



April 2025 Med Tips

Don't miss out on our upcoming Service Schools!

CAIRE Service School Trainings and Webinars 2025

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	05-07 May-25	18-April	In person
LOX USA	English	Ball Ground, GA USA	08 May-25	18-April	In person
LOX Italy	Italian	Padova, Italy	13 May-25	29-April	In person
CONC Italy	Italian	Padova, Italy	14-15-May-25	29-April	In person
CONC Germany	German	Langenfeld, Germany	07-08 May-25	23-April	In person
LOX ASIA/MEA	English	Toulouse, France	20 May-25	06-May	Remote**
CONC ASIA/MEA	English	Toulouse, France	21-22 May-25	06-May	Remote**
CONC Europe	English	Langenfeld, Germany	25-26 June-25	11-June	Remote**
LOX Germany	German	Langenfeld, Germany	11 September-25	28-September	In person
Conc USA	English	Ball Ground, GA USA	15-17 September-25	29-August	In person
LOX USA	English	Ball Ground, GA USA	18 September-25	29-August	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

Companion 5™ Discontinuation and End of Service Life

Production and sale of CAIRE Companion 5 stationary oxygen concentrators will cease effective June 23, 2025. CAIRE will honor the original warranty on all units from the date of purchase, as well as provide support for the product's service life (5 years) from the date of purchase.

The table below provides details on the models being discontinued.

CAIRE Companion 5 SKUs - Discontinued		CAIRE Companion 5 SKUs - Discontinued	
Item Number	Description	Item Number	Description
15067005	FNL COMP5 5LPM 120VAC OCSI	21471908	FNL COMP5 5LPM 230V 50HZ MDDV2
15067013	FNL COMP5 5LPM 120VAC NON-OCSI (Discontinued May 2017)	21471909	FNL COMP5 230V 50HZ MDDV2 BT
15067021	FNL COMP5 5LPM 230VAC OCSI	21495387	FNL COMP5 5LPM 120V 60HZ MDDV2
21139079	FNL COMP5 5LPM 230VAC CHIN OCS	21495396	FNL COMP5 5LPM 230V 50HZ MDDV2
21190674	FNL COMP5 5LPM 120VAC OCSI	21495427	FNL COMP5 5LPM 230V 50HZ MDDV2
21217315	FNL COMP5 5LPM 230VAC OCSI	21496780	FNL COMP5 5LPM 230V 60HZ MDDV2
21225813	FNL COMP5 5LPM 120VAC OCSI BT	21497587	FNL COMP5 230V 50HZ MDDV2 BT

Please refer to Service Bulletin PN 21500694.



VisionAire™ Muffler Tube

CAIRE® would like to notify our valued customers that commencing with serial number GPB0125010031 we have fitted a tie wrap to the compressor enclosure that secures the muffler tube in position.



Please refer to Service Bulletin PN 21500650

Helpful Hints & FAQs

Eclipse 5 Desktop Charger and Power Cord

When ordering the desktop charger, make sure to received the correct power cord. Different PN are available, please see table below.

Desktop Charger PN	Cord PN
7112-SEQ with US cord	3588-SEQ CORD, AC, NEMA 5-15P
20554079 with EU cord	3589-SEQ CORD, AC, CEE 7/7
20554077 with UK cord	3590-SEQ CORD, AL, BS1363

CAIRE Knowledge Center

For past Med Tips issues, product information, user and technical manuals, accessory sheets please visit <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

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. There are no documents released/updated during March 2025.

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 inquiries, contact Customer Service:

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