



January 2026 Med Tips

Don't miss out on our upcoming Service Schools!

CAIRE Service School Trainings and Webinars 2026

CAIRE offers In-person and Virtual Service Schools covering both LOX and Concentrator lines.

Each class is a comprehensive program that focuses on the technical and service aspects of the CAIRE family products. Class time is divided between lecture and hands-on workshops. The seminars will help the student develop a better understanding of how liquid oxygen equipment or concentrators work, how to identify the symptoms and causes of potential problems and how to use the technical information that is available in the Technical Manuals. Registration for CAIRE’s Service Schools is mandatory. Registration forms must be received two weeks prior to the start of the class in order to guarantee availability and materials.

Table 1 - Details of upcoming training*.

Type	Language	Location	Training Dates	Registration by	Training Type
LOX Germany	German	Langenfeld, Germany	12 February-26	29-January	In person
LOX ASIA/EMEA	English	Langenfeld, Germany	19 February-26	05-February	Remote**
CONC Germany	German	Langenfeld, Germany	11-12 March-26	26-February	In person
LOX French	French	Toulouse, France	24 March-26	10-March	In person
CONC French	French	Toulouse, France	25-26 March-26	10-March	In person
LOX Spanish	Spanish	Toulouse, France	07 April-26	24-March	Remote**
CONC Spanish	Spanish	Toulouse, France	08-09 April-26	24-March	Remote**
CONC ASIA/EMEA	English	Langenfeld, Germany	15-16 April-26	01-April	Remote**
LOX LATAM	Spanish	Toulouse, France	21 April-26	07-April	Remote**
CONC LATAM	Spanish	Toulouse, France	22-23 April-26	07-April	Remote**
Conc USA	English	Ball Ground, GA USA	04-06 May-26	10-April	In person
LOX USA	English	Ball Ground, GA USA	07 May-26	10-April	In person
LOX Italy	Italian	Padova, Italy	TBD	TBD	In person
CONC Italy	Italian	Padova, Italy	TBD	TBD	In person
LOX Germany	German	Langenfeld, Germany	10 September-26	27-August	In person
LOX ASIA/EMEA	English	Langenfeld, Germany	17 September-26	03-September	Remote**
Conc USA	English	Ball Ground, GA USA	05-07 October-26	11-September	In person
LOX USA	English	Ball Ground, GA USA	08 October-26	11-September	In person
CONC Germany	German	Langenfeld, Germany	14-15 October-26	30-September	In person
CONC ASIA/EMEA	English	Langenfeld, Germany	04-05 November-26	21-October	Remote**

*We reserve the right to cancel training seminars at short notice. Customers should ensure that they take necessary precautions to ensure costs are covered in case of cancellation.

** Training will be in the form of a Webinar.



Concentrator Service School Topics include:

- Concentrator hazards and safety precautions
- Principles of pressure, flow, and saturation
- Functions of the major components of a portable/stationary concentrator
- Theory of operation
- Set up and use of test equipment
- Troubleshooting, repair and performance verification/testing procedures

LOX Service School Topics include:

- Liquid oxygen (LOX) hazards and safety precautions
- Principles of pressure, flow and liquid oxygen saturation
- Functions of the major components of a liquid oxygen system
- HELIOS™ system theory of operation
- Reservoir and portable filling procedures
- Set up and use of test equipment

Please submit your registrations forms no later than the dates in Table 1 above. If you are interested in the service schools mentioned above, and it is past the registration date, please reach out to the registration emails below. Please note that as travel restrictions, and Covid-related guidelines evolve, we intend to restore CAIRE Service School to in person.

Onsite training available on request, contact technical service directly to receive a quote.

To register for Service School, please email:

Techservice.global@caireinc.com for USA Training or jim.gibson@caireinc.com for European Training.

PRODUCT UPDATES

FreeStyle® Comfort® Single Battery Part Number Change

Effective June 11, 2025, the part number for the BT034-1, FreeStyle Comfort 8 cell battery, will change to BT034-2. This change will not affect the form, fit, or function of the battery.

NOTE: Customers ordering spare batteries will now need to order part number BT034-2S instead of the previous BT034-1S.

Please refer to Service Bulletin 21500897 for more details.



Eclipse® Power Cartridge Battery Capacity Change

CAIRE announces the Federal Aviation Administration (FAA) recently updated its website to include new safety content - PackSafe – Lithium Batteries.

This information addresses carrying and use of chargeable and non-rechargeable lithium batteries on commercial air flights. Additional details can be found on the FAA website:

<https://www.faa.gov/hazmat/packsafe/lithium-batteries>

The Eclipse® 5 portable oxygen concentrator meets these FAA Guidelines as its power cartridge is currently composed of two (2) isolated 98.9-watt-hour lithium-ion battery packs, each fall under the FAA limit of 160 Wh per battery. The Eclipse 5 does not contain lithium metal batteries.

Please refer to Service Bulletin 21500717 for more details.

Concentrator Outlet Barb Update

To ensure the Visionaire 5, the Eclipse and the FreeStyle Comfort oxygen concentrators comply with updated requirements to ISO 80601, CAIRE is announcing a change to the oxygen outlet barb. As part of this update, the barb will have maximum PSI and LPM ratings stamped into the fascia of the outlet barb. Please below table for new part numbers

Model	Previous Part Number	New Part Number
Eclipse	3922-SEQ	21498724
Visionaire	F0671-2	21498726
FreeStyle	F0971-1	F0992-1

Please refer to Service Bulletin 21500973, 21500995 and 21501001 for more details.

Discontinuation of FreeStyle Comfort 3-Button Versions

As part of our continued commitment to innovation, the production and sale of CAIRE’s FreeStyle Comfort portable oxygen concentrator (3-button version without autoSAT) will cease effective December 15, 2025.

CAIRE will honor the original warranty on all units from the date of purchase, as well as provide support for the product’s service life (5 years) from the date of purchase.

Please refer to Service Bulletin 21501074 for the table of part numbers being discontinued.

Hi Flow Stroller®, Stroller® and Sprint™ Warming Coil Tubing Change

Effective January 15, 2025, the convoluted tubing for the vaporizer coil on the Hi Flow, Stroller and Sprint units will have a different form due to a change in the manufacturing process. The new coils are backwards compatible with the current design and do not affect the Vaporizer Coil Kit PN 11033086 for Sprint, PN 11891064 for Stroller and PN 12934695 for HI Flow Stroller that includes the coil, the fitting nuts and the ferrules. The part number for the new design coil included in the above kits is TU303-1 for Sprint and Stroller and TU303-2 for HI Flow Stroller. Please see below pictures



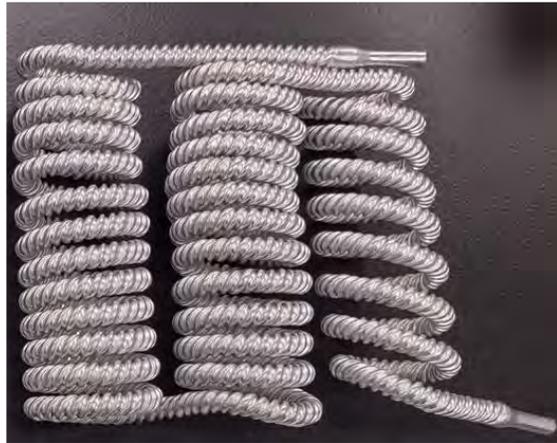
Current Design 10650277



New Design TU303-1



Current Design 11938918



New Design TU303-2

Note: When running a Hi Flow Stroller at 15 LPM with the newer tube fitted, there may be a slight whistling noise heard for the first 30-60 seconds. This is normal and does not affect the function of the equipment.

FreeStyle® Comfort® Unit Turning Off When Transitioning Power Source

CAIRE is reminding our customers if they experience the FreeStyle Comfort unit turning off when transitioning from battery power to AC or DC power, or vice versa, to remove all power sources from the unit prior to reconnecting.

Disconnect AC or DC power source from the unit and remove the battery.

Install the battery into unit, connect to AC or DC power source and turn unit on.



Please refer to Service Bulletin 21501076 for more details.

Helpful Hints & FAQs

CAIRE Knowledge Center

For past Med Tips issues, product information, user and technical manuals, accessory sheets please visit <https://www.caireinc.com/providers/business-support-programs/knowledge-center/>

Document Update

We advise our valued customers to monitor and check that they are using the most recent revision of any documents for the model of equipment they have. Documents released/updated since April 2025.

- 20631679 Eclipse 5 Service Manual to Revision J

Med Tips Distribution!

The CAIRE team is asking all current subscribers to CAIRE's Med Tips Newsletter to register in order to continue receiving this monthly communication.

Please click this link - <http://go.pardot.com/l/710913/2022-01-17/2pgcj9> - and provide us with your current information. Thank you and we appreciate your support.

CONTACT:

For technical questions or concerns, contact Technical Service:

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For ordering information or general inquires, contact Customer Service:

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