



# *SERVICE BULLETIN*

PN: 21220076

**RELEASE DATE:** October 31, 2017

**REVISION DATE(S):** March 12, 2018 (Rev B), October 18, 2018 (Rev C), March 05, 2019 (Rev D), July 31, 2019 (Rev E), September 02 2020 (Rev F)

**MODEL:** NewLife Elite, Intensity 10 and VisionAire 5

**ISSUE:** IEC 80601-2-69 Oxygen Concentrator Particular Standard Compliance

**NOTES:** To ensure NewLife Elite, Intensity 10 and VisionAire oxygen concentrators are compliant with IEC 60601-1 3.1, select models will have new alarm conditions, new alarm lights, and labels. As part of the product update, both VisionAire and NewLife units will have identical alarm conditions going forward on newly manufactured units. These devices will now be IEC 60529 IP21 rather than IPX1. This change will be accompanied by revised alarm label, new circuit board part number, and an updated alarm code troubleshooting tables. Only the model numbers listed in the table below will continue to bear the CE mark on newly produced units and these will be the only models to be compliant to the latest 60601 standard.

See bulletin 21288973 for details on discontinued NewLife models and their replacement model numbers.

Previously manufactured units built without these new alarms and labels are not required to be updated to the new standard.

When servicing 3-LED model VisionAire units, if a main circuit board needs replacing, be sure to replace it with CAIRE item CB199. The previous design CB078 boards are not forwards compatible with 3-LED VisionAire units. Likewise CB199 is not backwards compatible with previous design VisionAire 5 units (built with 1 or no LED lights). See

bulletin 21190303 for details on VisionAire main board replacements for models built with 1 or no alarm LED lights.

When servicing 3-LED NewLife units, if a main board needs replacing, be sure to replace it with CB200 service parts. The previous design circuit boards (CB154 and CB160) are not forward compatible with 3 LED NewLife models. See bulletin 21329212 for information on retrofitting newer style main circuit boards (CB200) onto NewLife models originally built with 1 or no alarm LEDs. Specific additional parts and procedures are required to accomplish such a retrofit.

For devices within manufacturer's warranty, be sure to contact CAIRE for authorized repair service.

<b>Model</b>	<b>Voltage</b>	<b>Plug Type</b>	<b>Beginning S/N</b>
<b>NewLife Intensity 10</b>			
AS099-101	120V, 60Hz	IEC Type A, Domestic	CBB0118340001
AS099-103	230V, 50Hz	IEC Type F, mainland Europe	CBB0118080334
AS099-210	230V, 50Hz	IEC Type G, UK, Saudi Arabia,	N/A
<b>NewLife Elite</b>			
AS005-4	120V, 60Hz	IEC Type A, Domestic	CBB0118420228
AS005-244	230V, 50Hz	IEC Type I, Argentina	CBB0118430021
AS005-270	230V, 50Hz	IEC Type G, UK, Saudi Arabia,	CBB0118480080
AS005-550	230V, 50Hz	IEC Type F, mainland Europe	N/A
AS005-555	230V, 50Hz	IEC Type F, mainland Europe	CBB0118440001
<b>VisionAire</b>			
AS098-5	230V, 50Hz	IEC Type F, mainland Europe	GPB0118050001
AS098-7	230V, 50Hz	IEC Type G, UK, Saudi Arabia,	GPB0119030001
AS098-15	230V, 50Hz	IEC Type F, mainland Europe	N/A

**Previous VisionAire Alarm Panel**



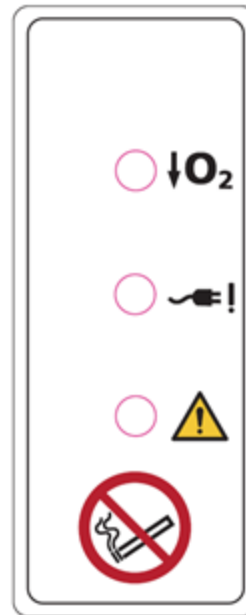
**Updated VisionAire Alarm Panel**



**Previous NewLife Alarm Panel**



**Updated NewLife Alarm Panel**




## Major changes on updated design NewLife

- Additional alarm lights than previous model
- Updated warning symbols on label
- New Circuit board (no more alarm or solenoid LED lights on board)
- Ferrite clamp on wiring to the LED lights
- Heat shrink tubing on the circuit breaker, power switch and hour meter
- Uses same O2 monitor circuit board as the VisionAire now.


## Major changes on updated design VisionAire


- Additional alarm lights than previous model
- Updated warning symbols on label
- New plastic switch cover for button panel
- New circuit board
- New cover over circuit board
- Ferrite ring for incoming AC power
- Heat shrink tubing on the circuit breaker, power switch, and hour meter

## Updated Alarm Conditions for both VisionAire and NewLife

**General Malfunction:** If any of the conditions listed below occurs, the general light (  ) will illuminate and an audible intermittent alarm will activate. This includes:

- Obstruction to the flow of oxygen such as a pinch or kink in the delivery cannula, triggered by high product tank pressure
- High device product tank pressure condition of greater than 33 psig (+/-1)
- Low device product tank pressure condition of less than 5 psig (+/-1)
- High device temperature of greater than 135°C (275°F), triggered by low product tank pressure if the thermal switch located within the compressor trips (shutting down the compressor)

**Oxygen Monitor:** The oxygen monitor detects any drop in concentration below 82%. If this occurs, the low oxygen concentration warning light (  ) will illuminate. If the low O2 condition persists, an audible intermittent alarm will also activate in addition to the light.

**Power Failure:** In the event the unit is operation and a loss of power occurs, the power warning light (  ) will illuminate and an audible intermittent alarm will activate.

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

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