



SERVICE BULLETIN

PN: 21347782

RELEASE DATE: 1/02/2019

REVISION DATE: 1/08/2019

MODEL: AirSep® FOCUS Portable Oxygen Concentrator

ISSUE: Cease commercial activity of the AirSep® FOCUS Portable Oxygen Concentrator in select markets.

NOTES: Manufacturing of the AirSep® FOCUS Portable Oxygen Concentrator will cease globally on December 31, 2019 as CAIRE focuses their portable concentrator sales and development efforts on their newest generation portable oxygen concentrator platform. Until the end of service life dates below, current service and parts needs will still be fulfilled. The last order dates are listed below for different geographic regions and this indicates the last date that CAIRE will accept orders and the last day that CAIRE will ship orders for this product.

CAIRE will no longer be offering service parts or repairs after the end of service life dates below. Parts and service will be available for units still within the warranty period, and parts and service may continue to be available beyond the end of service life date at CAIRE's discretion.

Region	Last Order Date	Last Shipment Date	End of Service Life Date
North America	2/28/19	3/31/19	3/31/22
Latin America	2/28/19	3/31/19	3/31/22
Europe (CE Countries)	N/A	12/31/17	12/31/20
Europe (Non CE Countries)	2/28/19	3/31/19	3/31/22
Asia/Pacific	2/28/19	3/31/19	3/31/22
China	11/1/19	12/31/19	12/31/22

Table 1. Last Order Date and End Service Life Date for AirSep® FOCUS

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SERVICE BULLETIN

PN: 21362075

DATE: January 18, 2021

MODEL: AirSep® Freestyle® and Freestyle® 5 (All models) Portable Oxygen Concentrator

ISSUE: Discontinuation of AirSep Freestyle and Freestyle 5

NOTES: The AirSep Freestyle and Freestyle 5 Portable Oxygen Concentrator (POC) products are due to be discontinued once current inventory is depleted. CAIRE will continue to meet your patients' portable oxygen needs with its focus on the FreeStyle Comfort® Portable Oxygen Concentrator, our most technologically advanced POC product.

The FreeStyle Comfort offers:

- Proprietary smart oxygen delivery features to meet the patient's clinical needs
- Unique ergonomic curved design
- Proven quality components to ensure reliable performance

Table 1. – Freestyle, FreeStyle 5, and FreeStyle Comfort Specifications



Model	FreeStyle 3 (Internal Battery)	FreeStyle 5 (Internal Battery)	FreeStyle 3 (External Battery)	FreeStyle 5 (External Battery)	FreeStyle Comfort
Weight	4.4 lb	6.2 lb	4.9 lb	6.7 lb	Single Battery: 5 lb Double Battery: 6 lb
Pulse Setting	1-3	1-5	1-3	1-5	1-5
Max Output	500 mL/min	1000 mL/min	500 mL/min	1000 mL/min	1050 mL/min
Battery Duration (at setting 2)	2.5 hours	2 hours	3.5 hours	2.5 hours	Single Battery: up to 4 hours Double Battery: up to 8 hours

Table 2 below shows the direct model replacement that is available for each model being discontinued. Note that some models will require a separate travel adapter (Figure 1) to be ordered for wall plug compatibility. There are other variations available of the core models. Please contact your customer service representative for further information and pricing.

Table 2. – Freestyle and FreeStyle 5 Replacement Models.

Internal Battery Models				
F3 Model Number	F5 Model Number	Region	Replaced by	Manual Included
AS095-1 (-1CU/1U)	AS077-1 (-1CU)	North America	AS200-1	English Manual
AS095-2 (-2CU/2U)	AS077-2 (-2CU)	Europe	AS200-2	Multi-lingual Manual
AS095-3 (-3CU)	AS077-3 (-3CU)	Australia	AS200-4	Multi-lingual Manual
AS095-4 (-4CU)	AS077-4 (-4CU)	UK	AS200-2*	Multi-lingual Manual
AS095-6	AS077-6	Swiss	AS200-2	Multi-lingual Manual
AS095-7	AS077-7	UK, Multi Lang	AS200-2*	Multi-lingual Manual
AS095-10	AS077-10	Chile	AS200-2*	Multi-lingual Manual
External Battery Models				
F3 Model Number	F5 Model Number	Region	Replaced by	Manual Included
AS095-101	AS077-101	North America	AS200-1	English Manual
AS095-102	AS077-102	Europe	AS200-2	Multi-lingual Manual
AS095-103	AS077-103	Australia	AS200-4	Multi-lingual Manual
AS095-104	AS077-104	UK	AS200-2*	Multi-lingual Manual
AS095-106	AS077-106	Swiss	AS200-2	Multi-lingual Manual
AS095-107	AS077-107	UK, Multi Lang	AS200-2*	Multi-lingual Manual
AS095-110	AS077-110	Chile	AS200-2*	Multi-lingual Manual
AS095-121	AS077-121	North America	AS200-203**	English Manual
AS095-122	AS077-122	European	AS200-202**	Multi-lingual Manual
N/A	AS077-123	Australia	AS200-204**	Multi-lingual Manual

*Order 5591-SEQ travel adapter with replacement order.

** Dual Battery



Figure 1. – 5591-SEQ Travel Adaptor

CAIRE will continue to provide product support (e.g. spare parts and/or repairs) for the FreeStyle 3 and FreeStyle 5 through the end of product support period listed below in table 3. Parts and service may continue to be available beyond the official product support end date stated here at CAIRE's discretion.

Table 3A. Last Order Date and End Service Life Date for AirSep® FREESTYLE Internal Battery

Region	Last Shipment Date	End of Product Support Period
North America	11/11/2016	11/11/2019
Latin America	6/16/2016	6/16/2019
Europe (CE Countries)	12/19/2016	12/19/2019
Europe (Non-CE Countries)	10/19/2018	10/19/2021
Asia/Pacific	5/29/2020	5/29/2023
China	7/22/2020	7/22/2021

Table 3B. Last Order Date and End Service Life Date for AirSep® FREESTYLE External Battery

Region	Last Shipment Date	End of Product Support Period
North America	3/9/2020	3/9/2023
Latin America	11/14/2019	11/14/2022
Europe (CE Countries)	12/31/2017	12/31/2020
Europe (Non-CE Countries)	3/3/2020	3/3/2023
Asia/Pacific	10/22/2019	10/22/2022
China	11/7/2019	11/7/2020

Table 3C. Last Order Date and End Service Life Date for AirSep® FREESTYLE 5 Internal Battery

Region	Last Shipment Date	End of Product Support Period
North America	5/2/2018	5/2/2021
Latin America	9/8/2016	9/8/2019
Europe (CE Countries)	12/31/2017	12/31/2020
Europe (Non-CE Countries)	1/19/2020	1/19/2023
Asia/Pacific	2/15/2018	2/15/2021
China	6/27/2019	6/27/2020

Table 3D. Last Order Date and End Service Life Date for AirSep® FREESTYLE 5 External Battery

Region	Last Shipment Date	End of Product Support Period
North America	3/9/2020	3/9/2023
Latin America	11/8/2019	11/8/2022
Europe (CE Countries)	12/31/2017	12/31/2020
Europe (Non-CE Countries)	1/19/2020	1/19/2023
Asia/Pacific	10/22/2019	10/22/2022
China	9/19/2019	9/19/2020

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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 A

RELEASE DATE: May 22, 2024

MODEL: VisionAire™ 5 Concentrator

ISSUE: VisionAire Valve Manifold MA198-1.

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. 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 need to be ordered separately when ordering a manifold – part number is HA197-1.



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

Figure 2

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