

May 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
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 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 for USA Training or jim.gibson@caireinc.com for European Training.

PRODUCT UPDATES

Important Updates to the HELIOS™ Plus and HELIOS™ Marathon LOX Portables

CAIRE has slated some important updates for the HELIOS Plus and HELIOS Marathon (H300 and H850) liquid oxygen (LOX) portables this summer. Beginning in late June, the HELIOS Plus and HELIOS Marathon will no longer utilize a dual lumen cannula. Both units will use a single lumen cannula, which aligns with the cannula usage of the other CAIRE LOX portables. In addition, the H300 will now offer a continuous flow setting of 2 LPM, and the H850 will reduce its fill time by 1.5 minutes. These updates, made in response to market feedback, are expected to enhance therapeutic oxygen delivery and improve upon the overall patient experience of H300 and H850 users. A future communication will be sent to provide important ordering information, including new product part numbers and specific changeover dates.



CAIRE HELIOS™ U36 and CAIRE HELIOS™ U46 Discontinuation

Effective August 31, 2023, production of the HELIOS Liquid Oxygen Universal Reservoir Product line will cease. We will accept new orders through May 2023. As the Liberator liquid oxygen reservoir models have become CAIRE's flagship liquid oxygen reservoir solution, the demand for the HELIOS Universal has significantly declined globally. Therefore, the Liberator oxygen reservoir models are the primary replacement to the HELIOS Universal globally.

Please refer to Service Bulletin 21498273 for more details

Liberator® 60 Top Fill/Side Fill Discontinuation

Effective May 5, 2023, the production and sale of the Liberator 60 Top Fill and Side Fill Liquid Oxygen Reservoirs will cease. There is an ongoing shift in global market demand to the smaller top fill Liberators within our product portfolio. CAIRE will continue to offer our flagship liquid oxygen reservoirs, the Liberator top fill, side fill and dual fill in 20, 30, 37, 45. We will also continue to offer the Liberator 60 Dual Fill.

Please refer to Service Bulletin 21498272 for more details

Spirit™ 300, 600, 1200 Discontinuation

Effective May 30, 2023, the production and sale of the Spirit liquid oxygen portable product line will cease. CAIRE is shifting its focus to distribution of our newly redesigned HELIOS Plus and HELIOS Marathon, offering a single lumen cannula, available in June 2023. The HELIOS Plus and HELIOS Marathon are direct replacements to the Spirit globally.

Please refer to Service Bulletin 21498309 for more details.

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

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

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

PN 21498273 B

RELEASE DATE: March 18, 2023

REVISION DATE: April 28, 2023 (Rev. B)

MODEL: CAIRE HELiOS™ U36 and CAIRE HELiOS U46

ISSUE: Liquid Oxygen Reservoir Product Line HELiOS U36 and HELiOS U46 Discontinuation.

NOTES: Effective August 31, 2023, production of the HELiOS Liquid Oxygen Universal Reservoir Product line will cease. We will accept new orders through May 2023.

As the Liberator Liquid Oxygen reservoir models have become CAIRE's flagship Liquid Oxygen reservoir solution, the demand for the HELiOS Universal has significantly declined globally. Therefore, the Liberator Oxygen reservoir models are the primary replacement to the HELiOS Universal globally.

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.

Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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PN 21498272 B

RELEASE DATE: March 18, 2023

REVISION DATE: April 28, 2023 (Rev B)

MODEL: CAIRE Liberator® 60 Top Fill and Liberator 60 Side Fill

ISSUE: Liberator 60 Top Fill/Side Fill Discontinuation

NOTES: Effective May 5, 2023, the production and sale of the Liberator 60 Top Fill and Side Fill Liquid Oxygen Reservoirs will cease. There is an ongoing shift in global market demand to the smaller top fill Liberators within our product portfolio.

CAIRE will continue to offer our flagship Liquid Oxygen Reservoirs, the Liberator top fill, side fill and dual fill in 20, 30, 37, 45. We will also continue to offer the Liberator 60 Dual Fill.

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.

Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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PN 21498309 A

RELEASE DATE: April 28, 2023

MODEL: Spirit™ 300, 600, 1200

ISSUE: Liquid Oxygen Portable Product Line: Spirit 300, 600, 1200
Discontinuation and End of Service Life

NOTES: Effective May 30, 2023, the production and sale of the Spirit Liquid Oxygen Portable product line will cease. CAIRE is shifting its focus to distribution of our newly redesigned HELiOS Plus and HELiOS Marathon offering a single lumen cannula, available in June 2023. The HELiOS Plus and HELiOS Marathon are direct replacements to the Spirit globally.

CAIRE will also continue to offer our Liquid Oxygen Portable products, the Sprint™ and Stroller®.

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.

Please contact Customer Service, or Technical Service for assistance in determining which replacement model(s) will best fulfill your requirements for your location.

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