



SERVICE BULLETIN

PN: 21145161

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REVISION DATE(S): January 21, 2019 Rev B
November 22, 2019 Rev C
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MODEL: Companion 5™

ISSUE: Preventative maintenance for Companion 5 filters.

NOTES: Companion 5 oxygen concentrators manufactured from May 2017 - January 20, 2020 feature a multi-position airflow system as shown below. Companion 5 concentrators manufactured after January 20, 2020, starting with serial number CBB6920040033, will no longer include the handle intake location and will only have the bottom air intake filter (cartridge) and bottom gross particle filter.

See bulletin PN 21494442 for detail on the top handle filter removal.



Figure 1. Companion 5 Air Flow.

Note: The gross particle handle filter is **optional** for units manufactured between May 2017 – January 20, 2020. You may remove and discard it upon receipt. A screen within the handle serves as an additional level of filtration that is sufficient if the gross particle filter is removed. The gross particle filter is simply an optional added layer of protection you may choose to utilize for harsh environments. Units produced prior to May 2017 and after January 20, 2020 do not have the intake located in the handle and do not include a handle gross particle filter.



Figure 2: Top Gross Particle Filter (left) and Bottom Gross Particle Filter (right).

Preventative Maintenance Procedures for Companion 5 Filters.

1. Air Intake Filter (bottom cartridge)

Replace every 2 years, as needed if unit is in a harsh environment, or if concentration is ~80 - 87%.



Figure 3. Air Intake Filter (cartridge). Located under filter cover.

Customers may follow the below procedure if experiencing O₂ concentration between 80-87%, particularly when the bottom filters are visibly occluded:

1. Turn on device and allow 15 minutes to warm-up.
2. Measure O2 concentration with a calibrated O2 analyzer.
3. If unit is producing O2 concentration below 87%, replace intake filter cartridge with clean filter. A device producing below ~80% O2 likely will not be improved by a filter change. For units producing <80%, contact CAIRE for an RMA to return the device for service at an authorized repair facility.
4. Allow another several minutes to see if O2 improves.
5. If the O2 does improve, the intake filter cartridge was the cause.
6. If the O2 does not improve, contact CAIRE for an RMA to return the device for service at an authorized repair facility.

Note : It is recommended to replace filter the Bottom Gross Particle Filter when replacing the Air Intake Filter Cartridge.

2. Optional Top Gross Particle Filter (if unit is equipped with one.)

The patient should clean the top gross particle filter with warm soapy water. Replace filter as needed. The filter may require more frequent cleaning in harsh environments. This filter can be equipped on units produced May 2017 – January 20, 2020. See figure 4.



Figure 4. *Optional Top Gross Particle Filter. Located in the top handle.*

3. Bottom Gross Particle Filter (equipped on units after May 2017)

The bottom gross particle filter should be replaced at least every 2 years or as needed. This filter is equipped on units produced after May 2017 (this filter stayed on units even after the top intake was removed). See figure 5.

Please follow the below procedure when cleaning both the top gross particle filter and the bottom gross particle filter:

1. Remove dirty filter from inside unit handle.
2. Wash dirty filter in warm soapy water and rinse thoroughly.
3. Use a soft, absorbent towel to remove excess water.
4. Ensure filter is completely dry before reinstalling in the unit.

5. Reinstall clean filter in handle. Replace with new filter as needed.

Maintenance Procedure for bottom gross particle filter (for providers only):

1. Remove dirty gross particle filter from bottom of unit.
2. Install new, clean filter. See figure 5.



Figure 5. Bottom Gross Particle Filter. Located in front of compressor intake on bottom of unit.

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