>0964</u> </div> <div style="display: flex; justify-content: space-around; font-size: small;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB371619XXXX-</b> Present  X=any value

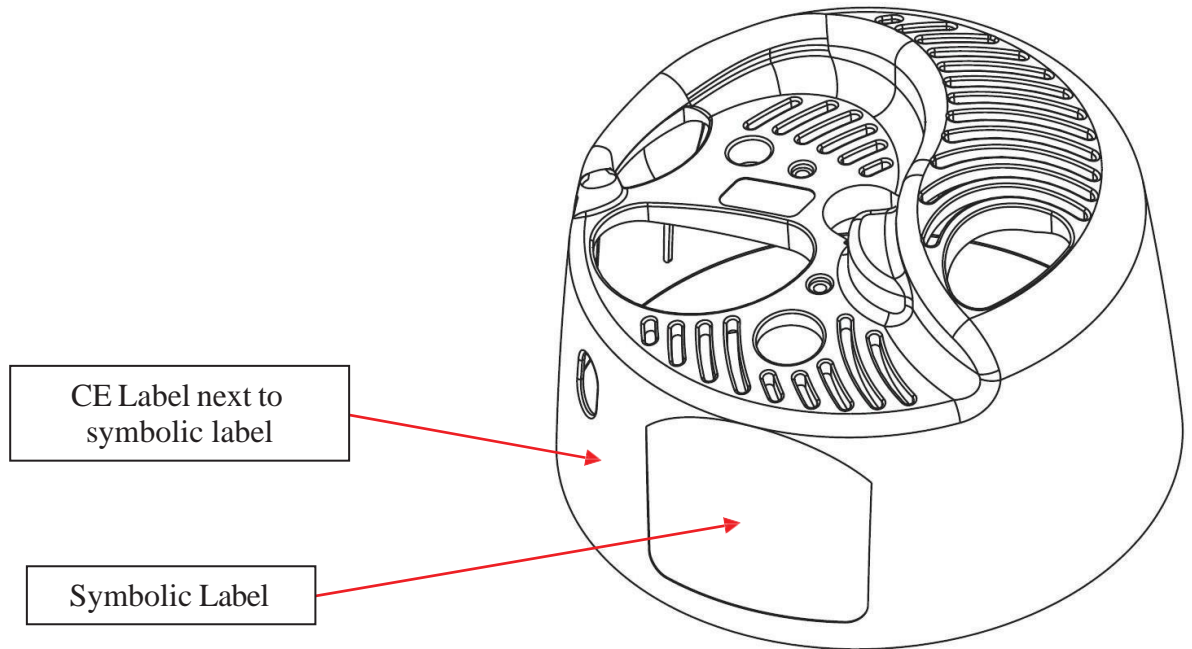




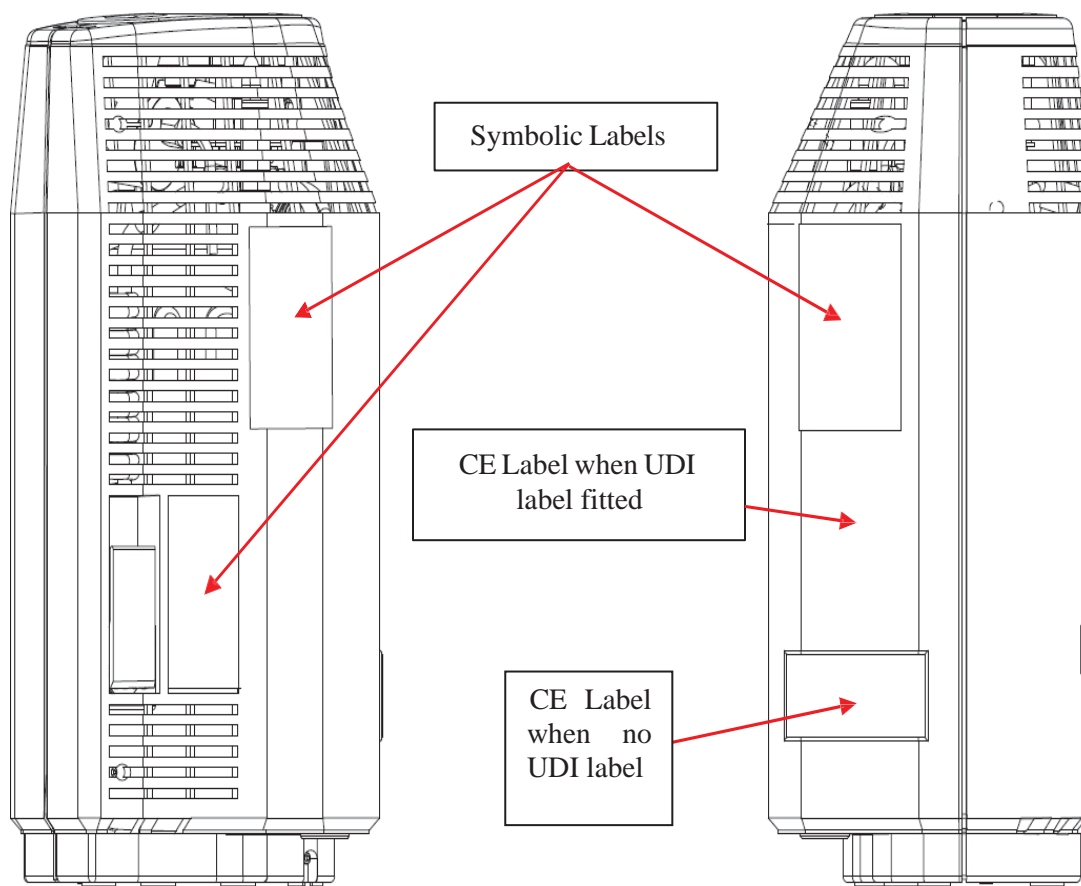
Helios Standard Reservoirs (H36/H46)	Date Range	SN format	Range
CE0050 Label Kit Ref: 21150539	Prior March 2010	For Helios Standard Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21152759	March 2010 - May 7, 2016		<b>CBB3007XXXXXX- CBB301618XXXX</b>  X=any value
CE0459 Label Kit Ref: 21152755	May 9, 2016 - Present		<b>CBB301619XXXX- Present</b>  X=any value

Helios Universal Reservoirs (U36/U46)	Date Range	SN format	Range
CE0050 Label Kit Ref: 21153004	Prior March 2010	For Helios Universal Reservoir units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
CE0029 Label Kit Ref: 21153006	March 2010 - May 7, 2016		<b>CBB3010XXXXXX- CBB301618XXXX</b>  X=any value

<b>CE0459</b> <b>Label Kit</b> <b>Ref:</b> <b>2115300</b> <b>5</b>	May 9, 2016 - Present	<div style="text-align: center;"> <u>CB</u> <u>B30</u> <u>10</u> <u>29</u> <u>0964</u> </div> <div style="display: flex; justify-content: space-around; font-size: small;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB301619XXXX-</b> Present  X=any value
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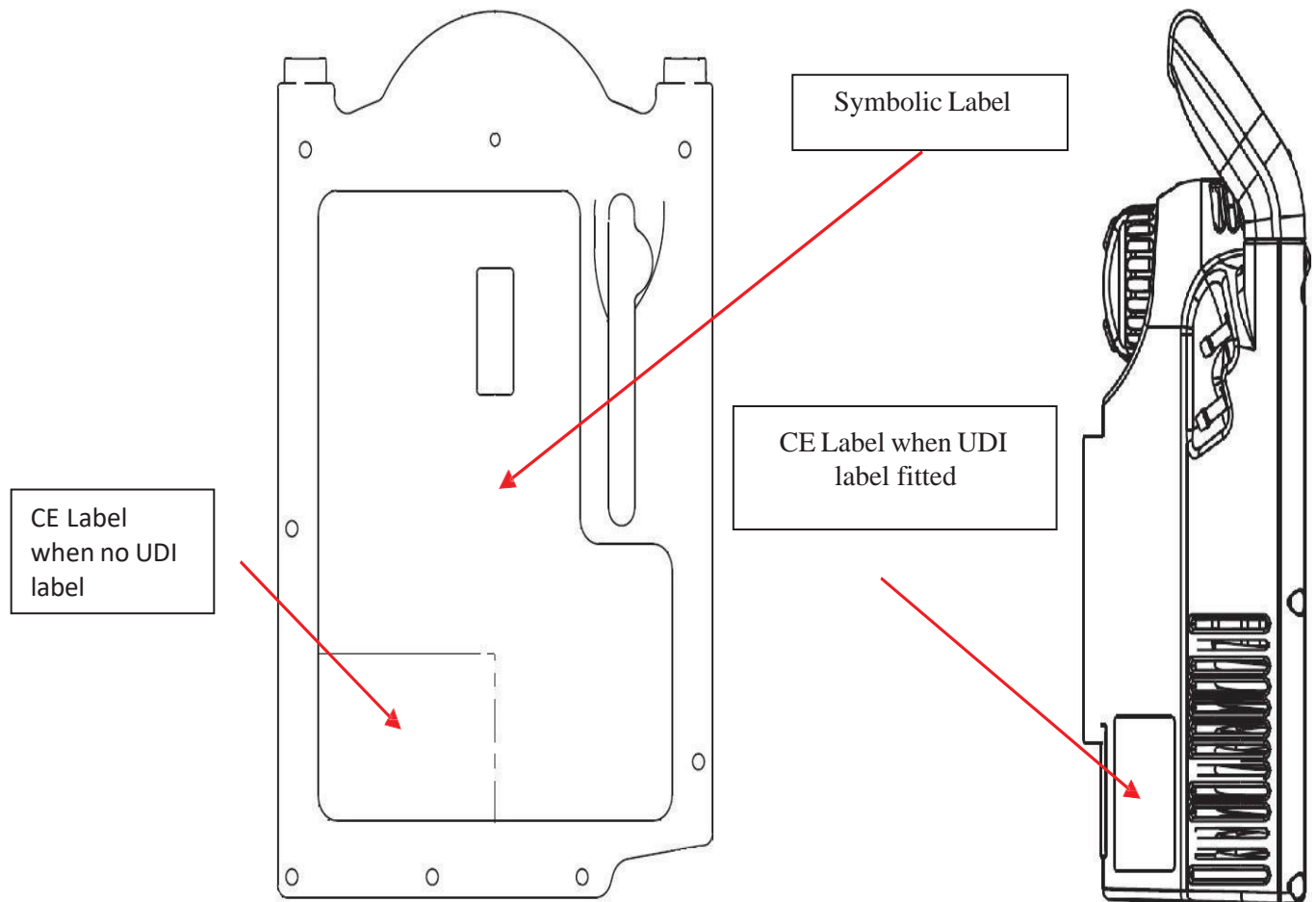
Companion Portable (C1000/C1000T)	Date Range	SN format	Range
<b>CE0050</b> Label Kit Ref: 21150701	Prior March 2010	For Companion Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
<b>CE0029</b> Label Kit Ref: 21131485	March 2010 - May 7, 2016	<div style="text-align: center;"> <u>CB</u>   <u>B31</u>   <u>10</u>   <u>29</u>   <u>0964</u> </div> <div style="display: flex; justify-content: space-around; font-size: small;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB3110XXXXXX- CBB311618XXXX</b>  X=any value
<b>CE0459</b> Label Kit Ref: 21152747	May 9, 2016 - Present	<div style="text-align: center;"> <u>CB</u>   <u>B31</u>   <u>10</u>   <u>29</u>   <u>0964</u> </div> <div style="display: flex; justify-content: space-around; font-size: small;"> <div>Designates Manufacturing Location</div> <div>Designates Reservoir Product Code</div> <div>Designates Year</div> <div>Designates Week of the Year</div> <div>Designates Number of Specific Unit Produced that Week</div> </div>	<b>CBB311619XXXX- Present</b>  X=any value



Helios H300/Plus Portable	Date Range	SN format	Range
<b>CE0050</b> <b>Label Kit Ref: 21150540</b>	Prior March 2010	For Helios H300/Plus Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
<b>CE0029</b> <b>Label Kit Ref: 21152761</b>	March 2010 - May 7, 2016		<b>CBB3110XXXXXX-</b> <b>CBB311618XXXX</b>  X=any value
<b>CE0459</b> <b>Label Kit Ref: 21152760</b>	May 9, 2016 - Present		<b>CBB311619XXXX-</b> Present  X=any value

Helios H850/Marathon Portable	Date Range	SN format	Range
<b>CE0050</b> <b>Label Kit Ref: 21153040</b>	Prior March 2010	For Helios H850/Marathon Portable units manufactured before March 2010, the serial number was five or eight numerical digits.	All numerical only serial numbers.
<b>CE0029</b> <b>Label Kit Ref: 21153041</b>	March 2010 - May 7, 2016		<b>CBB3110XXXXXX-</b> <b>CBB311618XXXX</b>  X=any value

<div>CE0459</div> <div>Label Kit Ref: 21153042</div>	<div>May 9,</div> <div>2016 -</div> <div>Present</div>	<div><div><div>CB</div><div>B31</div><div>10</div><div>29</div><div>0964</div></div><div><div>Designates</div><div>Designates</div><div>Designates</div><div>Designates</div><div>Designates</div></div><div><div>Manufacturing</div><div>Reservoir</div><div>Year</div><div>Week of</div><div>Number</div></div><div><div>Location</div><div>Product</div><div></div><div>the Year</div><div>of Specific</div></div><div><div></div><div>Code</div><div></div><div></div><div>Unit</div></div><div><div></div><div></div><div></div><div></div><div>Produced</div></div><div><div></div><div></div><div></div><div></div><div>that Week</div></div></div>	<div>CBB311619XXXX-</div> <div>Present</div> <div>X=any value</div>
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Should you have any issues with identifying the correct notified body number for your device, please contact Customer or Technical Service with the serial number of the device.



**CONTACT:**

For technical questions or concerns, contact Technical Service:

USA: 800-482-2473

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Europe: +44 (0) 118 936 7060

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**PN 21498183 A**

**RELEASE DATE:** December 31, 2022

**MODEL:** Liberator 20 EMS

**ISSUE:** Liquid Oxygen Reservoir Product Line Liberator 20 EMS  
Discontinuation and End of Service Life

**NOTES:**

Effective December 31, 2022 production and sale of the Liberator 20 EMS Liquid Oxygen Reservoir Product line will cease.

This product is being discontinued to better fulfill the global demand for the remaining product portfolio.

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 Liquid Oxygen Reservoir products Liberator™ and Helios™ models for other applications globally. 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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[techservice.global@caireinc.com](mailto:techservice.global@caireinc.com)

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# *SERVICE BULLETIN*

PN: 21267961

**RELEASE DATE:** April 19, 2018

**REVISION DATE(S):** May 17, 2018 (rev B), March 04, 2019 (rev C), May 27, 2019 (rev D)

**MODEL:** HELiOS H36, HELiOS H46 Oxygen Reservoirs

**ISSUE:** HELiOS H36 and HELiOS H46 Discontinuation

**NOTES:** The HELiOS H36 and H46 Reservoirs were made obsolete in all areas of the world excluding Japan in January of 2018. These LOX Products were made obsolete because of the lack of sales volume and product redundancy. The manufacturing costs were also increasing due to low volumes. Additionally, these product lines were redundant (similar size, features, filling compatibility, etc.) with the HELiOS U36 and U46 which remain available and will fill all of the H300 and H850 tanks along with all the other CAIRE top fill LOX portables. CAIRE will also continue to manufacture the Liberator LOX Reservoir System, which features an integral flow control valve and multiple sizes and configurations. CAIRE will provide parts and service for the Standard Helios units until January 31, 2023. After this date CAIRE may continue to provide parts and service at the company's discretion.

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

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

Europe: +44 (0) 118 936 7060

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