



MARCH 1996  
VOLUME 4 NO. 5

# The Alternative Source

The Leader in Replacement Parts for Healthcare Equipment Since 1972

## What Do You Do When a Part Can No Longer Be Manufactured To Your High Quality Standards?

*Here's What RPI Did With The Hydraulic Thermostat (PCT006) To Fit the Pelton & Crane® OCM and OCR*

Some time ago we stopped selling the Hydraulic Thermostat (PCT006) because we were not satisfied with the quality of the part. It finally came down to the fact that the technology to manufacture this part is too old. The manufacturing capability is just not there. It's out-of-date. It just can't be done.

So rather than walking away from the problem (not to mention leaving our customers without an alternative), our engineers have spent the past several months trying to come up with an alternative to the out-of-date hydraulic thermostat. Their goal was to make sure that you had a way to keep your customers' older OCMs and OCRs running. And by golly they did it!

The RPI engineers came up with a way to eliminate the need for a replacement hydraulic thermostat. Their idea was to retrofit the OCMs and OCRs by converting to the use of the solid state controller thermostat (PCT169). This was quite exciting news and we went forward with it.

We can now introduce the RPI Thermostat Conversion Kit (PCK128) ... the only kit of its kind. What's more, our engineers designed it so that installation is virtually as simple as 1-2-3 and no special tools are needed. And best of all, you only need the kit once.

The RPI Thermostat Conversion Kit (PCK128) is now available and ready for immediate shipping.

## Price Reductions

*RPI Lowers Prices On Parts For Analyzers, Centrifuges, and Dental Equipment*

Giving customers the best possible prices is a must at RPI. So, in response to new part designs and price changes in the industry, RPI has lowered prices on the following parts.

**Analyzers - Coulter®**

- COV010 Med Check Valve
- COV011 Lg Check Valve

**Dental - Air Techniques®**

- ATS636 Power Switch (New Design)

**Dental - Pelton & Crane®**

- PCP662 Arm Hinge Pin
- PCS607 Light Socket

**Centrifuges - Baxter®**

- BAB001 - BAB008 Brushes

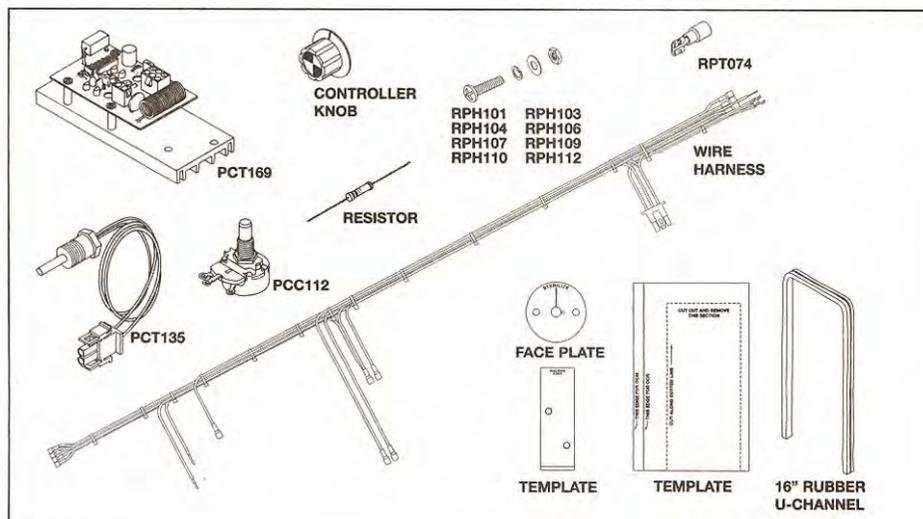
For the new lower prices, please see the enclosed 3/96 Price Lists.

## THE RPI CATALOG

*Parts Update Pages Now Available*

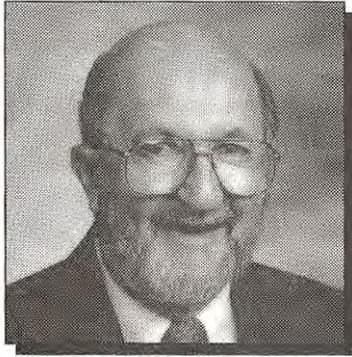
Included with this newsletter, you will find the March 1996 Parts Update Pages. Please remove the corresponding old pages from your catalog and replace them with these new pages. The Parts Update Pages include all of the new parts introduced during the past several months. You will also find new Cross Reference Pages and Price Lists, so be sure to update your catalog today. It takes just a moment.

If you have not yet received your FREE copy of the new RPI catalog, please let us know. Fax your request, (818) 882-7028 or call, (800) 221-9723.



*Thermostat Conversion Kit (RPI Part #PCK128). Use to convert hydraulic thermostat to solid state thermostat. Includes Solid State Controller (RPI Part #PCT169), Potentiometer Controller (RPI Part #PCC112), Thermistor (RPI Part #PCT135), controller knob, wire harness, resistor, face plate for mounting potentiometer, templates, 16" rubber "U" channel, and hardware.*

# FROM ... THE DESK OF THE PRESIDENT



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

**A**ND NOW FOR MORE CONFUSION. The chaos becomes more chaotic. The changes have changes. The confusion becomes more confusing. The business you/we are in has certainly become more challenging over the past few years. There has been steady budget crunching as healthcare costs are being attacked. The Safe Medical Devices Act of 1990 was enacted. The Kodak decision was made by the Supreme Court. Asset management moved into prominence. Acquisitions and mergers are affecting the service industry. Major OEMs (i.e., G.E.) have entered the multivendor service field.

Added to all this, of course, are the antics of the FDA. About 8 or 9 years ago they suddenly decided to regulate remanufacturers. But then, not really. They squabbled internally about regulating parts, but didn't. Now they've come up with another idea, a whole new regulatory scheme. The FDA has come up with the new proposed Working Draft of the Current Good Manufacturing Practice (CGMP) Final Rule. Even dental maintenance gets hit hard this time. In case you're not familiar with this one, let me summarize. In updating the CGMP, the FDA has included all remanufacturing, refurbishing, and servicing of all, repeat ALL, medical and dental equipment. Replacement parts were specifically exempt from the new regulation (there's a little sanity in there somewhere). Now it appears that some, possibly all maintenance/service work will also be exempt. We won't know for sure for a little while.

A great number of organizations are fighting the new provisions. They include ECRI, AHA/ASHE, SBET, ISNI, IAMER, and Second Source Publications. The argument is that the FDA is trying to solve a problem that doesn't exist. The data shows that out of over 400,000 SMDA reports, under 100 were attributable to medical device failure, and much of that was caused by only one device.

*(Continued on page 6)*

# FROM ... THE PRESIDENT'S BOSS!



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

**I**t's hard to believe that it's 1996 already. 1995 flew by before we knew it. It was a very busy year here at RPI and for us personally.

We moved back into our post-earthquake, newly refurbished house in early May, following eight months in a rental house while our house was being repaired. After having lived in this house for thirty years, it really felt good to be back there. Two days after we moved into our house our daughter, Robbie, gave birth to our third grandson, her first child.

Our whole family spent a few days in August at Huntington Lake, high in the Sierra Nevada mountains of California. On Saturday morning while we were there, we were given the news of Ira's engagement. So we had another Lapides family wedding in the works. The knot was tied January 20th, Ira is back at work, and Melissa who has a nursing degree, is back in school to earn her teaching credential. It's so nice to be able to talk about good things happening.

Another good thing that happened in the last few months was the mailing of our new catalog. It was over a year ago when we started thinking about what changes we wanted to make in the catalog and we hope that the results were worth waiting for. Our thanks again to those of you who took the time to give us your comments.

Some of the most interesting comments, ideas and suggestions come from our customers, so when Al and I travel, we like to stop by and see as many of you as we can. It's always a pleasure to talk with you and so much fun to match faces with voices. In fact, we have made some very good friends along the way. And we always come away with having learned something important. I wish it were possible to meet more of you.

We wish you much success in 1996, and for those who have been hit by the terrible winter weather, let's hope for an early Spring.



## SERVICE TIPS



### Ritter/Castle® 7 & 777 Midmark® M-7 (Older Models) Door Leaks Steam

By Nick Dodich  
DACO, Inc., Arvada, CO

**Problem Areas** The three most common problems with a leaky door are: (1) The door seal has seen better days; (2) Small cracks will start to appear in the center of the door where the T-bolt mounts through; and, (3) The snap action door begins to temper.

**Solutions** If you see, feel or hear leakage around the perimeter of the door, you have two concerns. The first could be that the door seal might have aged beyond use. In which case, simply replace it.

And the other concern has to do with tempering. With age, tempering occurs. Over a period of time, the flexibility of the door diminishes, which makes it harder for the sealing edge of the door to come in contact with the gasket. Before replacing the door, try replacing the cam (eccentric) in the door handle. (As the cam wears, the distance the door moves in it's flexed position decreases, causing a poor seal.) If the cam is in good condition, then replace the door.

Probably, the most common problem with a leaky door is in the area of the T-bolt. Once again the culprit is aging. Tiny stress cracks will start to appear. If you can see them with the naked eye, it's time to replace the door.

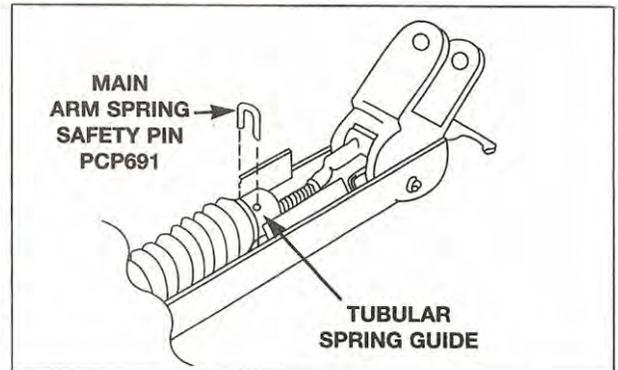
**Editor's Note:** Nick Dodich's many years of experience in the healthcare field lead him to specialize in modifying and upgrading older healthcare equipment, especially sterilizers. He is the founder of DACO, Inc., Arvada, CO.

# TECH TALK

## Light Fantastic LFI & LF+ Removing the Main Arm Spring Assembly

By John Downs  
RPI Product Development

When replacing the Front or Rear Arm Knuckle (PCK645), the Wire Harness Assembly (PCA692), the Main Arm Spring (PCS690) or just refinishing the light to look new, it's very important to lock the Main Arm Spring Assembly in place using a Main Arm Spring Safety Pin (PCP691). Here's how —



First, remove the front arm cover by removing the cover screws, the Counter Balance Spring Cover Insert (PCI661), the Counter Balance Spring Covers (PCC664), the Counter Balance Spring (PCS659), and the Spring Retainer with Washer (PCK660).

Now pull the arm down and insert the Main Arm Spring Safety Pin (PCP691) into the holes of the tubular spring guide located inside the Main Arm Spring Assembly.

Next, you will want to remove the Arm Hinge Pin (PCP662) from the Front-Arm Knuckle (PCK645) and Knuckle & Rod Connector (PCC646). However, **and this is critical**, before you remove the Arm Hinge Pin (PCP662) from the Rear-Arm Knuckle (PCK645), make sure that the Main Arm Spring Safety Pin (PCP691) is properly installed.

The next step is to remove the Arm Hinge Pin that's connecting the Main Arm Spring Assembly to the Rear-Arm Knuckle. Then move the entire Main Arm Spring Assembly toward the Front Arm Knuckle and lift up to remove.

There you have it. That's all there is to it. Now it's secure and ready to be serviced. Don't forget to remove the pin when you're closing up.

By the way, several parts mentioned in this Tech Talk are new parts offered by RPI this month. Please see pages 4-5 for complete details regarding the RPI Part #PCA692, PCP691 and PCS690.



Before you continue reading "The Alternate Source," please take one moment to help us help you.

Turn to the back page, where you will find the address label.

Please tell us, is it correct? Is your name on that label? If not, should it be? Is the name on that label correct? Is that the person who should be receiving the newsletter? Has that person moved on? Who is the replacement?

If you have any corrections, please make them directly on the label . . . fax it, (818) 882-7028, or call us (800) 221-9723, with the update.

Thank you.

# WHAT'S

## YOU ASKED FOR THEM, YOU GOT

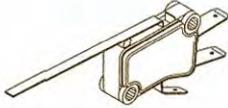
The following new parts are now in stock, ready to be shipped the day your order is received.

### STERILIZERS

Pelton & Crane® – OCM, OCR & Sentry

#### DOOR SWITCH

Fits Sentry  
RPI Part #PCS148  
OEM Part #001203



#### HEATER/SIDE ELEMENT

Fits Sentry  
RPI Part #PCH147  
OEM Part #001132



#### OUTER CASING

Fits OCM  
RPI PART #PCC138  
OEM PART #0222452



#### OUTER CASING

Fits OCR  
RPI PART #PCC139  
OEM PART #017919

#### INSTRUMENT TRAY (SMALL)

Fits OCM & Sentry  
RPI PART #PCT140  
OEM PART #004040

#### INSTRUMENT TRAY (SMALL)

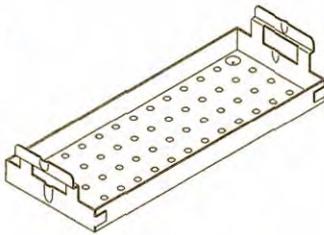
Fits OCR  
RPI PART #PCT142  
OEM PART #1539357

#### INSTRUMENT TRAY (LARGE)

Fits OCM  
RPI PART #PCT141  
OEM PART #004141

#### INSTRUMENT TRAY (LARGE)

Fits OCR  
RPI PART #PCT143  
OEM PART #1539340

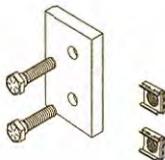


#### FRAME SUPPORT KIT

Fits OCM  
RPI PART #PCS150  
OEM PART #4205592

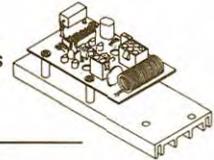
#### FRAME SUPPORT KIT

Fits OCR  
RPI PART #PCS151  
OEM PART #4205550



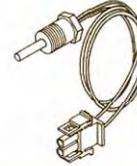
#### SOLID STATE CONTROLLER

• Does not include controller board wire harness  
Fits Converted OCM & OCR  
RPI PART #PCT169  
OEM PART # N/A



#### THERMISTOR

Fits Converted OCM & OCR  
RPI PART #PCT135  
OEM PART # N/A



#### THERMOSTAT CONVERSION KIT

• Replaces the PCT006  
• Use to convert machines with hydraulic thermostat control to a solid state thermostat control

Fits OCM & OCR  
RPI PART #PCK128  
OEM PART # N/A

(For details, see front page article  
"What Do You Do When A Part Can No Longer  
Be Manufactured to Your High Quality Standards?")

### DENTAL EQUIPMENT

Pelton & Crane® – LF Lights

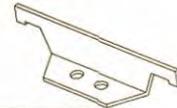
#### MAIN ARM SPRING SAFETY PIN

Fits LFI & LF+ (All models)  
RPI PART #PCP691  
OEM PART #022676



#### BALANCE SPRING RETAINER

Fits LFI & LF+ (All models)  
RPI PART #PCR673  
OEM PART #006747



#### WIRE RETAINER ASSEMBLY

Fits LFI & LF+ (All Models)  
RPI PART #PCA692  
OEM PART #007327



#### MAIN ARM SPRING

Fits LFI & LF+ (All Models)  
RPI PART #PCS690  
OEM PART #006691



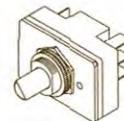
#### FOCUS SPRING

• 2 per package  
Fits LFI & LF+ (All Models)  
RPI PART #PCS689  
OEM PART #006700



#### DIMMER SWITCH

Fits LFII Unit, LFCII & LFCII-D  
RPI PART #PCS681  
OEM PART #3321820/013553



#### DIMMER KNOB

Fits LFII Unit, LFCII & LFCII-D  
RPI PART #BUK042  
OEM PART #3322646/015408

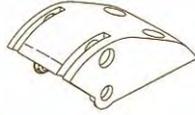


# NEW

## THEM . . . YOUR OPINION COUNTS

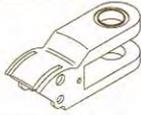
### DROP KNUCKLE

Fits LFCII, LFCII-D, LFTII,  
LFTII-D & LFWII(2)  
RPI PART #PCK668  
OEM PART #015810



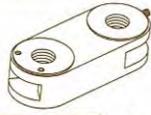
### STRAIGHT KNUCKLE

Fits LFII Unit, LFWII(3) & LFLII  
RPI PART #PCK669  
OEM PART #015809



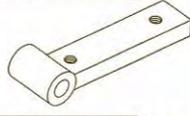
### ARM ADAPTER

Fits LFII Unit, LFCII & LFCII-D  
RPI PART #PCA670  
OEM PART #014530



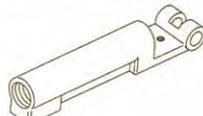
### FRONT KNUCKLE SUPPORT

Fits LFII (All Models)  
RPI PART #PCS671  
OEM PART #015805



### REAR KNUCKLE SUPPORT

Fits LFII (All Models)  
RPI PART #PCS672  
OEM PART #015806



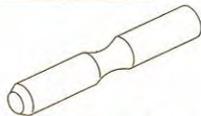
### SPACER

• 12 per package  
Fits LFII (All Models)  
RPI PART #PCS675  
OEM PART #3322968



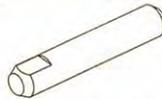
### PIVOT PIN (KNUCKLES)

Fits LFII (All Models)  
RPI PART #PCP677  
OEM PART #3322604/025433



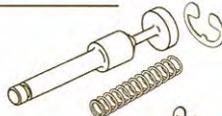
### PIVOT PIN (TIE BAR)

Fits LFII (All Models)  
RPI PART #PCP678  
OEM PART #3322976/014533



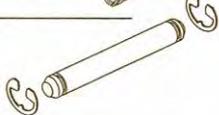
### RELEASE PIN ASSEMBLY

Fits LFII (All Models)  
RPI PART #PCA683  
OEM PART #014707



### HINGE PIN

Fits LFII (All Models)  
RPI PART #PCP684  
OEM PART #026471



### LAMP REMOVAL SPRING

• 2 per package  
Fits LFII (All Models)  
RPI PART #PCS686  
OEM PART #015597



### FOCUS SPRING

• 2 per package  
Fits LFII (All Models)  
RPI PART #PCS687  
OEM PART #015160



### RELEASE SPRING

• 2 per package  
Fits LFII (All Models)  
RPI PART #PCS688  
OEM PART #015505



### SOCKET HEAD SET SCREW (10-32X1/2")

• 50 per package  
Fits LFII Unit - Rear Arm Adapter  
RPI PART #RPH208  
OEM PART #3323123/090645



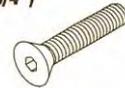
### SOCKET HEAD SET SCREW (5/8-11X5/8")

Fits LFII Rear Knuckle Support  
RPI PART #RPH211  
OEM PART #090650



### FLAT HEAD HEX SOCKET CAP SCREW (10-24X3/4")

• 12 per package  
Fits LFII Drop Knuckle  
RPI PART #RPH212  
OEM PART #3324170/090713



### FLAT HEAD HEX SOCKET CAP SCREW (10-24X1/2")

• 12 per package  
Fits LFII (All Models)  
RPI PART #RPH214  
OEM PART #3323115/090191



## GENERAL SHOP AIDS

### STRAIN RELIEF PLIERS

RPI PART #RPT172

### STRAIN RELIEF BUSHING KIT

RPI PART #RPK412

Includes 18-compartment tool box size carrying case and an assortment of 18-2 and 10-2 AWG bushings in a variety of different sizes. Bushings are also sold separately.

### LOCK WASHER KIT

RPI PART #RPK413

Includes 18-compartment tool box size carrying case and an assortment of stainless steel internal and external tooth lock washers in sizes from No. 4 to 1/2". Tooth lock washers are also sold separately.

### SOCKET HEAD SET SCREW KIT

RPI PART #RPK418

Includes 18-compartment tool box size carrying case and an assortment of socket set screws in sizes ranging from No. 4 x 1/8" to No. 10 x 1/2". Socket head set screws are also sold separately.

### 18-COMPARTMENT STORAGE CASE

RPI PART #RPB419

• 6-3/4 in. x 11 in. (Clear Plastic)

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# "Change Is Inevitable; Survival Is Optional"

That was the theme for this year's (February 18-20) ISNI (Independent Service Network International) annual meeting in Las Vegas. The theme was chosen more than six months before to recognize and concentrate on what is happening in the service industry. Little did anyone know at that time what dramatic changes would occur just before and during the meeting. By now I'm sure that most of you are aware of all the happenings, but let me summarize. Last year, G.E. received a contract from Columbia/HCA to manage all of the diagnostic and imaging equipment in their hospitals. In January of this year, G.E. received another contract from Columbia/HCA, this time to manage all of their biomedical equipment. At about the same time, National MD and Servicescope received a joint contract to manage clinical and biomedical equipment for Tenet Healthcare's hospitals. On February 20, G.E. announced it had acquired National MD.

Wow! I'm out of breath just writing it. As you can imagine, the agenda for the medical ISOs at ISNI on that Tuesday was dramatically changed to discuss the day's news. To say the least, the discussion was spirited and lively. At the start there were many diverse opinions. At the conclusion there were still many diverse opinions. Much of this had to do with how people see this as affecting their own company. But we did end up with some "general" agreement of what all this means to the ISO industry. To the largest asset or maintenance managers, it means that G.E. and National MD may not be bidding against them for major contracts for some time. They will be hard put for the next year or two just to perform for Columbia/HCA and Tenet. For the smaller companies, down to the one person operation, it means either greater opportunity or extinction—**SURVIVAL IS OPTIONAL.** How little did we realize how realistic the original theme was.

As I listened to the discussion I could almost predict the winners and losers. The former included all those who talked about new business opportunities that

had never existed before. With Columbia/HCA and Tenet outsourcing, there is business available that was formerly done only in house. There was recognition that G.E./National MD can't do this all by themselves. They need the smaller, specialized, highly responsive ISOs to be successful. They see the maintenance manager as being a specialist on a few lines of equipment and being a gatekeeper for the rest. One of the smaller ISOs observed that in the last year his business has grown substantially with subcontracts he has gotten from G.E. This was business he was shut off from before. The latter included all those who kept talking about the fact that these new and gigantic asset/maintenance managers are taking away their business; that their business opportunities are becoming limited; that they're too small to compete.

None of this means the demise of in-house services. It's undergoing just as dramatic a change. What it does mean is additional opportunities for the small ISO that didn't exist before. Thank goodness for an organization like ISNI that provides a forum at a time like this. And these times aren't going away anytime soon.

## From . . . the Desk of the President

*(Continued from page 2)*

What will we see in changes tomorrow. We don't know except that changes will take place. The healthcare industry won't settle down for years. This means you can't be complacent. You can't continue to do things the old way. It also means opportunity for those of us who want to seize it. New markets are opening. Demand for service is increasing. Mergers and acquisitions will continue. Small, unique niches will appear. There will be opportunities for both large and small companies.

I think we're living in exciting times. Sure we have problems to be solved. But all of those problems open opportunities. Let's look at what we can do. And then let's do it.

## ISOs Want (Need?) Organization

The changes taking place in our industry impact on business as well as on individuals. Some businesses are responding by joining together both formally and informally to network information and help each other in meeting the changing climate. A group of laboratory equipment companies have done just that. For the present, they call themselves Western States Independent Service Organizations (WSISO). They are very informal, having first met in Fresno, CA in 1994; in Monterey, CA in September 1995; and in San Diego, CA on February 17 1996.

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***"The reason for both meetings is simple: The need to network, to discuss, to inject sanity into our business lives as we are being affected by these rapid and monumental changes."***

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I was honored to be invited to the Monterey meeting to lead a round table discussion on changes taking place in the industry. Sherry was also there, and we were able to observe a new dynamic taking place. Here were twenty plus small independent companies plus Beckman Instruments trading information on how to do business in the changing environment. Beckman and one of the independents explained how they already had a working relationship of mutual support, a model that could be used by others.

Every aspect of doing business was discussed except for a few proprietary items. They particularly went into things they were doing to give value added to their service work. Discussions even included how to dress when servicing or selling. All in all, everyone at the meeting benefitted. A couple of the attendees were one man companies who expressed the belief that it was worth the money and the time from

*(Continued on page 7)*

# WSBA Roundtable A Success

In September, Al Lapidis, President of Replacement Parts Industries, Inc., led a roundtable discussion at the annual meeting and exhibition of the Washington State Biomedical Association (WSBA). Al had been invited to lead a discussion on, you guessed it, second source parts. The format was informal and much like that of a discussion group. Many of the issues covered at the AAMI roundtables were covered here, but in a less formal setting. The issues included sourcing, legal considerations, availability and costs. All attendees participated in the discussions with quite a bit of give and take.

The session lasted one half hour longer than scheduled.

With all of the changes taking place in the medical/dental service industries today, discussions of this sort become vital. There needs to be more of these meetings where all of us can network and help each other be successful in the coming years.

*Editor's Note: If you would like a FREE copy of the transcript from the roundtable discussion held at the 1994 AAMI convention, please contact RPI, fax (818) 882-7028, or call (800) 221-9723.*

## ISOs Want (Need?) Organization

(Continued from page 6)

work to attend. In fact, the response was so great that meetings will be held from two to three times each year. Whether to formalize the group or stay as is will be determined over the next few months.

Their third meeting continued along the same theme. However, by this time the Columbia/HCA and Tenet Healthcare deals had happened. The discussions were livelier, and the need for a formal organization established. They are determining whether to go it alone or join ISNI.

On Monday afternoon, February 19, a group of between 35 and 40 ISOs met in Las Vegas. The range in size was again from the very small to major maintenance managers. This latter group was not affiliated with ISNI but met in Las Vegas so that ISNI members could attend. The reason for both meetings is simple: The need to network, to discuss, to inject sanity into our business lives as we are being affected by these rapid and monumental changes.

Both meetings had much the same flavor as the medical session at ISNI.

The discussions centered on all the changes taking place, with a lot of concentration on what it means to have G.E. in the biomedical service marketplace. Most of the same conclusions were reached as at ISNI. But both of these groups recognized that they were ad hoc and need to organize or be organized. They recognize that isolation from peers, competitors, and "gate keepers" will not help them survive in the changing world in which they live. Both groups are looking at the possibility of forming new organizations. Both groups are asking ISNI to make some changes that will make it more attractive for biomedical and clinical laboratory ISOs to join ISNI. The response has been positive, with this matter being a priority agenda item for the May board meeting. Representatives from each of these groups have been invited to that meeting to ensure understanding of needs. RPI will report on the results of that meeting. We are very excited to see that so many of you recognize the need for an industry association and that you have invited RPI to participate with you. It can only lead to better things for all of us.

These groups have set a wonderful example. They have decided the future is theirs individually if they work together on common problems.

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# THE rpi FAMILY



Nikki Lovato  
Customer Service Representative

Hello. My name is Nikki Lovato. I am 29 years old and I'm from Reseda, California. I have lived here in the San Fernando Valley all my life. I'm the youngest from a family of five children — two sisters and two brothers.

With friends I plan BBQ's, and go to concerts and the movies. During the summer when it's warm, we take off to the lake or to the beach and play a little Frisbee. The only sport that I really like to watch is baseball — and the LA Dodgers are my favorite team.

In my spare time, I like to play with my two nieces, Jessica who's eleven and Tyler, age three. Recently, my sister's family moved to Sacramento, California, which means that I now have to travel a good distance to see Tyler. I don't mind the travel time. I usually drive so it gives me a chance to enjoy the sights along the way.

I've been with RPI in the Customer Service Department for a little over one year, so I've had a chance to meet many of you over the phone. I'm happy to be a part of the RPI family and look forward to speaking with you in the future.

# What's Here Now!

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