

February 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
LOX Germany	German	Langenfeld, Germany	06 March-25	20-February	In person
LOX France	French	Toulouse, France	11 March-25	04-March	In person
CONC France	French	Toulouse, France	12-13 March-25	04-March	In person
LOX LATAM	Spanish	Toulouse, France	8 April-25	25-March	Remote**
CONC LATAM	Spanish	Toulouse, France	09-10 April-25	25-March	Remote**
LOX Europe	English	Langenfeld, Germany	17 April-25	03-April	Remote**
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:

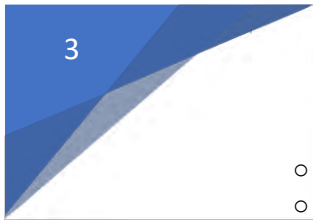
Techservice.global@caireinc.com for USA Training or jim.gibson@caireinc.com for European Training.

PRODUCT UPDATES

Vigilance Case Reporting

If CAIRE equipment is suspected to have been involved in an incident that leads to injury, please follow the following steps:

- **Immediately** quarantine the CAIRE equipment involved. This includes oxygen units (LOX: Base units *and* portable units), nasal cannulas, firebreak, and any accessories in use at the time of the incident. During this quarantine time:
 - No investigation or examination of the unit should occur without a CAIRE representative present.
 - Do not alter or repair the equipment.
 - Do not return the equipment to the field.
- **Immediately** report the incident to CAIRE Customer Service:
 - CAIRE Customer Service will advise you of next steps.
 - CAIRE may confiscate equipment, including accessories, involved in the incident. You are obligated to support CAIRE in coordinating return of this equipment.
- **Contact:**



- US & Canada: customerservice.usa@caireinc.com
- Europe, Middle East, Africa: customerservice.europe@caireinc.com
- Latin America: cslatinamerica@caireinc.com
- China: customerservice.china@caireinc.com
- Japan: customerservice.japan@caireinc.com
- Rest of Asia Pacific: customerservice.asia@caireinc.com

CAIRE Customer Service will require the following from you:

- **Information:**
 - CAIRE serial number(s) of equipment involved.
 - Name and/or part number of equipment involved.
 - Detailed description of the incident. Include only factual information and avoid making assumptions, speculations, or providing personal opinions relating to the incident.
 - Date and time of incident.
 - Additional information specific to the incident will be collected at the time of reporting.
 - All information above should be provided in a complete, clear, and concise manner.
- **Equipment Return:**
 - All equipment, including accessories, must be collected for return to a CAIRE service facility.
 - Nasal cannulas and prongs are assumed to be contaminated and must be properly packaged to protect the health and safety of CAIRE personnel.

CAIRE Investigation:

- CAIRE's investigation requires evaluation of the equipment involved in the incident.
 - The quality, completeness, and timeliness of CAIRE's investigation depends on the completeness and accuracy of the information provided by you and the immediate return of the equipment.
- Regulatory agencies expect equipment evaluations to be reported within 60-90 days.
 - CAIRE makes every effort to complete investigations faster than this time allowance. CAIRE depends on you to support its efforts in achieving a prompt and complete investigation.
- Vigilance reports are public documents.
 - CAIRE will share with conclusions included in the vigilance reporting with you.
- CAIRE retains all returned equipment for the full statute of limitations or statute of repose, whichever is later, for the country in which the incident occurred.

CAIRE HELIOS™ U36 and CAIRE HELIOS™ U46 Discontinuation

Effective August 31, 2023, production of the HELIOS Liquid Oxygen Universal Reservoir Product line has ceased.

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

Helpful Hints & FAQs

FreeStyle Comfort DC Power Operation

The FreeStyle Comfort is fully functional for use on DC power. The FreeStyle Comfort will also recharge the battery pack if needed any time DC power is available. The battery pack will recharge both if the unit is off, or on and in use.

Note: Do not operate the device 12 VDC car outlets while the vehicle is turned off

Instructions:

1. Consult your vehicle Owner's manual for its DC Accessory outlet requirements.
2. Secure your FreeStyle Comfort within your vehicle. Position the unit upright in the vehicle so you can view alerts and alarms after going through this exercise and are using the concentrator.
3. Turn on your motor vehicle.
4. Connect the DC power supply to the power port receptacle front, bottom right side of the FreeStyle Comfort. Be sure to push inward so that the connection is secure.
5. Connect the opposite end of the DC power cord to the automobile or other DC accessory outlet.
6. Turn on the FreeStyle Comfort by pressing the power button and select your prescribed flow setting utilizing the increase (+) or decrease (-) flow buttons.

CAIRE Knowledge Center

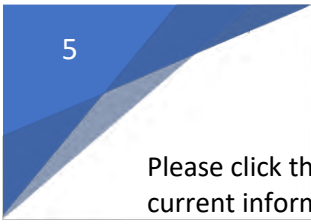
For past Med Tips issues, product information, user and technical manuals, accessory sheets please visit <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

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 January 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 inquires, contact Customer Service:

USA: 800-482-2473

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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.

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

USA: 800-482-2473

Europe: +44 (0) 118 936 7060

techservice.global@caireinc.com

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