



# THE ALTERNATE Source

VOLUME 1

SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

NUMBER 2

## PARTS IS PARTS . . . *but are they really?*

### *Can I Trust Non-OEM parts?*

You can if they're RPI quality engineered parts. There has been a great deal of confusion regarding the use of non-OEM parts in equipment under warranty. This confusion revolves primarily around whether utilizing parts other than the original manufacturers' will void their warranty. Well, the answer is a qualified NO! Federal law dictates that if the parts used in the maintenance of equipment meet the manufacturer's specifications, then it is legal, moral, and ethical to use a non-OEM part.

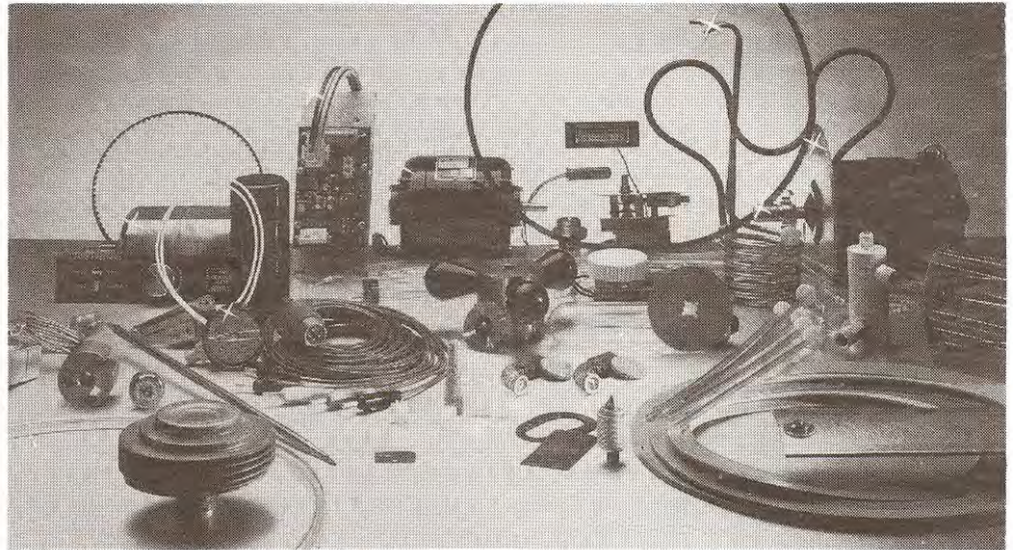
### *The Supreme Court Rules . . .*

In 1964, Supreme Court Justice William Brennan, speaking for the majority, ruled that non-OEM parts that meet the original manufacturer's specifications CAN be used in the maintenance of that equipment WITHOUT voiding or compromising the warranty. This is applicable for both patented and non-patented parts.

Justice Brennan quotes a district court decision stating that ". . . a license to use a patented combination includes the RIGHT TO REPAIR IT." In other words, once a piece of equipment is purchased, the owner has also purchased the right to repair that equipment. The warranty will not be jeopardized if the parts used in the repairs meet the standards set by the manufacturer of the equipment. And rest assured that ALL RPI parts meet or exceed OEM standards of quality.

### *Go Ahead, Repair Your Equipment.*

As medical, dental, and laboratory equipment becomes more sophisticated, and more expensive to maintain, high quality replacement parts have become a mainstay for the engineer responsible for servicing this complex equipment. The ready availability of quality dependable parts is a requirement for every service department.



### *The RPI Guarantee of Quality*

RPI designs quality into every part we produce. The product development team and QC supervisor work together in every stage of the design, testing, and manufacturing process to ensure quality performance. Since we are in tight quarters, the product development staff has no hiding place. Quality Assurance is intimately involved in every step, making quality a theme long before the part reaches our inventory. Every RPI part is backed with an *iron-clad satisfaction guarantee*. And you can feel confident that every RPI part meets or exceeds the

OEM's specifications for quality and performance.

### *Expanding Inventories*

RPI adds an average of 120 parts to our inventory each and every year. And when we say that a part is in inventory, we mean it's in stock and available for immediate delivery. The parts that are developed are done so because you, our customers, have asked for them. We aim to please, and we are striving to fulfill all of those needs so RPI can be your alternate, preferred, and only source for quality medical, dental, and laboratory equipment parts.

## i n s i d e

From the Desk of the President . . . . .	2
From the President's Boss . . . . .	3
Dear RPI . . . . .	2

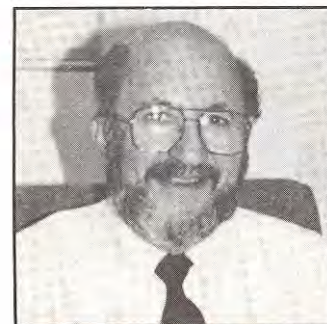
The RPI Family . . . . .	3
Service Tips . . . . .	2
Did You Know . . . . .	4



Dear



## from the desk of the PRESIDENT



Al Lapides, President

Q How can I order a part if I don't know your part number?

A All parts are illustrated in the catalog. After the description of each part on the picture page we list the equipment it fits. Also, if you have the OEM's part number you can refer to our cross reference lists.

Q What are they?

A They are lists of parts arranged alphabetically by the name of the original equipment manufacturer. Within each group, the parts are listed in numerical order of the OEM part number.

Q Where are they?

A The part number cross reference lists can be found in the back of our catalog on pages 75-80.

Q What do I do if I don't have the OEM's Part Number?

A In the front of each major OEM listing in the body of the catalog we have an application chart. This lists the RPI part number and description and shows the model number of the equipment each part fits. In this way you can go down a line and see at a glance what parts we stock to fit a particular piece of equipment.

Q What about O-Rings?

A Our O-Rings are shown in actual size on pages 50 & 51. In addition, we have a cross-reference listing based on S.A.E. standards and 2-series standards on page 73.

Q Anything for Carbon Brushes?

A Yes, look on page 72 for a reference based on dimensions.

Q I get confused about autoclave door gaskets. Any help on them?

A Of course. All of our door gaskets are listed, with dimensions, on page 74. Actual-size cross sections are shown with the illustrations in each OEM section.

Often, friends and associates talk to me about RPI being in the parts business. I gently remind them that RPI is really not in the parts business. RPI is in the service business. We service you, our customer, by assuring that you have quality parts when you need them at a fair price. That is the only real difference between us and our competition. We understand that our very existence is to support you.

One of the greatest gurus of modern business, Peter Drucker, recently said, "We think that you run a business to make money. No, that is why you invest in a business. A business exists to create a customer and so satisfy the customer's needs and wants. And then you will make money." (Forbes magazine, 8/26/85)

That's the RPI philosophy: to satisfy your needs and wants. That's why we have such a broad warranty policy: to support your service to your customer. That's why we ship on the day the order is received:

you don't need your hard earned money tied up in parts inventory. That's why we work so hard at designing quality into our products and improving them constantly. That's why we listen so hard when you talk to us. It is only by listening to you that we can continue to improve and meet your needs.

It's easy to say we care about you, our customers. But we do. And we show it every day in the many ways in which we support and service your parts needs. You know it, and the many new customers each month are learning it. We care; we support; we service.

*"I feel that your company is providing an essential service to my company and others like it. You all are doing an excellent job. Keep up the good work!!"*

Hamel Medical  
Oklahoma City, Oklahoma



# SERVICE

## Changing Brushes

by Ivan Frank  
Sienco Instrumentation Service  
Denver, Colorado

The title of this tip says it all. Brushes should only be changed in good motors as part of regular PMs. If a motor is bad, new brushes won't fix the problem but may even make it worse. You can tell if the bearings are bad by rotating the motor by hand and pushing the output shaft side to side to check the bearings. Then, examine the brushes that have been removed. In a good motor, the brushes will show no excessive wear and will be shiny without grooves or edge bevels. Also, the spring shunt lead and holder must be free of burns or blueing. If not, the motor needs repair, not just brushes. But before any brush replacement, clean AND blow out

the motor especially around the brush holders.

When replacing brushes: Using the proper brush, inserting so that the bevel or radius makes maximum contact with commutator. If the commutator has a slight groove in it, slightly chamfer the side edges of the brush face with a file to make maximum contact. The brush should move freely but not loosely in the holder. The brush face edge should align with the commutator bar edge. When putting the brush into the holder, make sure tabs, if any, are positioned properly into recess of holder. Be sure the shunt wire is not wound up. Install the brush cap, making sure that





Sherry Lapidès, General Manager

# from the PRESIDENT'S BOSS



Over the years, many people have asked me about the RPI warranty —what it covers and for how long. That's really an easy question for me to answer, but, sometimes, it's hard for people to understand. "We warranty our parts and your complete satisfaction." Let me explain what this means to you.

Basically, what it means is that if you are not fully satisfied with one of our parts we will take care of the problem. If one of our parts does not perform to your satisfaction or meet your criteria, we will replace it or credit your account. Just call our Toll-Free 800 number, ask for Customer Service, and we'll take care of the rest.

You'll note that we don't set a time limit on our warranty. In other words, we don't say that our parts carry a 60-day, 90-day or one year warranty, and after that it's goodbye Charlie. We realize that in our industry a part may sit on the shelf for a while before being installed, and we don't

want you to be stuck because of that.

Please let us know if there is a problem with any of our parts. This really is a big help to us and to you. Without your input we may not realize there is a problem and can't take steps to correct it. We try very hard to turn out good parts and ask you to be patient with us in solving the problem on those few parts that occasionally need some additional work. Once in a while someone will accidently return to us a part manufactured by the OEM. We know our parts are good, and back them up, but we can't do it for the OEM's parts, and they are returned to our customer. It's always reassuring to know that the competition's not perfect, either.

We have been asked, also, if our liberal warranty policy has ever backfired on us. I can only answer that, to my knowledge, no one has ever deliberately tried to take advantage of us. I think that speaks very highly of the quality of our customers.

I was born and raised in San Diego, California. After high school graduation I joined the Navy, where I was trained in the electronics field. My principal duties were maintenance and repair of shipboard communications equipment.

After my illustrious naval career I moved to Atlanta, Georgia, where I began my even more illustrious quality control career. This all began with a company called Macon Pre-Cast Pre-Stressed Concrete Company. I started with this company as a Raker. For those of you who don't know what a Raker is, try raking concrete into and all around a form that is 8 foot wide by 20 foot long, then you will understand why I thought that this was entirely too much like work. So I applied for a newly formed position, which was Quality Control Inspector Trainee. I eventually worked up to head the Q.C. Department at the Jonesboro Plant.

Instead of going on to bigger and better things from my first job in the Q.C. Field, I went to smaller things (electric motors). I moved to California and began work, not as the head of the Q.C. Department, but as the Receiving Inspector for Specialty Motors, Inc., where I became their Engineering Tech and Prototype Builder.



## in a Good Motor

it screws freely and fully seats.

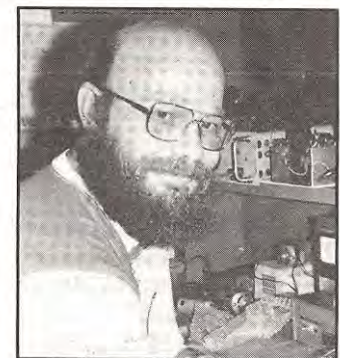
Brushes must be run in. Run at ¼ speed for ½ hour. Note that maximum acceleration, speed, and braking cannot occur until brushes are in 100% contact with the commutator. If there is no speed control, operate the on-off switch allowing a few seconds on and then coast as many times a possible. If the commutator is visible, a fine spark line along the entire length of the trailing edge of the brush indicates proper seating.

It is better if brushes are run in in the shop. The method for doing that is described in a full article I have written on centrifuges that may be obtained by

request from RPI. The article explains all of this in greater detail (including installing brushes), as well as the troubleshooting of "bad" motors.

### Editors Note:

*Ivan L. Frank, C.E.T., is co-founder of Sienco Instrument Service Co. and owner of I.F. Tech, S.A., serving the medical, industrial, and scientific communities in the Rocky Mountain area. He is a founding member of A.C.E.T., C.A.E.T., and senior member of I.C.E.T. He has 22 years in medical engineering and 38 years in manufacturing, fabrication, and consulting.*



Ron Cain

On to even smaller things? My next learning experience was with a company called International Electronics Research Corp. This is where I received the bulk of my mechanical inspection training. I.E.R.C. manufactures thermal management devices for the electronics industry. They are also a military contractor, which means that I had to

continued on page 4



know & understand what was required under the numerous military specs that our product had to conform to.

This now brings us to RPI, where I have brought my experience and philosophy of quality to the family, which is what we are here. My philosophy of quality is that RPI may pay me, but I do not work for them. I work for you, the customer. I am here because you can't be. I try to never let them lose sight of your wants and needs for a good quality product that you can use with confidence and no second thoughts about quality.

## Editors Note:

*Ron Cain is married and lives in Burbank, another Los Angeles Suburb. He came to work at RPI last January through a very good friend, Dennis Covarrubias, who just happens to be our Purchasing Agent.*

## Did You Know?

- the CAM024 motor comes with the bearings already oiled? However, a little oil may have evaporated during storage. Please don't add more than a few cc's of oil, if any, or the oil will throw during operation.
- strap down heaters burn out if they're installed on a non-smooth, non-level surface? Autoclave chambers and/or liners must be replaced if they are even slightly distorted. This is particularly true for the lower heat shield on the Castle 1200 series.
- Castle made more than one door design for the 800 & 1000 series autoclaves? We have only the ring gaskets, not the pancake gasket. Please check your door carefully before ordering.

## BIO-DYNAMICS TIMER BACK AGAIN

Our 5 minute timer, BDT005, for the Bio-Dynamics Select-A-Fuge is now back in inventory. It has taken us almost a year to find a substitute for the original which is no longer manufactured. No more push button start. Just turn on the timer as on other machines and it starts. And it fits the space — no modifications needed!

*"Thanks for the prompt service — enclosed my prompt check."*

R. Bender  
Diversified Medical Services  
Columbus, Ohio

**Please use your customer  
number when placing an order.**

## What's Coming Up

Our next newsletter will be coming out in early 1990. It will be accompanied by flyers announcing the following products added to our inventory:

*to fit MDT equipment chemiclaves*  
timer for D  
valve handle for D  
door handle for D  
power light for D  
metering valve bodies

*to fit Ritter 75F table*  
starting relay  
O-rings  
metering screw  
hydraulic hose  
starting capacitors  
solenoid kit  
motor mounts

*to fit Pelton & Crane compressors*  
filter screen  
felt filter  
filter cap  
motor gaskets  
sight glass  
relay  
starting capacitor  
compression rings

## FROM OUR CUSTOMERS

*"Dear Sir,*

*I would like to express my appreciation for your readily available line of repair parts — without you I don't think I could be in business."*

Bill Ritorto  
Sun Valley Dental  
Plantation, FL

*"Any parts you stock — it seems we can use!!!"*

Re-De Equipment Co.  
South Plainfield, NJ

Call Toll Free 1-800-221-9723 • FAX (818) 882-7028



replacement parts industries, inc.

"The Alternate Source"

P.O. Box 5019, Chatsworth, CA 91313-5019

ADDRESS CORRECTION REQUESTED

NEW PARTS PAGES INSIDE

BULK RATE  
U.S. POSTAGE  
**PAID**  
CANOGA PARK, CA  
Permit No. 250