



# March 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 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](mailto:Techservice.global@caireinc.com) for USA Training or [jim.gibson@caireinc.com](mailto:jim.gibson@caireinc.com) for European Training.

## **PRODUCT UPDATES**

### **Companion 5™ Main Circuit Board Part Number Changes**

Effective March 21, 2024, part numbers for the Companion 5 main circuit board have been updated to account for process differences in programming between 50Hz and 60Hz units. This is an internal process improvement change assuring circuit boards are programmed properly for both 120V and 240V units. This change does not affect the overall function or performance of the concentrator.

<b>Previous Part Number</b>	<b>New PSA Tuned Part Number</b>
20610409-31SO	CB209-1S 120VAC/60Hz
N/A	CB209-2S 240VAC/60Hz
20610409-32SO	CB209-3S 240VAC/50Hz
CB202-33S (MDD Version C5)	CB209-4S 120VAC/60Hz
N/A	CB209-5S 240VAC/60Hz
CB202-43S (MDD Version C5)	CB209-6S 240VAC/50Hz

Please refer to Service Bulletin PN 21499393

### **VisionAire™ Valve Manifold MA198-1 used in Manifold Assembly VA536-1**

CAIRE® would like to notify our valued customers that as of May 2024 we have made a change to the VisionAire valve manifold MA198-1 used in manifold assembly VA536-1.

Due to the increase in length, when replacing manifolds not originally manufactured with this newer version, it will be necessary to fit a washer above each of the valve coils prior to fitting the retaining clip – see Figure 2. The washer will not need to be ordered separately when ordering a manifold assembly – as qty 5 of the part number HA197-1 will be included when VA536-1 is ordered.



Figure 2

For more details please refer to Service Bulletin 21499557

## Helpful Hints & FAQs

### **Eclipse 5 DC Operation**

A DC Power Supply allows the system to operate from DC outlets, such as those found in motor vehicles.

1. Start your vehicle.
2. Insert the DC cord into the recessed power receptacle on the side of the device.
3. Insert the DC Power Supply plug into the DC power outlet in your motor vehicle.
4. Start the unit on the lowest flow setting and slowly increase the flow setting to the prescribed flow rate. (Starting the unit at a setting of 3 LPM on DC power can cause a temporary overload of the power supply).

When the device is properly connected and receiving power from the DC power source, a green indicator light on the Power Supply and the External Power Indicator on the control panel will illuminate.

**DO NOT** use the DC supply to power the Eclipse 5 once the vehicle's engine is turned off as this may drain the car's battery.

## Technical Service Team

Please do not hesitate to contact our wonderful Team from the Technical Service department, nice gentlemen will help you to find correct part number, troubleshoot the devices, or advise in any inquiries you may have on your daily task.

## 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 February 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

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

**PN 21499393 A**

**RELEASE DATE:** April 11, 2024

**MODEL:** CAIRE Companion 5™

**ISSUE:** Companion 5™ Main Circuit Board Part Number Changes

**NOTES:** Effective March 21, 2024, part numbers for the Companion 5 main circuit board have been updated to account for process differences in programming between 50Hz and 60Hz units. This is an internal process improvement change assuring circuit boards are programmed properly for both 120V and 240V units. This change does not affect the overall function or performance of the concentrator.

Please see the table below for previous and new part numbers.

Previous Part Number	New PSA Tuned Part Number
20610409-31SO	CB209-1S 120VAC/60Hz
NA	CB209-2S 240VAC/60Hz
20610409-32SO	CB209-3S 240VAC/50Hz
CB202-33S (MDD Version C5)	CB209-4S 120VAC/60Hz
NA	CB209-5S 240VAC/60Hz
CB202-43S (MDD Version C5)	CB209-6S 240VAC/50Hz

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**PN 21499557 B**

**RELEASE DATE:** Revision B, 17 February 2025, Revision A May 22, 2024

**MODEL:** VisionAire™ 5 Concentrator

**ISSUE:** VisionAire Valve Manifold MA198-1 used in Manifold Assembly VA536-1.

**NOTES:** CAIRE® would like to notify our valued customers that as of May 2024 we have made a change to the VisionAire valve manifold MA198-1 used in manifold assembly VA536-1. The overall length of the valve stems has increased and the valve seating reduced as shown in Figure 1. below.



Left side manifold shows a longer stem and a reduction on the valve seating.  
Figure 1.

Due to the increase in length, when replacing manifolds not originally manufactured with this newer version, it will be necessary to fit a washer above each of the valve coils prior to fitting the retaining clip – see Figure 2. The washer will not need to be ordered separately when ordering a manifold assembly – as qty 5 of the part number HA197-1 will be included when VA536-1 is ordered.



Left side manifold shows valve fitted with washer HA197-1 and secured with clip.  
Figure 2

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For further information please contact the Technical Service Team.

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