



# The Alternative Source

The Leader in Replacement Parts for Healthcare Equipment Since 1972

JUNE 1997  
Vol 5 No 2

## Times Are Changing! Keep Up Or Get Left Behind

by Ira Lapidus  
Vice President, Replacement Parts Industries, Inc.

If there is one thing that you can rely on in the healthcare industry, it's change. To many, this is a very disquieting thought. But the last fifteen years have seen nothing but change in healthcare, with DRG's, the rise and fall of large hospital corporations and their reemergence the past few years (remember AMI, Humana, NME?), HMO's, PPO's, and a whole alphabet soup of other odds and ends.

A number of these changes have had or will have a direct effect on the equipment service business. One of the most significant is the consolidation of the healthcare providers in the industry. The past few years have seen consolidation at levels never seen before, and there is

*"The past few years have seen consolidation at levels never seen before, and there is certainly more to come."*

certainly more to come. On the hospital side, Columbia/HCA now owns or manages 330 hospitals spanning 36 states, while Tenet Healthcare owns or manages 127 hospitals in 22 states. Religious hospital systems such as Catholic Healthcare West are also becoming major players.

On the physician side, 34% of all physicians in the United States are members of group practices, with 10% of the total in groups of 100 or more physicians. The largest, MedPartners, has 2600 physicians in its medical groups, with another 5300 independent physicians affiliated with them through managed care contracts. In 1995, there were 126 major merger and acquisition transactions; in 1996 that figure jumped to 218. Hospitals are also buying physician practices, affording problems and opportunities for

servicing these newly affiliated practices.

For the dental industry, change has not been so rapid, but it is coming. Dental HMO enrollment has nearly tripled from 7.8 million in 1990 to 20.6 million in 1995. Dentists have not formed groups in quite the same manner as physicians, as 78% still practice solo versus 25% of physicians. But a few large groups are starting to form, with at least two major players planning to go public in 1997, as reported in a recent issue of *Modern Healthcare* magazine. Massachusetts-

based Professional Dental Associates looks to acquire 200 or more dental practices with the funds they plan to raise through a public stock offering, and

Castle Dental Centers already operates 35 dental centers in Florida, Tennessee, and Texas. I am sure there is a lot more to come.

What does this all mean for the equipment service industry? Primarily, it means the erosion of the traditional customer base of physician and dentists' offices. To maintain or even increase business, independent service organizations, no matter what size, will need to be alert to opportunities for developing relationships with these larger organizations. In some cases, this might mean subcontracting with a large ISO that has the primary contract, but does not have the service area coverage or equipment expertise that you might have. Or, it could mean affiliating, merging, or creating

(Continued on page 7)

### UPDATE: IAMER MEETING

At the beginning of April, RPI attended the IAMER (International Association of Medical Equipment Remarketers) meeting. Another eye opener for where our industry is going. This group is only four years old, yet they took the lead in working with the FDA to assure that servicers and refurbishers were not included in the new regulations. At the meeting, three members of the FDA and one member of the State Department entered into discussions on what the government is doing, where it is going, and where refurbishers and remarketers can participate. They spent all three days at the meeting assuring dialog with all who were there. IAMER's work has opened the door to government cooperation and help.

We found out at the meeting that companies as small as four or five people are becoming ISO9000 certified; that great numbers of independents are repairing and refurbishing equipment to be sold by remarketers in international markets; that there is a possibility that new equipment sales will blossom over the next ten years, refocusing OEMs back on new equipment; that IAMER is setting ethical and professional standards for its members; and that anyone who continues to do business exactly as was done in the past may not be around to enjoy the opportunities five years from now.

If we work together, if we work like business people, we can guarantee our future. Those who have joined IAMER and ISNI have proved that already.



## FROM ... THE DESK OF THE PRESIDENT



*Al Lapidès, President  
Replacement Parts Industries, Inc.*

### Opportunity!

Ever since GE won the multivendor contract from the Columbia/HCA hospital system, there has been continuous discussion and articles written about the future of the in-house biomed and the ISOs, particularly the smaller ones. There was fear, consternation, confusion, and great concern on the part of all those potentially affected. Seminars and roundtables were conducted at professional society meetings for BMETs. Meetings were held by about 100 small ISOs in San Diego, Las Vegas, and Denver. The conclusions? None really, except to hope that when the smoke clears, all will have survived.

Well the smoke is clearing. It's not a matter of surviving, but of moving ahead with a great deal of opportunity. This opportunity was best expressed at the recent annual meeting of the ISNI (Independent Service Network International) in Las Vegas. Roundtable discussions and breakout sessions identified what's happening. First, the maintenance and repair marketplace is bigger than ever before and growing. Second, primary hospital outsourcing contacts are going to multivendor and asset management companies. Third, in-house departments are being looked at as multivendor competitors by their own institutions. And fourth, all of these primary contractors need small ISOs who specialize in specific equipment.

What does this mean to you? Opportunity. But where and how. That's the rub. The marketplace is expanding, but it's also changing. For the ISOs, most hospitals are or no longer will be primary customers. Multivendor companies will be the customers in most cases. But, say some of you small independents, "I service physician offices, not hospitals. Therefore, none of this affects me." This might not be true. Doctors are forming groups. Some are already national. Many are being bought by hospitals. Won't their buying habits change? Will the hospital owned groups come under their master multivendor agreement? Will the independent physician groups look to a single multivendor agreement just like the hospitals?

These changes represent opportunity. But only for those who identify and capitalize on it. That means that all of you need to understand that you need to be business people as well as good technicians. This holds true for those of you in biomed departments as well as independents. That means you have to keep current on what's happening. You should be reading publica-

*(Continued on page 3)*

## FROM ... THE PRESIDENT'S BOSS!



*Sherry Lapidès, General Manager  
Replacement Parts Industries, Inc.*

### Communication Is the Key

The April 1997 issue of *24x7* has an article (the first of two) on the history of medical equipment service. I found it very interesting. The push for formalizing service standards and training basically started with the military in 1942 and accelerated following an article on electrical shock hazards by Ralph Nader in March 1971.

RPI entered the scene as an alternate source for repair parts for the service professionals the following year. Talk about being in the right place at the right time! How lucky we were.

Many changes have occurred in the industry during these past twenty-five years, with more to come. Just take a look at the article about asset management firms on page one of this issue, and the changes that may be on the horizon. I urge you to read that article and take it to heart. Those who cannot, or will not, prepare themselves for these changes may find themselves at the end of the parade, cleaning up after the elephants.

All of us here at RPI have spent a great deal of time lately thinking about these changes and how they will affect us, as well as our customers. Communication seems to be the key – between ISOs themselves and ISOs and asset managers, between asset managers and OEMs (sometimes one and the same). Think about where you fit in now and what your position will be in the future. We will continue our efforts at supplying you with the parts to do your jobs better, faster and cost effectively. Your input is very important to us and we want you to keep in touch with us, by phone, fax, e-mail, or carrier pigeon.

Don't forget that June is Planned Maintenance Month and you can look forward to receiving your RPI PM poster shortly.

On another note, many of you may remember my writing about our daughter's wedding four years ago. In March, Robbie and Bill presented us with their second son. Ira and Melissa, who were married a year and a half ago just gave us our first granddaughter. Including two boys from our older son, Larry, and his wife, Lori, that gives us four grandsons and a little girl to boss them all around. It was all I could do to restrain Grandpa from buying out the newborn girls' department at Baby Gap!

Summer is upon us and we hope the warmer weather will help all of you in the northwest, midwest and northeast to dry out and warm up. Have a great one!



# Introducing the RPI Metering Valve To Fit the MDT Chemiclave®

The long awaited, much anticipated RPI metering valves to fit the MDT Chemiclaves are finally here!

Wait until you see it. You'll just love it. It installs like the original. It operates like the original. But it's better because it's PM'able and it carries the RPI 100% customer satisfaction guarantee.

For details, please see the bright yellow flyer included in this newsletter.

## From the Desk of the President

(Continued from page 2)

tions such as 24x7, Medical Imaging, and HealthCare Technology Management, all free subscriptions from Healthtech Publications. Visit the Healthtech website at: <http://www.healthtechnet.com>. You should belong to professional and trade associations such as SBET, ASHE, and ISNI. You should be attending meetings such as Healthtech in San Diego in May, SBET (AAMI) in Washington D.C. in June, and ASHE later this year. Looking at membership rosters and attendance records, it is obvious that most of you do not believe you can afford the money or time for these things. You have no choice if you want to take advantage of the future. At a minimum, you should be reading informative, free, literature.

Why does RPI continue to beat the drum to get you to professionalize yourselves and your business? It is because we believe that a broad base of service support makes for a better quality and costing in maintaining medical equipment. No, we are not afraid of losing customers. We have already seen the share of our sales of those we have lost go to other customers. Yes, we really are concerned about a viable, competitive base out there. Please be part of it.

**RPI is Your BEST Source For Quality Replacement Parts!**

# TECH TALK

## Customer Concerns Aid In Raising The Quality Level of RPI Parts

By Ron Cain, RPI Product Development Department

What does RPI do when concerns about our products are received? We take them very seriously. The following is just one example of how a few customer complaints led to an improvement in the quality of one of our motors, the IEM025.

**Customer's Concern:** Lost wiring diagram sent with motor. No problem says the customer, I have a manual with a wiring diagram. But wait! None of the wire colors are the same. This particular customer called RPI and suggested that we use the same color code for our hook-up wires that the OEM uses. No problem! The IEM025 now has hook-up wires that match the colors in the diagram in the OEM manuals.

**Customer's Concern:** Very difficult to attach ground wire to motor casing. No problem! The IEM025 has been redesigned so it now has an internal ground wire.

**Customer's Concern:** Field wires short to motor casing and burn up. (Of all of the concerns this is the most serious.) This is a problem! It took quite a while and much hair loss to duplicate this problem. This problem was caused by two factors: 1. Vibration; and, 2. Internal stiffening rib too close to the field windings. No problem now! The internal stiffening rib has been milled down to allow a sufficient distance between the field windings and the motor casing.

**Customer's Concern:** Brush holders rotate. No problem! Again vibration is the culprit here. We are now using an adhesive to secure the brush holder body in place. We are also using a threadlocking adhesive on the set screws that hold the brush holder body's in place.

We appreciate your calls and we respond. Please keep calling, faxing and e-mailing. We want to hear from you!

### Here Is A Quick Check To See If You Have Wired The IEM025 Motor Correctly

Apply power and watch the direction in which the head turns. If it turns in a counter-clockwise direction and your braking system works, it is wired correctly. If the head turns in a clockwise direction, you have not wired it correctly, so re-check your wiring.

## SERVICE TIPS



## The Coulter C Series – Reliable But With A Few Idiosyncrasies

By Dennis Augur  
A Service A Plus, Fulton, Missouri

The Coulter T Series units are very reliable for the most part, but like all instruments, they have a few idiosyncrasies.

If you have problems getting the PLT background down in the morning, try running a specimen one time and re-run the background a couple of times. If still too high, clean the blood sampling valve.



# WHAT'S

## YOU ASKED FOR THEM, YOU GOT

The following new parts are now in stock, ready

### CENTRIFUGES

Clay Adams – Sero-Fuge® & Sero-Fuge II

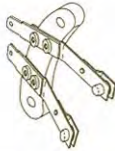
RPI PART #CAB083  
OEM PART #42054129 (0541-613-000)  
REPLACEMENT BRUSH  
Fits: Governor Brush Assembly



RPI PART #CAC087  
OEM PART #0541-604-000  
COVER ASSEMBLY & HARDWARE  
Fits: Guard



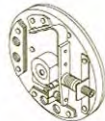
RPI PART #CAC089  
OEM PART #42054102 (0541-600-004)  
BRUSH CARRIER  
Fits: Motor Base



RPI PART #CAC098  
OEM PART #42053103 (0531-600-003)  
CAPACITOR  
Fits: Braking Resistor Assembly



RPI PART #CAG091  
OEM PART #42054103 (0541-600-005)  
GOVERNOR ASSEMBLY  
• Mounts to bottom motor shaft



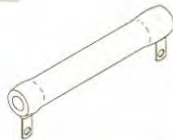
RPI PART #CAL092  
OEM PART #42052601 (0526-609-000)  
RUBBER STRIP LINER - 6 PLACE HEAD  
Fits: Head Assembly (Sero-Fuge only)



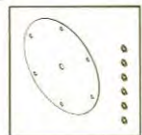
RPI PART #CAR096  
OEM PART #42053102 (0531-600-002)  
VOLTAGE RECTIFIER  
Fits: Braking Resistor Assembly



RPI PART #CAR097  
OEM PART #42054101 (0531-600-001)  
BRAKING RESISTOR  
Fits: Braking Resistor Assembly



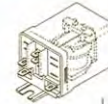
RPI PART #CAS090  
OEM PART #42054121 (0541-614-100)  
BASE-RUBBER SEAL (NEW STYLE)  
Fits: Bottom of guard (Sero-Fuge II only)



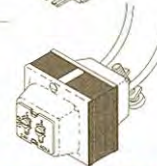
### CENTRIFUGES

Clay Adams – Dynac® II

RPI PART #CAR095  
OEM PART #42010325 (0103-621-100)  
K-2 RELAY  
• Mounts to underside of control panel



RPI PART #CAT093  
OEM PART #42010324 (0103-620-100)  
STEPDOWN TRANSFORMER  
• Mounts to underside of control panel



### DENTAL EQUIPMENT

Pelton Crane – LFI & LFII Series

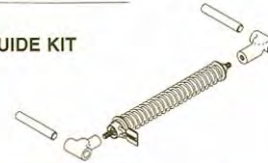
RPI PART #PCB616  
OEM PART #H32-104  
BUSHING YOKE  
Fits: Head and Yoke Assembly (LF+ only)



RPI PART #PCB617  
OEM PART #006914  
STUD - HEAD BUSHING  
Fits: Head and Yoke Assembly (LFC+ only)



RPI PART #PCK690  
SPRING ARM SPRING & GUIDE KIT  
Fits: Front Arm Assembly  
(LFI & LF+)



RPI PART #RPP093  
OEM PART #007466  
SPRING (ROLL) PIN (1/8 D x 3/4 L)  
Fits: Drop Arm & Pivot Rod (LFCII, LFCII-D, LFTII, LFTII-D & LFWII(2))



RPI PART #PCR699  
OEM PART #006695 & 090412  
LEVELING ROD & NUT  
Fits: Front Arm/Spring Guide Assembly  
(All LFI & LF+)



RPI PART #PCS697  
OEM PART #3323073 (026597)  
KNUCKLE HINGE SCREW  
Fits: Arm Adapter and Knuckle (LFI)



RPI PART #RPH233  
OEM PART #3324154  
FRONT ARM COVER SCREW  
Fits: Front Arm Cover (LFI & LF+)



RPI PART #RPH234  
OEM PART #3325284  
BALANCE RETAINER SCREW  
Fits: Counter Balance Spring Retainer (RPI Part #PCR673)  
(All LF, LFI & LF+ Series)



### DENTAL EQUIPMENT & OTHER GENERAL

RPI PART #RPA032  
OEM PART #N/A  
THREADLOCKER 242 (.02 oz./unit)  
• 5 per package

RPI PART #RPL090  
HIGH TEMP LUBRICANT  
(.5 gram/unit)



### GENERAL EQUIPMENT

Compression  
Sleeves, Nuts, Unions, Con  
(For details, see the bright y

### STERILIZERS

MDT (Harvey) –  
Metering Valve Assemblies - To Fit E  
(For details, see the bright y

### STERILIZERS

American Sterilizers – E

RPI PART #AMB168  
OEM PART #P4000009-085  
AIR VENT BELLOWS  
5/16" compression fittings-both e  
• Mounts between Chamber and

RPI PART #PCF009  
OEM PART #P129357-645  
FILTER - FILL LINE  
Fits: Fill Tube

The described parts are manufactured by R  
American Sterilizers, Clay Adams, IEC, MDT  
equipment. The following are registered © tra  
American Sterilizer, Steris; Ritter, Midmark  
Dickinson and Co Primary Care Diagnostics  
Siemens/Pelton & Crane Co Sub Siemens Me



# NEW

## THEM . . . YOUR OPINION COUNTS

be shipped the day your order is received.

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replacement parts industries, inc.  
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RPI PART #RPL090  
HIGH TEMP LUBRICANT  
FOR NON-SILICONE USE ONLY

### PLUNGER AIDS

Fittings  
Ports and Elbows  
Low Flyer Insert.)

### RESERVOIRS

Chemiclave®  
100, 5000, 5500 & 6000  
Low Flyer Insert.)

### RESERVOIR TUBING



Replacement Parts Industries, Inc. to fit  
Pelton, Mark, Pelton & Crane and Ritter  
models: Chemiclave, MDT Corp; Eagle,  
Sero-Fuge and Dynac, Becton  
Light Fantastic II and Validator,  
Systems Inc.

### STERILIZERS Midmark M7 • Ritter® 7 & 777

- RPI PART #RCB088**  
OEM PART #H96772  
**T-BOLT**  
Fits: Door assembly (7, 777 & M7)
- RPI PART #RCB089**  
OEM PART #014-0193-00  
**AIR VENT BELLOWS ASSEMBLY**  
(1/4" compression fittings-both ends)  
• Mounts to Tubing between Temperature Gauge and Reservoir (M7 only)
- RPI PART #RCC095**  
OEM PART #H98009  
**FILL COVER**  
Fits: Reservoir (7 & M7 only)
- RPI PART #RCB096**  
OEM PART #15074500  
**BUZZER**  
Fits: Machine Base (M7 only)
- RPI PART #RCG085**  
OEM PART #H002-0242-00  
**TEMPERATURE GAUGE**  
• Mounts to front panel (7 & M7 only)
- RPI PART #RCG087**  
OEM PART #H98135  
**RESERVOIR GASKET**  
Fits: Reservoir (7 & M7 only)
- RPI PART #RCK092**  
OEM PART #H98062  
**TIMER KNOB**  
Fits: Timer Shaft (7, 777 & M7)
- RPI PART #RCK093**  
OEM PART #H98063  
**CONTROL KNOB**  
Fits: Thermostat Control (7, 777 & M7)
- RPI PART #RCL090**  
OEM PART #H98036  
**PILOT LIGHT**  
Fits: Front Panel (7 & M7 only)
- RPI PART #RCS086**  
OEM PART #H225730  
**SLEEVE**  
Fits: Temperature Gauge (7 & M7 only)

### STERILIZERS Pelton & Crane—Validator® 8, 10, Plus 8 & Plus 10

- RPI PART #PCA084**  
OEM PART #019779  
**TRIAC ASSEMBLY**  
Fits: Fits Power Supply Board (8 & 10 only)
- RPI PART #PCC108**  
OEM PART #019691  
**TEMP/PRESS MODULE CABLE**  
Fits: Temp/Press Board to Power Supply Board (8 & 10 only)
- RPI PART #PCF009**  
OEM PART #1881031 (004326)  
**FILTER - FILL LINE**  
Fits: Fill Chamber Tube (8 & 10 and Plus 8 & 10)

- RPI PART #PCK102**  
OEM PART #026356  
**VENT PLUNGER KIT**  
Fits: Valve Operator - Vent Assembly (8 & 10 only)
- RPI PART #PCK106**  
OEM PART #026358  
**DUMP PLUNGER KIT**  
Fits: Valve Operator - Dump Assembly (8 & 10 only)
- RPI PART #PCK110**  
OEM PART #026357  
**FILL PLUNGER KIT**  
Fits: Valve Operator - Fill Assembly (8 & 10 only)
- RPI PART #PCK111**  
OEM PART #025580  
**AIR RELEASE VALVE SEAT KIT**  
Fits: Air Release Section of Control Valve Body (8 & 10 only)
- RPI PART #PCK125**  
OEM PART #N/A  
**AIR RELEASE BELLOWS PM KIT**  
Fits: Control Valve Block (8 & 10 only)
- RPI PART #PCK167**  
OEM PART #9432311  
**RESERVOIR FILTER KIT**  
Fits: Fill Coupling-Vent/Condenser (Plus 8 & 10)
- RPI PART #PCK171**  
OEM PART #1539449  
**COUPLING-VENT/CONDENSER KIT**  
Fits: Reservoir (Plus 8 & 10 only)
- RPI PART #PCS124**  
OEM PART #004018  
**VALVE SEAT & BODY**  
Fits: Air Release Section of Control Valve Body (8 & 10 only)
- RPI PART #PCT093**  
OEM PART #019822  
**PRESSURE SENSOR TUBE**  
Fits: Between Valve Block & Pressure Transducer (8 & 10 only)
- RPI PART #RPT092**  
OEM PART #022060  
**VALVE SEAT WRENCH**  
Fits: Slot in valve seat (8 & 10 only)
- RPI PART #PCT097**  
OEM PART #019615  
**OVERHEAT THERMOSTAT**  
Fits: Pressure Plate (8 & 10 only)
- RPI PART #RPO343**  
OEM PART #9435546  
**O-RING**  
Fits: Coupling-Vent/Condenser (Plus 8 & 10 only)
- RPI PART #RPO358**  
OEM PART #1881072 (004840)  
**O-RING**  
Fits: Coupling-Vent/Condenser (Plus 8 & 10 only)



# THE rpi FAMILY

Hello. My name is Chris Stout and I'm the person responsible for making sure all of the parts in our catalog are in stock and ready to ship to you.

I started in purchasing about 25 years ago as a Product Development Assistant. I purchased the parts the engineers wanted to use and wired the "bread board" (prototype) so they could test their designs. I enjoyed the purchasing-end of



Chris Stout, Purchasing Manager

the business so much that I decided to pursue a career in it. Later I worked for a company called Spacelabs but when they relocated to Washington state, I decided to stay in sunny California.

I have been with RPI for almost two years now and I have enjoyed every minute of my job. RPI is a company that really cares about its employees and its customers. And it's nice to know that RPI cares about producing nothing less than a quality product.

I have lived in southern California since I was five years old. In my spare time I love to sew, make quilts and do crafts when I'm not playing with my nine grandchildren (who are the light of my life) or taking my husband, Bill, to the L.A. Dodgers baseball games.

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## It's New And Improved The RPI Motor To Fit The Air Shields Incubator C86 & C100/C200

by Andy Sandelski  
RPI Product Development

The new and improved RPI motor kit (RPI Part #AIK005) that fits the Air Shields C86 infant incubator and the motor kit (RPI Part #AIK007) that fits the C100/C200 infant incubator have some special changes and modifications. The new features help improve performance and extend motor life.

The body of the motor now has vent holes throughout and an internal impeller to ensure self cooling. This helps alleviate any problems with overheating and resulting air flow alarms.

There is now a step machined on the motor shaft. This will ensure proper installation and positioning of the impeller on the shaft. The result will be correct air flow and minimization of mechanical noise due to vibration.

The motor is a permanent split capacitor (PSC) design. PSC motors have lower starting currents and are much quieter than other designs. This type of design will not only extend the life of the motor; but also meets or exceeds noise level requirements.

Connectors, wiring and mounting hardware are compatible with the OEM controllers. This makes replacement quick and easy.

### A Big RPI Welcome To ...

Budd Ford, Romina Mata, Denise Brown and Blanca Miramontes.

Budd is the newest member of the Shipping and Warehouse Department. Romina and Denise recently joined our Customer Service Team. And, Blanca assists in the Accounting Department, Shipping and Warehouse and Customer Service – whew!!!

### What's Coming Up? Look For These Parts Coming This Fall!

Parts to Fit A-DEC	Parts to Fit AMSCO	Parts to Fit AMSCO	Parts to Fit GOMCO	Parts to Fit TUTTNAUER
Model 6300	Eagle® 10 Series	2000/3000 Series	Models 402 & 4021	Models 1730 2340 & 2540
<ul style="list-style-type: none"> <li>• Bat Handles (Old &amp; New Style)</li> <li>• Lamp Socket</li> <li>• Transformers (There are 4 of them)</li> <li>• Toggle Switch</li> <li>• Plastic Lens Cover</li> </ul>	<ul style="list-style-type: none"> <li>• Thermistor</li> <li>• Relays</li> <li>• Steam Trap Assembly</li> <li>• Water Level Sensor</li> <li>• RTD Sensor</li> <li>• Over Temp Control</li> <li>• Triac</li> </ul>	<ul style="list-style-type: none"> <li>• Valve Repair Kits</li> </ul>	<ul style="list-style-type: none"> <li>• Switches</li> <li>• Motor Mounts</li> <li>• Float Assembly</li> <li>• Needle Valves</li> <li>• Oiler Gasket</li> <li>• Cotton Packing</li> <li>• 5/8" Rotor &amp; Slides</li> <li>• And Lots More ...</li> </ul>	<ul style="list-style-type: none"> <li>• Heating Elements</li> <li>• Door Gaskets</li> <li>• Safety Valves</li> <li>• Pilot Lights</li> <li>• Timers</li> <li>• Pressure Gauge</li> <li>• Thermostat</li> <li>• And Lots More ...</li> </ul>



# SPOTLIGHT

## On New RPI Parts To Fit The P&C Light Fantastic ®

by Jim Wisniewski  
RPI Product Development

If the light head droops or drifts, it's a good indication that the bushings are damaged or broken. RPI can help! RPI now carries the bushings to fit the LF-I (RPI Part #PCB616) and for the LF-C (RPI Part #PCB617).

And, here's a helpful hint to minimize customer "call-backs". When replacing the bushings, be sure to inspect the light socket wiring. If the wires have become frayed or kinked or have worn insulation, replace the light sockets at the same time you replace the bushings. By replacing both the bushings and light sockets at the same time, you might just save yourself a call-back. (RPI also carries the Light Socket – RPI Part #PCS607.)



By the way, if the front arm drifts down or up, here's a quick and easy way to adjust it. Remove the Front Arm Upper Cover and Counter Balance Spring. To adjust for down drift, turn the adjustment nut counter clockwise to increase tension. To adjust for up drift, turn the adjustment nut clockwise to decrease tension.

RPI is helping you keep your customers' LF units in good shape with the many replacement parts we have in stock and ready to be shipped. In fact, RPI now has the Spring Arm Spring & Guide Assembly (RPI Part #PCK690), and the Leveling Rod and Nut (RPI Part #PCR699) with even more parts to come.

### Times Are Changing

(Continued from front page)

alliances with some of your competitors in your own service area or outside of it to handle a larger account.

Now, I am not predicting that all hospitals, physicians, and dentists will become part of a few mega-corporations, but a majority of them probably will. This might seem like the sky is falling, but with change of this nature, there is always opportunity, and in this case, significant opportunity. It is vital to be able to be aware of and recognize those opportunities and be prepared to take advantage of them, because as your customers evolve, like it or not, so must you.

There are several ways to keep abreast of opportunities. First, talk to your customers. Find out what is impacting their business and how you can help them by modifying your services. Second, net-

work with your colleagues and competitors through industry trade organizations, seminars, conventions, phone calls, and meetings. Find out what they are doing and how you might be able to work together. Third, read the trade journals. Fourth, talk to your employees. Many will have ideas and insights that could be quite valuable.

Once you have identified new opportunities to pursue, or even prior to that, you must have a plan in place for your business (or department or division if part of a larger organization) to make sure you get it prepared and moving in the right direction. In the next issue of "The Alternate Source", I will provide a recap of a presentation I made at the March ISNI meeting in Las Vegas on a basic process of preparing a business plan. Until then, keep alert and get involved!

## OUR BEST WISHES TO ...

### In Celebration of Your 30th Anniversary

Congratulations and best wishes to Robert Bender, owner of Diversified Medical, for his 30 years in business of servicing healthcare equipment.

## QUOTES OF THE WEEK

"Great job on your new (web) site. Keep up the good work as usual."

– Dennis Breda  
Breda Instrumentation

"Just a brief note to confirm receipt and to congratulate you for the excellent technical quality of your package of information which we received recently. Most specially we congratulate you for the warmth and sense of humor so rare and so necessary in these times, specially in our profession. Thanks again."

– Manuel Gakneras O.  
TECNOMED

## RPI's WEBSITE

Next time you're surfing the web, take a moment to check out RPI's website at:

<http://www.rpiparts.com>

Searching for a part has never been easier than on RPI's website. See for yourself in the "RPI Part Search" where all you need to do is type in the name of the part or the OEM part number or the RPI part number or the make or model of the equipment or a combination of the above, click on the "Search" icon and you are in business. That's all there is to it.

## REACH US VIA E-MAIL

[order@rpiparts.com](mailto:order@rpiparts.com)  
[techsupport@rpiparts.com](mailto:techsupport@rpiparts.com)  
[moreinfo@rpiparts.com](mailto:moreinfo@rpiparts.com)





# It's Here! National Planned Maintenance Month.



## Enclosed is Your **FREE RPI PM Poster!**



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