

07 August 2020

To whom it may concern,

CAIRE Inc. manufacturer of the Companion C1000 liquid oxygen portable device wish to make you aware of a product withdrawal for devices of this product line manufactured between 1984 and 1989, as detailed in the attached service bulletin.

We intend to contact customers in the following European countries who have purchased the C1000 device.

Country	No. of customers
France	195
Germany	50
Italy	35
Spain	12
Netherlands	9
Portugal	6
United Kingdom	6
Austria	5
Norway	4
Switzerland	4
Finland	3
Slovenia	3
Belgium	3
Greece	2
Denmark	2
Sweden	1
Cyprus	1
Romania	1
Czech Republic	1
Hungary	1
Ireland	1

However, we do not believe any of these devices manufactured during the 1984 to 1989 timeframe to still be in service. These [specific](#) products were non-CE marked [under the MDD because MDD didn't exist at this time yet](#). [Products](#) having been placed on the market under pressure code regulations ([ADR](#)). There have been no reported vigilance cases involving the devices manufactured within this timeframe.

Yours sincerely,



David Bowers  
Quality, Regulatory and Operations Manager