

January 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.

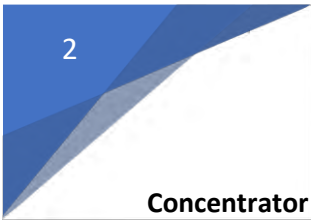
Each class is a comprehensive program that focuses on the technical and service aspects of the CAIRE family products. Class time is divided between lecture and hands-on workshops. The seminars will help the student develop a better understanding of how liquid oxygen equipment or concentrators work, how 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 Spain	Spanish	Toulouse, France	11 February-25	28-January	Remote**
CONC Spain	Spanish	Toulouse, France	12-13 February-25	28-January	Remote**
LOX Germany	German	Langenfeld, Germany	06 March-25	20-February	In person
LOX France	French	Toulouse, France	18 March-25	04-March	In person
CONC France	French	Toulouse, France	19-20 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

Dual Lumen Cannulas

Effective January 13, 2025, CAIRE will be discontinuing some of our offerings of the Dual Lumen Cannulas as they are no longer available from the supplier.

Please refer to the table below for details on the part numbers being discontinued and the recommended replacements or alternatives. Those cannulas are certified and complaint to the EU MDR directives.

Obsolete Part Number	Replaced by
6-778058-00 DUAL LUMEN CANNULA, 5'	20574985 DEMAND NASAL CANNULA 4'
6-778057-00 DUAL LUMEN CANNULA 7'	20574978 DEMAND NASAL CANNULA 7'
10035468 OXYGEN DUAL LUMEN CANNULA,1.5M	20574985 DEMAND NASAL CANNULA 4'
10035467 OXYGEN DUAL LUMEN CANNULA,2.1M	20574978 DEMAND NASAL CANNULA 7'

Please refer to Service Bulletin 21500320.

Sprint and Stroller Warming Coil Tubing Change

Effective January 15, 2025, the convoluted tubing for the vaporizer on the Stroller and Sprint units will have a different form due to a change on the manufacturing process. The new coils are backwards compatible with the current design. The part number for the new design coil is TU303-1. Please see below pictures.



Current Design 10650277



New Design TU303-1

Please refer to Service Bulletin PN 21500493.

Helpful Hints & FAQs

LOX Reservoir and Portable Service Dewar Traceability

CAIRE would like to remind our valued customer that when replacing a dewar on LOX Reservoir or Portable equipments, the original serial number from the replaced dewar has to be transferred to the new dewar. This is to keep traceability of the Final product originally sold.

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 December 2024.

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:

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 21500320 A

RELEASE DATE: January 13, 2025

MODEL: CAIRE Liquid Oxygen Models: HELiOS™ H300 and H850

ISSUE: Dual Lumen Cannulas
Part Numbers: 6-778058-00, 6-778057-00, 10035468, 10035467

NOTES: Effective January 13, 2025, CAIRE will be discontinuing some of our offerings of the Dual Lumen Cannulas as they are no longer available from the supplier.

Please refer to the table below for details on the part numbers being discontinued and the recommended replacements or alternatives. Those cannulas are certified and compliant to the EU MDR directives.

Obsolete Part Number	Replaced by
6-778058-00 DUAL LUMEN CANNULA, 5'	20574985 DEMAND NASAL CANNULA 4'
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CAIRE will continue to provide and stock the alternative part numbers listed, ensuring the continuity of our product accessory offerings and solutions.

Please contact your local Sales Representative or our Customer Service, or Technical Service teams for assistance with any inquiries or concerns.

CONTACT: For technical questions, contact Technical Service:

North America: 800-482-2473 or +1-770-721-7700

Europe: +44 (0) 118 936 7060

Japan: 050-5050-1275

techservice.global@caireinc.com

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Japan: 050-5050-1275

customerservice.japan@caireinc.com

PN 21500493 A

RELEASE DATE: January 15, 2025

MODEL: CAIRE Liquid Oxygen Models: Stroller[®] and Sprint[™]

ISSUE: Warming Coil Tubing Change

NOTES: Effective January 15, 2025, the convoluted tubing for the vaporizer on the Stroller and Sprint units will have a different form due to a change on the manufacturing process. The new coils are backwards compatible with the current design. The part number for the new design coil is TU303-1. Please see below pictures.



Current Design 10650277



New Design TU303-1

Please contact your local Sales Representative or our Customer Service, or Technical Service teams for assistance with any inquiries or concerns.

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