



SERVICE BULLETIN

PN: 21288639

RELEASE DATE: February 19, 2019

REVISION DATE(S): June 4, 2018 (rev A), February 19, 2019 (rev B)

MODEL: AirSep VisionAire

ISSUE: Discontinuation of VisionAire in North and South America. Companion 5® to serve as CAIRE's flagship 5L stationary concentrator in North and South America

NOTES: CAIRE Inc. ("CAIRE") announced today that it would cease commercial sales activity of the AirSep® VisionAire™ stationary oxygen concentrator on June 8, 2018 for North and South America only. We will continue to manufacture and offer the VisionAire™ to customers outside of the North and South American markets where the VisionAire™ maintains strong brand loyalty and robust sales.

"Most North and South American customers have transitioned to the flagship Companion 5® stationary concentrator since its successful launch. Due to product redundancy with our Companion 5®, it was time to sunset the VisionAire™ in the Americas and focus VisionAire™ sales efforts in the EMEA and Asia regions," said LoAn Mayer, Director of Product Management for Chart's BioMedical Group. "CAIRE has chosen to focus our product development on the Companion 5®, with a robust product roadmap for making it the centerpiece of our commercial and clinical strategy."

The Companion 5® is the premier stationary oxygen concentrator in the CAIRE product portfolio, with both homecare providers and oxygen users alike. Built for durability and longevity, the Companion 5® comes equipped with oversized sieve beds allowing for higher oxygen concentrations. The autoFLOW™ technology reduces compressor load, lowers power consumption and operating temperature. These design features combined with a modular design with minimal internal parts,

make repairs and service quick and easy and offer low cost of ownership.

CAIRE will continue to provide service and parts for the AirSep® VisionAire™ 3 years after the last sale of the unit to support its warranty obligations for the existing fleet in the North and South America.

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