

October 2019 Med Tips

PRODUCT UPDATES

New Model Eclipse 5 Power Supply

Effective September 2019 Eclipse power supply (CAIRE PN:21334759) will replace the previous version (CAIRE PN: 20852326) on all newly manufactured 2-LED Eclipse 5 devices as well as all spare power supply part kit numbers in Table 1 below.

Table 1: Spare Power Supply Kit PNs

20852326S	Kit, Power Supply US Cord
20852325S	Kit, Power Supply EU Cord
20852324S	Kit, Power Supply UK Cord

Power supply 21334759 is backwards compatible with all previously manufactured 2-LED and 3-LED Eclipse 5 units.

Note: Please reference Service Bulletin 21220048 when using the 3-LED power supply (PN 5941-SEQ (US), 20553100 (EU), and 20553098 (UK)) with 2-LED units as this will require label changes on the device.

Please refer to Service Bulletin PN 21464617.

Freestyle Comfort Backpack

CAIRE is pleased to announce the availability of the new backpack for the Freestyle Comfort Portable Oxygen Concentrator (POC). This can be ordered using part number MI459-1.



Sureflow Valves

The SureFlow device is now available in Europe as a CE Marked device. FM069-2 SureFlow - Flow splitting station with (5) 2 LPM Flow Meters. The SureFlow equipment receives oxygen from a single source and then distributes it through separate flowmeters for use by up to 5 individuals. Two or more SureFlow units can be connected together to serve even more individuals from a single source of oxygen. It is important to note that the combined output flow from the SureFlow stations cannot exceed that of the input oxygen source.



Helpful Hints & FAQs

New CAIRE Website

- a) What is the new website address of CAIRE?
- b) This is the new Website address: : <https://www.caireinc.com/providers> and the Respiratory Healthcare Knowledge Center is now located at: <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

Filling Issues

CAIRE® would like to remind our valued customers that prior to beginning to fill any of our liquid oxygen reservoirs and portables, it is of utmost importance to wipe the fill connectors. This is clearly detailed in our user manuals and will ensure that the fill connectors are clean and moisture free. Failure to follow this instruction may lead to issues with the equipment such as fill connectors sticking/freezing together

or even fill connectors not closing correctly after the fill. When carrying out this procedure be sure to use a lint free cloth.



Photos show typical fill connectors on Companion and Helios equipment's

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

customerservice.usa@caireinc.com

Europe: +44 (0) 118 936 7060

customerservice.europe@caireinc.com

© Copyright 2019 CAIRE Inc. All Rights Reserved. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.

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



SERVICE BULLETIN

PN: 21464617

RELEASE DATE: September 3, 2019

Revision Date(s): September 23, 2019 (Rev B)

MODEL: SeQual® Eclipse 5®

ISSUE: New Release Eclipse 5 Power Supply

NOTES: Effective September 2019 Eclipse power supply (CAIRE PN:21334759) will replace the previous version (CAIRE PN: 20852326) on all newly manufactured 2-LED Eclipse 5 devices as well as all spare power supply part kit numbers in Table 1 below.

Table 1: Spare Power Supply Kit PNs

20852326S	Kit, Power Supply US Cord
20852325S	Kit, Power Supply EU Cord
20852324S	Kit, Power Supply UK Cord

Power supply 21334759 is backwards compatible with all previously manufactured 2-LED and 3-LED Eclipse 5 units.

Note: Please reference Service Bulletin [21220048](#) when using the 3-LED power supply (PN 5941-SEQ (US), 20553100 (EU), and 20553098 (UK)) with 2-LED units as this will require label changes on the device.

Figures 1 and 2 display the different power connections between the new part number 21334759 and the previous part number 20852326. The 21334759 new style power supplies will require different power cable – see Table 2 for details of different cord part numbers.



Figure 1: Current Eclipse 5 power supply (PN 21334759)



Figure 2: Previous Eclipse 5 power supply (PN 20852326)

Figure 3 displays the power supply connection for use on the 3-LED version Eclipse models. These part numbers are obsolete, replaced by the power supply kits listed above.



Figure 3: Eclipse 3-LED Power Supply (PN 5941-SEQ (US), 20553100 (EU), and 20553098 (UK))

Table 2: – Power Cord part numbers

Power Supply PN	Region	Cord only PN	Spare Power Supply Plus Cord
5940-SEQ	USA	3588-SEQ	20852326S
20553098	UK	3590-SEQ	20852324S
20553100	EU	3589-SEQ	20852325S
N/A	AUS	N/A	N/A
20852326	USA	4997-SEQ	20852326S
	UK	4999-SEQ	20852324S
	EU	4998-SEQ	20852325S
	AUS	20669418	N/A
21334759	USA	21336129	20852326S
	UK	21475874	20852324S
	EU	21336073-C4	20852325S
	AUS	21463776	N/A

*Use above table in conjunction with Figure 1-3 to identify cable only part number required.

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

customerservice.usa@caireinc.com

Europe: +44 (0) 118 936 7060

customerservice.europe@caireinc.com

Copyright © 2019 CAIRE Inc. CAIRE Inc. reserves the right to discontinue its products, or change the prices, materials, equipment, quality, descriptions, specifications and/or processes to its products at any time without prior notice and with no further obligation or consequence. All rights not expressly stated herein are reserved by us, as applicable.