



## RPI's Been Busy As Beavers Launching More New Parts

In case you haven't noticed, we've been busy little beavers here at RPI during the past several months. In fact, we have added two brand new lines of parts as well as adding new parts to our existing lines. All in all, since April, we've added about 60 new parts, kits, and assemblies designed just to make your job easier.

One of the new lines we added is parts to fit the Critikon Dinamap 8100 and 8100T series of non-invasive blood pressure (NIBP) monitors. The other new line includes our first ever parts to fit Gendex dental film processors and x-ray equipment. What's more, we now offer even more parts to fit Tuttnauer table top sterilizers, supplementing the many parts we already carry to fit those popular machines.

RPI's new line of parts to fit Critikon Dinamap NIBP monitors include normal wear parts such as the Membrane Keypads and Battery, as well as the internal mechanisms including the complete Pump Assembly. To aid in completing a repair job, we also offer the Calibration Plug to fit these units.

To fit the Gendex dental film processors, we now carry the full line of function Switches, several of the Gears and Gear Kits, Solution Tubing, Drive Motor, Motor Brush, Agitator Motor, Cooling and Heating Fans, and Drive Belt.

We also now carry the Power Switches to fit the 770 and other Gendex dental

x-ray units. And, there are even more in development for later this year.

To fit the Tuttnauer line of tabletop sterilizers, we have added a variety of new parts – with more on the way. Earlier this year, we introduced the Reservoir/Filter Cover, which doubles as the Reservoir Cover on most current models, and a cover for the HEPA Filter on the EA, EKA, and EZ series. We also carry the Dip Stick to go with the cover.

We now offer the 40 PSI Safety Valve as an alternative to the 37 PSI Safety Valve that we have always carried, and those are also offered in the complete Safety Valve Holder Kits as well.

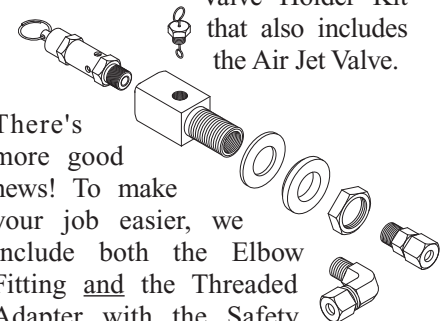
On top of all that, we added the Door Gasket to fit the 3850 and 3870 line of mid-sized Tuttnauer sterilizers. And, over the next few months, look for many more parts to fit the Tuttnauer line of sterilizers, including Solenoid Valves, Coils, and Kits for the E, EA, EK, and EZ models.

You will find a listing of all the new parts mentioned in this article on pages 4-5. As always, we do our best to carry the parts that you need most, but the only way we know what equipment to support and the parts to produce is through your input, so please call (800) 221-9723 x135 or email us at [techsupport@rpiiparts.com](mailto:techsupport@rpiiparts.com) with your requests and suggestions. We look forward to hearing from you.



## 40 PSI Safety Valves Now Available To Fit Tuttnauer Sterilizers

We recently introduced the 40 PSI Safety Valve (RPI Part #TUV065) to compliment the 37 PSI Safety Valve (RPI Part #TUV011) that we have carried for many years to fit various models of the Tuttnauer table top sterilizer line. Both the 37 PSI and the 40 PSI Safety Valves are available with the Safety Valve Holder or in a Safety Valve Holder Kit that also includes the Air Jet Valve.



There's more good news! To make your job easier, we include both the Elbow Fitting and the Threaded Adapter with the Safety Valve Holder and Kits. So depending on the plumbing of the particular model, you now have both parts at your finger tips. What's more, we upgraded the straight Threaded Adapter from a straight thread to a taper pipe thread for a tighter fit.

If you were wondering why all the fuss over a 37 PSI vs. a 40 PSI, here's why. A few years back, Tuttnauer began offering the 40 PSI Safety Valve, and included that part on their new production models. Now, with the exception of the 3850 and 3870 models, all new production from Tuttnauer appears to be fitted with a 40 PSI Safety Valve.

We are honestly not sure when the complete change took place at Tuttnauer, nor were they able to tell us exactly why, so we recommend that

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Ira Lapidus  
CEO & President  
Replacement Parts Industries, Inc.

## FROM THE DESK OF THE PRESIDENT

Thanks to Customers who took a chance on RPI

In our previous issue of *The Alternate Source*, we celebrated our 35th anniversary, retelling the story of how RPI came into existence. It's a good story, and one worth retelling, especially to new employees to give them a feel for the company. It is kind of a tribal story, as some management gurus would call it, and the story of our beginning, as well as many other stories throughout the years, help to make up the fabric of our company culture. I am sure that your business has similar stories about people and events that are a part of your company culture as well.

In the retelling of that story in our newsletter, we mentioned one very important element on which I would like to elaborate. That element of the story is those early customers who took a chance on an unknown company named RPI making aftermarket parts for the equipment that they supported.

When a new, unknown company advertises for your business, essentially asking you to take a chance on them, it takes some nerve (or perhaps desperation!) to buy from them for the first time, especially if you are relying on the quality of their product to satisfy your own customers. But that is exactly what a number of our early customers did – they took a chance on us. And because of that, these folks deserve a great deal of credit for helping us to survive the early years, and to grow into the business that we are today.

This brings up one of the keys to our success, and what makes many businesses successful. Meet a basic need, and do it consistently so that people can rely on you. Do not overpromise. RPI does not promise the moon, or every part under the sun. What we do promise, and what we have promised, and I think have accomplished

### *A Special Thank You To Our First Customers!*

- ANGELUS MED & OPTICAL CO
- BENCO DENTAL
- BENSON'S SURGICAL SUPPLY
- BIO-SENTRY ENGINEERING
- BURKHART DENTAL SUPPLY CO
- CAL-TEK DENTAL
- CLAFLIN EQPT & SVC CO
- CASAD SURGICAL SUPPLY CO
- CUSTOM DENTAL
- DOCTOR'S EQPT SVC
- KREISER INC
- LAB-MARC INC
- LOUISIANA LAB REPAIR SVCS
- MCLAIN SURGICAL SUPPLY INC
- MEDI-CALL
- MERCO
- OTT DENTAL SUPPLY CO, INC
- PATTERSON DENTAL
- PHYSICIAN SALES & SERVICE
- PLAZA MEDICAL INC
- SAN JOSE SURGICAL SUPPLY
- SERVICE SURGICAL SUPPLY CO
- STRIEGLER MEDICAL EQPT CO
- SURGICAL SPECIALTIES, INC
- VICTOR MEDICAL
- WEST TEXAS MED SPECIALIST
- WPS-WARREN'S PROF SVS, INC
- X-RAY MEDICAL ELECTRONICS

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## THE RPI FAMILY

Hi, my name is Lolita Jones. I was born and raised in Tuscaloosa, Alabama. It's a nice quiet town. I love to travel and cook.



Lolita Jones  
Customer Service  
Representative

My father was in the U.S. Army so my family traveled a lot, usually not being in one place longer than three years at a time.

After my father retired from the army, he and my mother came to California to start a new chapter in their lives. All together it took my father about three years before he could send for my brothers, sisters and me. But the time apart from our parents made us all that much closer and loving family.

Years passed and then I decided to enlist in the USMC in which I served four years. I had my first daughter, Yvette, while I was stationed in Germany. She was born premature and is now going to school to become a nurse. Yvette wants to give another family what her nurses and doctors had given me when she was born – a little miracle. Later we added another member to our family. Her name is Tatyanne. She loves to dance and sing, and her favorite TV show is "Hannah Montana". One thing is for sure, they both keep me very busy!

I am a Customer Service representative here at RPI. I love to work here and one of the reasons why is its loyalty to its employees and customers. I believe that loyalty is what it takes to reach for success and to make a difference. In turn, I have passed this on to our customers letting them know that I'm always here to help them and to give excellent service and even at times put a smile on their faces. I would like to thank RPI for giving me the opportunity to join their family.

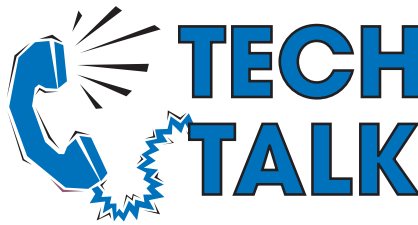
## On the Road With Phil in Florida

By Phil Goldstein, RPI Product Development

This year will mark RPI's seventh consecutive year exhibiting at the Florida International Medical Exposition (FIME). With more than 3,600 suppliers from all over the globe showing goods, discussing business deals and taking advantage of one-on-one opportunities to meet with each other – this is one industry event that Dora Aguirre, manager of the Customer Service Department at RPI, and I always look forward to each year. But I especially look forward to this Expo, not just because my “off hours” are spent walking along the South Beach boardwalk. Oh no! Or because of the wonderful Cuban food sautéed in Chimmichura sauce that accompanies a must-have ice cold Hatuey beer at the Lincoln Café. No influence there. And the immaculately groomed beaches lined with lounge chairs and tanned bodies pampered by Cabana-side servers, is not why I make such sacrifices for RPI. And no, not even those great shops and restaurants offering everything from Art Deco and diamonds to penne paste and sushi, entered my mind. Such sacrifices are made solely in the interest of promoting good welfare with people we might never have had the opportunity to meet and offer our thanks for their support. Maybe next year I'll have the opportunity to meet you. I'll be more than happy to offer my expertise on “sacrificing” your time in South Beach, Miami. Hope to see you there.

### A BIG RPI Welcome To ...

The newest member of the RPI family – Keith Gow. Keith joins our marketing department. He is a graphic artist by nature and his creative work can be seen in just about everything we send to you. Welcome aboard!

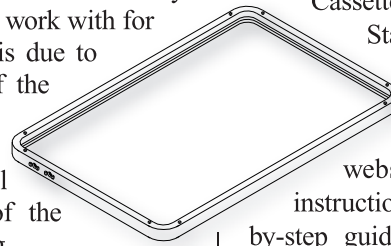


## Trouble Installing Cassette Seals?

By Jim Wisniewski  
Manager RPI Product Development

As many of you know, the cassette seals to fit the SciCan Statim 2000 and 5000 sterilizers are the most unusually shaped seals that you work with for any sterilizer. This is due to the unique nature of the cassette, its grooves, and its sealing requirements. This all makes installation of the seal quite challenging.

What makes it even more challenging is that dings and warping of the cassette can cause the seal to have a difficult time seating. Additionally, steam leaks in these machines are not always



due to the seal itself. Residue or debris buildup on the cassette can also cause sealing problems.

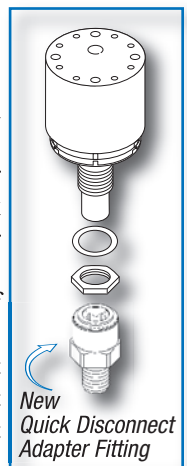
It is important to remember that it takes a well-lubed cassette to help the process of installing the seal, as well as some patience and fine manipulation of the seal into the groove. And proper maintenance of the cassette and seal is also important, so education of your customer is critical.

RPI's installation instructions for the Cassette Seals to fit the SciCan Statim 2000 and 5000 sterilizers are included with each seal, and are also available on our website. The installation instructions provide a good step-by-step guide, as well as care and maintenance tips that can be passed on to your customer. And, as always, our terrific tech support guys are available to answer any questions and help in troubleshooting these machines. Just call us at (800) 221-9723, ext. 135.

## Got Questions About the Auto Float Drain?

By Mark Micucci, RPI Product Development

Our Auto Float Drain (RPI Part #CMF016) that fits the Coalescing Filter Assemblies (RPI Part #'s CMA021 and CMA022) on some dental compressors has been upgraded by the manufacturer. In an effort to improve the part, our manufacturer removed the threaded mounting stem to accommodate a Quick Disconnect Adapter Fitting over the drain end that would allow for different types of tubing to be connected. This change also allows the service technician to be able to remove the bowl a bit easier if it becomes full and needs to be taken to a sink and drained. There was just one catch, we know that not too many of you carry that particular fitting as part of your normal “van stock”. So to make it easier, we include a Quick Disconnect Adapter Fitting (RPI Part #RPF651) with the Auto Float Drain. Thanks for your feedback!



### Save A Stamp – Ask For Auto-Pay

You may never have to worry about your account running past due again. That's because your payments can be made automatically. Here's how it works: As an “Auto-Pay” customer, we will keep your credit card on file and apply it to your account either each time you place an order, **or** when your invoices hit the 30 day mark – **the choice is yours**. This is an automatic process so you never have to get your checkbook and stamps out, or call in with a credit card again. There is no charge for this payment option and you can change it at any time. If you are interested in Auto-Pay, please call Paula in our Accounting Department, at (800) 221-9723, ext. 144.

# WHAT'S NEW

The following new parts are now in stock,

## DENTAL FILM PROCESSORS Gendex GXPT™

### MASTER TUBING KIT

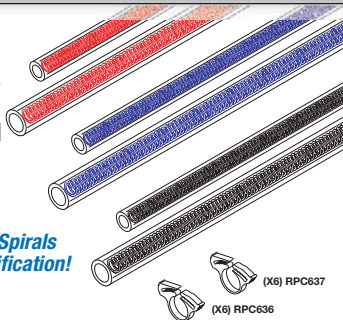
RPI Part #G XK041

- Includes (1 ea) of RPI Part #'s GXK026, GXK027, GXK028, GXK029, GXK030 and GXK031 – see details below.

**Fits:** Fluid interface assembly to solution container

*Color Coded Spirals  
For Easy Identification!*

**INCLUDES ALL  
INLET & OUTLET TUBING  
FOR A COMPLETE REBUILD!**



### INLET TUBING KIT

(RED - 3/8" ID Tubing)

RPI Part #G XK026

- Includes 6' of Tubing (RPI Part #RPT646), 2 Spiral Inserts - 3/8" Red (RPI Part #GXS032) and (2) KWIK™ Clamps (RPI Part #RPC636)

**Fits:** Fluid interface assembly to solution container

### INLET TUBING KIT

(BLUE - 3/8" ID Tubing)

RPI Part #G XK027

- Includes 6' of Tubing (RPI Part #RPT646), 2 Spiral Inserts - 3/8" Blue (RPI Part #GXS033) and (2) KWIK™ Clamps (RPI Part #RPC636)

**Fits:** Fluid interface assembly to solution container

### INLET TUBING KIT

(CLEAR - 3/8" ID Tubing)

RPI Part #G XK028

- Includes 6' of Tubing (RPI Part #RPT646), (2) Spiral Inserts - 3/8" Black (RPI Part #GXS034) and (2) KWIK™ Clamps (RPI Part #RPC636)

**Fits:** Fluid interface assembly to solution container

### OUTLET TUBING KIT

(RED - 1/2" ID Tubing)

RPI Part #G XK029

- Includes 6' of Tubing (RPI Part #RPT647), 2 Spiral Inserts - 1/2" Red (RPI Part #GXS035) and (2) KWIK™ Clamps (RPI Part #RPC286)

**Fits:** Fluid interface assembly to solution container

### OUTLET TUBING KIT

(BLUE - 1/2" ID Tubing)

RPI Part #G XK030

- Includes 6' of Tubing (RPI Part #RPT647), 2 Spiral Inserts - 1/2" Blue (RPI Part #GXS036) and (2) KWIK™ Clamps (RPI Part #RPC286)

**Fits:** Fluid interface assembly to solution container

### OUTLET TUBING KIT

(CLEAR - 1/2" ID Tubing)

RPI Part #G XK031

- Includes 6' of Tubing (RPI Part #RPT647), 2 Spiral Inserts - 1/2" Black (RPI Part #GXS037) and (2) KWIK™ Clamps (RPI Part #RPC286)

**Fits:** Fluid interface assembly to solution container

### SPIRAL INSERT (3/8" RED)

RPI Part #G XS032

**Fits:** Inlet Tubing

### SPIRAL INSERT (3/8" BLUE)

RPI Part #G XS033

**Fits:** Inlet Tubing

### SPIRAL INSERT (3/8" BLACK)

RPI Part #G XS034

**Fits:** Inlet Tubing

### SPIRAL INSERT (1/2" RED)

RPI Part #G XS035

**Fits:** Outlet Tubing

### SPIRAL INSERT (1/2" BLUE)

RPI Part #G XS036

**Fits:** Outlet Tubing

### SPIRAL INSERT (1/2" BLACK)

RPI Part #G XS037

**Fits:** Outlet Tubing

### KWIK™ CLAMPS (6/pkg)

RPI Part #RPC286

**Fits:** 3/4" OD Tubing

### KWIK™ CLAMPS (6/pkg)

RPI Part #RPC636

**Fits:** 1/2" OD Tubing

### KWIK™ CLAMPS (6/pkg)

RPI Part #RPC637

**Fits:** 3/8" OD Tubing

### PVC CLEAR TUBING (3/8" ID x 1/2" OD ID)

RPI Part #RPT646

**Fits:** Inlet Fittings and Internal Pump Connections

### PVC CLEAR TUBING (1/2" ID x 11/16" OD)

RPI Part #RPT647

**Fits:** Outlet Fittings and Internal Pump Connections

### TUBING (BLACK - 1/4" ID x 3/8" OD)

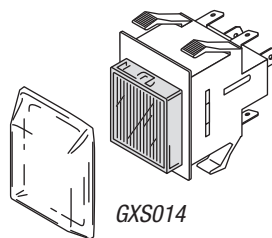
RPI Part #RPT652

**Fits:** Pump and Pump Connections

### SILICONE GASKET MAKER 598

RPI Part #RPS639

- Provides a sealant for the pump tubing connections



### PUSH BUTTON SWITCH (RED)

RPI Part #G XS014

**Fits:** Switch Panel

### PUSH BUTTON SWITCH (WHITE)

RPI Part #G XS013

**Fits:** Switch Panel

### SWITCH COVER

RPI Part #G XC015

**Fits:** All push button switches

### FUSE HOLDER (MAIN)

RPI Part #RPH638

**Fits:** Back Panel

### HELICAL GEAR KIT

RPI Part #G XK006

**Fits:** Drive Shaft

### DRIVE GEAR

RPI Part #G XG007

**Fits:** Developer, Fixer and Wash Racks

### DRIVE GEAR

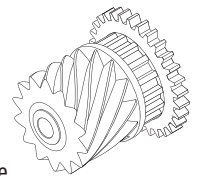
RPI Part #G XG008

**Fits:** Dryer Rack

### DRIVE MOTOR

RPI Part #G XM002

**Fits:** Bottom Frame



GXM008

### MOUNTING KIT HARDWARE

RPI Part #G XK038

**Fits:** Drive Motor

### SPROCKET

RPI Part #G XS003

**Fits:** Main Drive Motor

### MOTOR BRUSH

RPI Part #G XB004

**Fits:** Main Drive Motor

### BRUSH CAP

RPI Part #RPC038

**Fits:** Main Drive Motor

### AGITATOR MOTOR

RPI Part #G XM023

**Fits:** Lower frame

### COOLING FAN

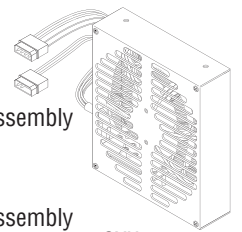
RPI Part #G XF011

**Fits:** Back panel

### HEATER FAN

RPI Part #G XF012

**Fits:** Heater/Fan Assembly



GXH039

### HEATER

RPI Part #G XH039

**Fits:** Heater/Fan Assembly

### DRIVE BELT

RPI Part #G XB009

**Fits:** Developer, fixer, wash and dryer racks

### HINGE KIT (2/pkg)

RPI Part #G XH040

**Fits:** Upper cover to lower base

### LEVELING FOOT

RPI Part #G XF024

**Fits:** Bottom Frame

# FROM RPI

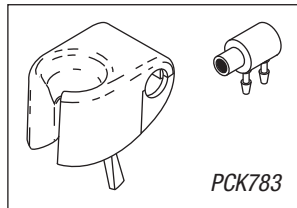
ready to ship the day your order is received!

## DELIVERY UNITS Pelton & Crane SPIRIT®

### HANDPIECE HANGER ASSY

RPI Part #PCK783

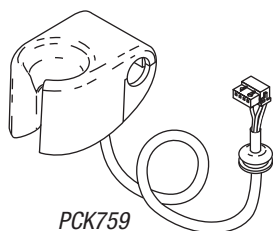
Fits: Delivery Unit Handpiece Rail  
Models: Spirit AC



### HANDPIECE HANGER ASSY

RPI Part #PCK759

Fits: Delivery Unit Handpiece Rail  
Models: Spirit EC (After 10/93)



### HANDPIECE BLOCK CONNECTOR

RPI Part #PCC790

Fits: High and low speed handpiece blocks  
Models: Spirit, Spirit II, Spirit IIE & Spirit EC

### WATER SOLENOID REPAIR KIT

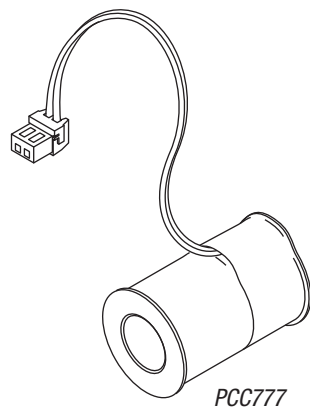
RPI Part #PCK754

Fits: Drive Solenoid & Plug Assy  
Models: Spirit, Spirit II, Spirit IIE & Spirit EC

### WATER SOLENOID COIL

RPI Part #PCC777

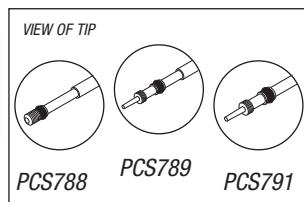
Fits: Drive Solenoid & Plug Assy  
Models: Spirit, Spirit II, Spirit IIE & Spirit EC



### AIR VALVE STEM

RPI Part #PCS788

Fits: High and low speed handpiece blocks  
Models: Spirit, Spirit II, Spirit IIE & Spirit EC



### WATER VALVE STEM

RPI Part #PCS789

Fits: High and low speed handpiece blocks  
Models: Spirit, Spirit II, Spirit IIE & Spirit EC

### WATER VALVE STEM

RPI Part #PCS791

Fits: Scaler or electronic motor assembly  
Models: Spirit EC & IIE

## TABLE TOP STERILIZERS Tuttnauer

### THREADED ADAPTER

RPI Part #TUA060

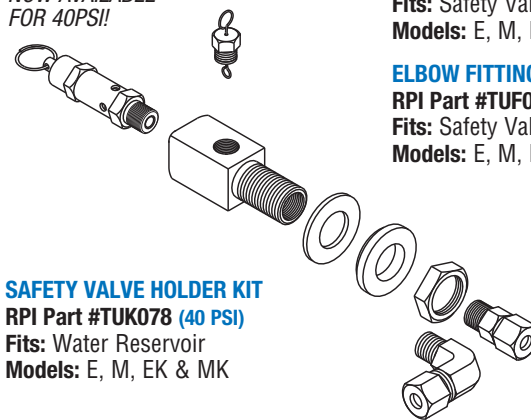
Fits: Safety Valve Holder  
Models: E, M, EK & MK

### ELBOW FITTING

RPI Part #TUF079

Fits: Safety Valve Holder  
Models: E, M, EK & MK

SAFETY VALVE  
NOW AVAILABLE  
FOR 40PSI!



### SAFETY VALVE HOLDER KIT

RPI Part #TUK078 (40 PSI)

Fits: Water Reservoir  
Models: E, M, EK & MK

### SAFETY VALVE HOLDER KIT

RPI Part #TUK077 (40 PSI)

Fits: Water Reservoir  
Models: E, M, EK & MK

### SAFETY VALVE (40 PSI)

RPI Part #TUV065

Fits: Safety Valve Holder  
Models: E, M, EK & MK

### TAP (3/8"-19 BSPT)

RPI Part #TUT073

Models: All models

LOOK  
A NEW TOOL!

### CONDENSATION COIL

RPI Part #TUC063

Fits: Water reservoir  
Models: Newer 2340 & 2540 series

### RUBBER BOOT FOR DOOR SWITCH

RPI Part #TUB072

Fits: Door Switch  
Models: All models

### DOOR BELLOWS HOUSING BOLT

RPI Part #TUB064

Fits: Door  
Models: All models

### DOOR GASKET

RPI Part #TUG074

Models: 3850/3870 E, EA & M Series

### HEPA FILTER

RPI Part #RPF644

Models: EA, EKA & EZ Series

### WATER RESERVOIR GASKET

RPI Part #TUG022

Fits: Water Reservoir  
Models: All models

### WATER RESERVOIR/FILTER COVER

RPI Part #TUC067

Fits: Water Reservoir and HEPA Filter compartment  
Models: All models

### WATER RESERVOIR DIPSTICK

RPI Part #TUS068

Fits: Water Reservoir Cover  
Models: All models

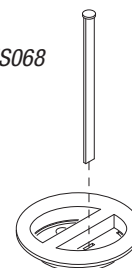
### RESERVOIR COVER WITH DIPSTICK

RPI Part #TUK075

Fits: Water Reservoir/Top Outer Cover  
Models: All models

TUS068

TUC067



## X-RAY UNITS Gendex GXP™

### POWER SWITCH

RPI Part #GXS016

Fits: Control Panel  
Models: GX-770™ Intraoral X-ray

### POWER SWITCH

RPI Part #GXS017

Fits: Control Panel  
Models: 765 DC Intraoral X-ray

### POWER SWITCH

RPI Part #GXS018

Fits: Control Panel  
Models: Orthoralix® 9000 Panoramic X-ray



Sherry Lapidès  
Vice President, Customer Relations  
Replacement Parts Industries, Inc.

8 to 4  
NO MORE

**B**ecause of the nature of our business, we have not had the opportunity to meet most of our customers in person, much to our regret. We have met some at meetings and tried to meet more on our travels. It's always fun to put names, faces and voices together when we finally do meet.

Most of our contact with you is by phone, fax or email. Occasionally you will contact us when things have not gone right. But the most gratifying notes have been when you have told us we've done something well. We keep a folder marked "Kudos From Our Customers" for those. We've quoted some of them in our newsletter over the years, but I thought it might be fun to let you know about some others we have received. In the interest of saving space (time, effort, paper, trees, etc.) I'm leaving off the names and companies.

One of my all-time favorites is: *"Thank you for your prompt shipment. Here is my prompt check."*

*"I can't tell you how many times you guys have saved my a-- with your parts and service."*

*"Thank you for your continued patience and understanding of the small business person."*

*"Your friendship and business has been a great help to us."*

*"I have used your company on numerous occasions in my civilian work place. You have been most helpful."*

*"We appreciate your prompt delivery of replacement parts. Very seldom is a part out-of-stock so I know I can count on you to fulfill my order immediately."*

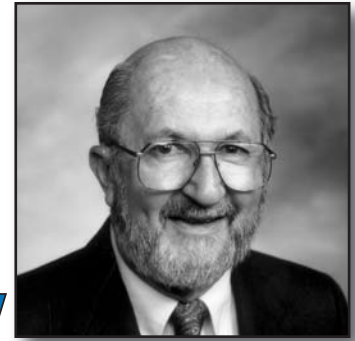
*"A great resource. Thanks."*

*"Although I have not yet visited your website, I am confident it is as excellent as your customer service and tech support staff."*

*"Only one parts problem in 6 years. Handled well. You treat my company like the big fellas, although I only place 4 or 5 small orders per year."*

*"I have been ordering parts for the past three years and have*

*continued on page 7*



Al Lapidès  
CEO Emeritus & Chairman of the Board  
Replacement Parts Industries, Inc.

## AL'S VIEW

### FROM THE OLD CURMUDGEON

**T**he more that time goes on, the more memories I find. They must be sneaking up on me, because I don't remember that events and happenings would become memories. I know I'm not growing older so all of these things must be happening in micro-seconds. There are two types of memories that come from RPI. They are internal and external. The latter sometimes astound me, but always make me feel warm like maybe we've been of some real use in our crazy world.

What started this reflection was a letter (not an e-mail or fax) from John Easter of Easter Scientific in Davenport, IA., thanking us for all the years of good service (he's been a customer since 1983). Over the years we've received many of the same comments and letters from you (I believe we may have gotten one negative comment, but I must be mistaken about that). These letters and comments have always reinforced my strong belief in Peter Drucker's (he was the greatest management guru of the 20th Century) reasoning for starting a business: you start a business to fulfill a need. If you fulfill that need, you will be successful. It seems that we are doing just that, fulfilling your need.

It almost seems like we are collaborating with you. We started with just 19 parts, and you said that's not enough. So we brought out more, and again you said that wasn't enough. This has been a wonderful cycle we're going through with you, and as a result, we now have an inventory of about 2500 parts. And more are coming. This year alone we'll bring out more than 100 parts, all of which you've asked for at one time or another. Our long range plan is to keep this cycle going on indefinitely. That way, we both benefit.

Thank you all for being such wonderful customers. Thank you for being an integral part of our continued growth. And thank you in advance for being a part of our future

The results of their efforts can be seen in how you do your everyday job. But a finite example is the magazine 24x7. When this magazine first appeared it was printed on newsprint. While the substance of the contents was of high quality, the layout wasn't. It and its founder, Jack Spears,

*continued on the back page*

## 8 to 4 No More – “Kudo’s From Our Customers” File

(Continued from page 6)

*never had a problem with my orders. The orders are always accurate and timely. You have a great company.”*

*“Tech Support very helpful in all aspects of repair and service. Your company is a must. Keep up the good work – I wish more companies would be like you.”*

*“You are the best vendor I use.”*

*“Like the famed battery rabbit, your parts keep going & going & going.”*

*“Great Tech Service Dept.”*

*“I enjoyed – and learned a couple of new things from the article on sterilizer maint.”*

*“I think your PM posters are great!”*

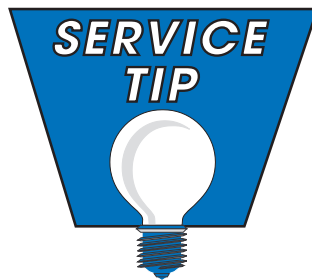
*“We at ---- Dental deeply appreciate the excellent prompt service with quality merchandise that you have supplied us with over the last 20 years. It has indeed been fantastic having such a superb source of many items. I have also appreciated your courteous and helpful personnel, who have many times gone above and beyond into service excellence.”*

*“Without parts from RPI, I would have gone out of business.”*

In this day and age it is all too easy and common to complain about things, but not all of us take the time to let others know when something has been done well or gone right. We appreciate the time you take to let us know if something hasn’t gone right, but we all love to hear that our efforts are worthwhile.

When we started RPI on a shoestring 35 years ago, we had no idea where the business would go; we were entering a whole new area. What we also could not imagine was that we would be able to make a difference in the lives and businesses of so many people. It’s a wonderful feeling!

We hope and pray that these next years will be even better and that they will bring good health, peace and prosperity to all.



## Working with Tuttnauer Doors

By Jim Wisniewski  
Manager RPI Product Development

Here are a few tips when adjusting the door switch/activator on Tuttnauer sterilizers.

1) The Heat-On light and heaters should come on when the door gasket comes in contact and is completely sealed with the chamber surface – and not before that. Listen for the clicking sound of the door switch at this time.

2) The Door Switch/Activator (RPI Part #TUA066) is a spring loaded activator that can be adjusted by tightening or loosening the screw. Adjustments must be made so that when the door is closed and the final

turn of the door closing device has been reached, two things will happen: 1) you will hear the door switch "click"; and, 2) you will see the Heat-On light go on (which means that the heaters have been activated).

3) The Door Switch (RPI Part # TUS014) also can be adjusted to activate the heaters by adjusting the positioning of the rear inside panel nut, bringing the switch closer to or farther away from the activator. This would be necessary only if the sterilizer does not come equipped with the spring loaded activator ver.3.

4) Use of the Rubber Boot (RPI Part # TUB072) for the door switch may prevent early switch failure by protecting the switch from steam. Make the necessary adjustments to the activator or the door switch after you have installed the boot.

5) Don’t forget – when replacing an old door gasket with a new one, recheck the positioning of the door switch and activator, then make any necessary adjustments, and always check for steam leaks around the door with each of the above steps.

## It's Clear, It's Clear See Solution Flow

By Neil Blagman, RPI Product Development

As you know, we are always looking at ways to improve parts to make your job easier. This is a perfect example.

The Gendex GXP™ film processors use chemicals that are color-coded – red for developer, blue for fixer. Their tubing is also color-coded – clear tubing for wash fluid and internal connections, and heavily tinted red and blue for the developer and fixer. The tubing comes in two different sizes – one for fill and one for drain, and all six tubes have black PVC spirals inserted into them for support as well as to aid in the filling and draining process.

Looking at the OEM's tubing, we realized that the red and blue tinted tubes did not allow a clear view of the chemicals flowing through them.

Our idea was to make all six tubes out of clear tubing so the user would have a good view of the fluid inside. The problem with this plan was that if we used all clear tubing we would lose the color-coding provided by the OEM's heavy red and blue tinting.

But that didn't stop us. We located a source that could provide spiral inserts for our clear tubing in almost any color we wanted. Ahhh! We did it!

We used transparent tubing to allow easy viewing of the chemicals flowing through and we color-coded the tubing by using a red colored spiral for the developer, a blue spiral for the fixer, and a black spiral for the wash tubing. This way users have the ability to visually verify that they have the proper chemical traveling through the correct tubing. We even created a "Master Tubing Kit" that includes all inlet and outlet tubing for a complete rebuild (RPI Part #GXX041) – see page 4.

## FROM THE DESK OF THE PRESIDENT

(Continued from page 2)

from the beginning, is that we will have in stock the parts that we advertise, they will be of high quality at fair prices, and that we will back our parts 100%. Nothing fancy. But, if you need a part, and you see it in our catalog or on our web site, call us and we'll ship it to you that day, and you can rely on the part to work properly.

Other examples of businesses that don't overpromise include giants like McDonald's and Target. You know that the vast majority of the time you go to McDonald's you will get decent food (again, nothing

fancy), reasonable prices, and a relatively clean environment. At Target, you get a good variety of decent products at reasonable prices.

It's something to think about for your business as well, and the promises that you keep. If you come through consistently on reasonable promises, your customers will come to find you reliable, and will keep coming back. Don't tell your customer that you'll have a piece of equipment back to them in two days when you know it will take at least three or four. Set the expectations, and meet them.

“ But that is exactly what a number of our early customers did – they took a chance on us. ”

Looking at our oldest customers, I am sure that this is one of the keys to their success, as well.

I have listed those customers that are still with us today – those who purchased from us in our first year of business. Like Louisiana Lab Repair, who, besides everything else, has made it back after enduring Hurricane Katrina. Good people of integrity like Orlan O'Brien of the company Bio-Sentry Engineering in Whitmore Lake, Michigan. Companies that have

grown to be big players like Patterson Dental, Physicians Sales and Service, Benco Dental, and Burkhart Dental. And locals who helped us get our start, field tested parts, and allowed us to spend time picking their brains like the good guys at Medi-Call in

Corona, California, and Angelus Medical in Gardena. And family businesses like the Rice family and Plaza Medical in Denver and the Duetel family of Doctor's Equipment Service in Kansas City, who like RPI, have been fortunate enough to survive the passage of the business to the next generation.

Many thanks to all of you early customers, and of course, to the many who came later and still keep coming. We appreciate your loyalty and trust in us, and we'll keep doing our best to keep our promises.

## AL'S VIEW – FROM THE OLD CURMUDGEON

(Continued from page 6)

fought hard for the biomedical professional. The publication today is smooth, well crafted and deals primarily with specialized equipment and clinical engineering issues. There is obviously no longer a need for “the big fight”. We might ask ourselves, “Have we come all the way?” Not yet. But we've certainly come a very long way.

## 40 PSI SAFETY VALVES TO FIT TUTTNAUER STERILIZERS

(Continued from front page)

when a Safety Valve needs replacement, replace it with the same setting PSI valve – in other words, replace a 37 PSI valve with a 37 PSI valve, and a 40 with a 40. The PSI or cracking pressure is actually etched onto the body of the valve for your reference.

Any questions, please contact our friendly tech support guys at (800) 221-9723 x135, email us at [techsupport@rpiparts.com](mailto:techsupport@rpiparts.com), or visit our website at [www.rpiparts.com](http://www.rpiparts.com) and go to "Tech Help".

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