



The Alternative Source

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The Leader in Replacement Parts for Healthcare Equipment Since 1972

RPI Expands Its Line of Parts to fit Tuttnauer Sterilizers

It's an exciting time for those of you who service the manual Tuttnauer sterilizers ... RPI now offers Multipurpose Valves and complete rebuild kits to fit almost all models.

We have expanded our line of Multipurpose Valves (MPV) to fit Tuttnauer's manually operated sterilizers. In May of 2003 we offered our first Multipurpose Valve (RPI Part #TUV025). It mounts to the right hand side of the machine and uses a longer control shaft to activate the switches. This MPV fits the majority of manually operated Tuttnauer sterilizers on the market today.

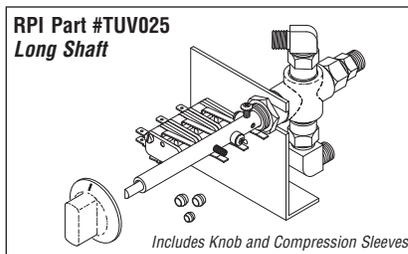
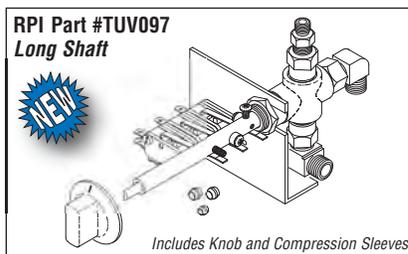
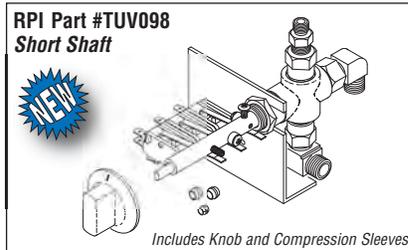
To accommodate situations where customers prefer rebuilding the valve, RPI also supplies a rebuild kit (RPI Part #TUK037) and the corresponding Micro-switches (RPI Part #'s TUS013 and TUS057) depending on the style originally used.

Now with the addition of our two new Multipurpose valves (RPI Part #'s TUV097 and TUV098) and an additional Rebuild Kit (RPI Part #TUK099), RPI offers a replacement solution for all of Tuttnauer's manually operated sterilizers.

Here's a brief overview of which RPI MPV fits which Tuttnauer model.

The TUV025 MPV fits all "M & MK" series for models 1730, 2340 and 2540 sterilizers that require a right hand side mount with a **longer** control shaft. This MPV uses the TUK037 Rebuild Kit.

The TUV097 MPV fits the ValueKlave 1730MKV models utilizing a right hand side mount with a **longer** control shaft. This MPV also uses the TUK037 Rebuild Kit.

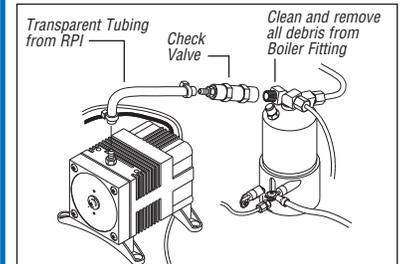


The TUV098 MPV fits the ValueKlave 1730MKV utilizing a right hand side mount with a **shorter** control shaft. This MPV uses the TUK099 Rebuild Kit.

In fact, all Multipurpose valves using a shorter control shaft, regardless of which side it mounts on, uses the TUK099 Rebuild Kit.

RPI Multipurpose Valves and Rebuild Kits are supplied with detailed instructions to assist with the installation process. And here's a reminder for those of you who do not

Debris Can Cause Check Valve Failure In the SciCan Statim® 2000 Sterilizer



Before installing a new check valve in the SciCan Statim 2000, it is imperative that you first clean and remove all debris from the boiler fitting. Foreign material can interfere with the internal check valve seal and may result in severe damage to the air compressor.

RPI offers a Check Valve Kit (RPI Part #SCK011) that includes everything needed to replace the check valve including silicone tubing. And, the tubing included in the RPI Kit is transparent – making a leak easy to detect. Early detection of a leaky check valve can prevent costly repair.

have access to OEM parts manuals. RPI offers Troubleshooting Guides with exploded views for the manually operated Tuttnauer sterilizers. These guides are easy to follow, packed full of technical information and offer step by step problem solving solutions. We offer the guides free of charge, so please do not hesitate to ask for them with your next order or go online and download one. It's the RPI advantage!

All of these parts as well as other new parts are featured on pages 4-5. Just take a moment to look now.



Ira Lapidès
CEO & President
Replacement Parts Industries, Inc.

FROM THE DESK OF THE PRESIDENT

In late January, my family had the great fortune to welcome home from Iraq our nephew Trent and his wife, Gaytha. Trent is Melissa's (my wife) brother's younger son, who served for 5 years with the US Army's 10th Mountain Division. We were unable to attend their wedding which took place on base prior to their deployment to Iraq, so it was a double blessing, greeting them upon their return, and meeting Gaytha for the first time.

Trent is now out of the Army, having served deployments in Afghanistan and Iraq, while Gaytha still has three years remaining, and will serve them stateside in a recruiting position while she completes her master's degree in education.

While Trent was in Afghanistan, my daughter Megan's Girl Scout Troop did their usual cookie sales, which everyone at RPI always loves (especially the Thin Mints!). But on that occasion, and in 2008 while Trent was in Iraq, Megan's troop sold extra cookies to be sent to his unit overseas. RPI, and several employees, along with others in the community, purchased more than 800 boxes of cookies between the two deployments to be shipped to Trent's unit.



Trent and Gaytha were able to convince the base commander to fly a special American flag over the base for a day, and then have it shipped to Megan's Girl Scout Troop as a show of appreciation.

RPI coordinated and paid for the shipping, which amounted to more than a pallet of boxes each time. In Afghanistan, the cookies arrived while Trent was out on an extended combat mission (he was supposed to be a mechanic!). The cookies occupied most of his company's post office space, and the mail clerk was only too happy

continued on the back page

THE RPI FAMILY

I was once asked by one of our customers, "So how does it feel to work with such a great group of people?"

Without hesitation I answered him by saying "I love it!" And I really meant it when I said it.

The people at RPI are caring individuals who are proud of what they do and the parts that we make. The culture of the company comes directly from the president and trickles throughout the building.

I am really lucky to work with such a dynamic group of people who really care about customers. Teamwork seems to be the focal point of this company and I have made some very good friends here.

My name is Tina and many of you may have spoken with me when placing an order. I'm a Customer Service Representative here at RPI. I started working for RPI almost 5-1/2 years ago – the time really has flown by so very quickly.



Tina Torres
Customer Service

I am the middle child of three girls in my family. Growing up in the San Fernando Valley all my life has allowed me to enjoy outdoor activities, especially walking.

In my spare time I am a make-up artist. I have done the make-up for brides and bridesmaids as well as for high school girls going to their senior prom. What I enjoy most is seeing the before and after pictures of the people I work with. Seeing their faces break into a big smile really makes my day. It's rewarding and fun. Much like working here at RPI when I take your orders.

Pay An Invoice Online and Other Invoice Information

If you haven't heard, you can now pay RPI invoices online. It's a FREE service offered through the RPI website. It's fast, easy and secured.

Simply go to the RPI website homepage. Select the "Pay an Invoice" icon from the yellow navigation bar at the top or click the large icon at the bottom of the page. Follow the easy four steps and you are done!

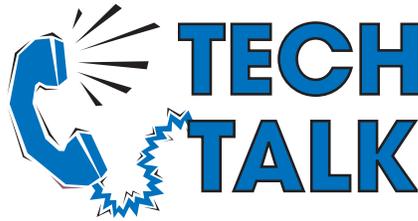
What's more, after completing the four easy steps, a confirmation of the transaction will be sent if you input an email address as indicated.

For your convenience, monthly statements are mailed around the first of each month to customers who have made a purchase within the past 30 days. The statement lists the status of all invoices on your account.

Our terms are Net 30 Days for Open Accounts. Should an invoice fall past due, we mail a reminder notice at 31 days, then as necessary, other past due notices are mailed around 60 and 90 days past the due date. These notices list all past due invoices as well as all open invoices to help you keep track of your entire account.

There is also a Final Notice that provides notification of an account going to a collections agency if payment is not made immediately. This is standard practice and unfortunately necessary when trying to keep our costs down for all of our customers.

And finally, when invoices are paid late, finance charges will be applied only beyond 60 days. And, of course, we understand when it occasionally becomes difficult to make a payment on schedule, we try to work with you as much as possible to handle those situations. Have any questions? Please contact our Accounting Department, at extension 144.



Let's Talk About Midmark 7 & M7 SpeedClaves®

By Neil Blagman, RPI Product Development

Introducing a New Heating Element

When a part is added to the RPI catalog it is just beginning its life with RPI. Over the years, we periodically review our product lines and parts looking for opportunities to improve them or change them since, every now and then, we find that the OEM has introduced new versions of old models as was the case of the Midmark M7 SpeedClave.

In 1988, RPI introduced a Heating Element (RPI Part #RCH024) and the Attaching Hardware (RPI Part #RCH119) to fit models 7 and M7 SpeedClaves. The RPI heating element has been in production for more than 20 years without any need for changes or modifications.

In 2004, Midmark introduced the M7 version -20 and -22. This new version included a new style heating element and a chamber filter.

Midmark's new style heating element was designed specifically to allow for the use of the chamber filter so we got to work and developed replacement versions for both of these parts. We now have in stock the Mesh Chamber Filter (RPI Part #MIF062), and soon to be in stock will be the new Heating Element (RPI Part #RCH118).

The good news is that the older style M7's can use the same new heating element and chamber filter, so when our current inventory of the older style Heating Element (RPI Part #RCH024) is sold out, we will discontinue it in place of the new Heating Element (RPI Part #RCH118).

Introducing a New Style Buzzer Timer

Our goal at RPI is to produce parts that perform as well as or better than the OEM's. Occasionally we develop parts that function like the OEM's but are made using different technologies.

A perfect example of this is the Time Switch (RPI Part #RCT048) that fits the 7 and M7. It is a mechanical bell timer which differs greatly from the OEM electric timer with an internal buzzer. We have been selling the RCT048 in its current configuration since 2000.

Current versions of the M7 require a timer that functions with an externally mounted buzzer and has the necessary contacts to control not only the external buzzer but also the new electric solenoids which have replaced the original mechanical fill/vent valve. So we are introducing a new Timer (RPI Part #RCT107). The RCT107 is a replacement for the electric timer used by Midmark for the current versions of the M7.

The RCT107 is available by itself as well as in an upgrade Timer Kit (RPI Part # RCK116) that includes the timer, the external buzzer (RPI Part # RCB096) and a lengthened wire harness (RPI Part # RCH117) allowing you, our customers, the opportunity to upgrade your older sterilizers to the external buzzer configuration.

Now RPI offers two different styles of timers – mechanical and electric – so that you can choose just the right timer for your machine. It's the RPI advantage!

WHAT'S NEW

The following new parts are now in stock,



DENTAL FILM PROCESSORS

Parts to fit AIR TECHNIQUES PERI-PRO® I, II & III

Updated Parts to fit Peri-Pro® I & II Transport Assembly

Now Includes

"L" Transfer Arm Bushings,
"U" Transfer Drive Bushings
& the Rubber Bumper!

TRANSPORT REPAIR KIT

RPI Part #ATK629
OEM Part #90988

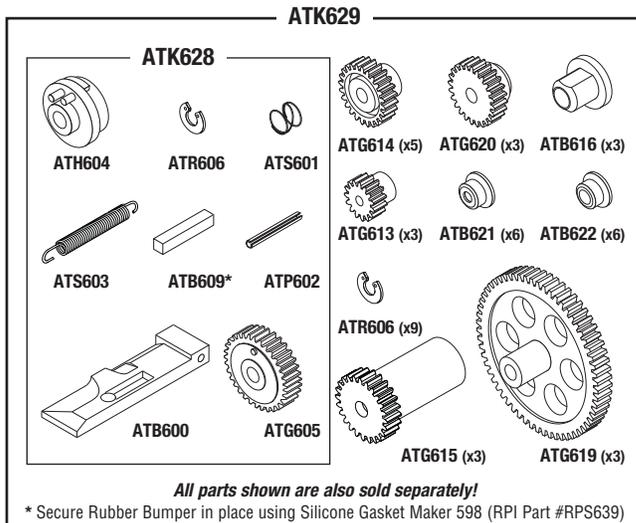
- Kit includes quantities as noted
- Models: Peri-Pro & Peri-Pro II

Now Includes the
Rubber Bumper!

SHUTTER RELEASE REPAIR KIT

RPI Part #ATK628
OEM Part # (No OEM # Available)

- Kit includes (1) of each part as shown
- Models: Peri-Pro & Peri-Pro II



New Parts to fit Peri-Pro® III Transport Assembly

TRANSPORT REPAIR KIT

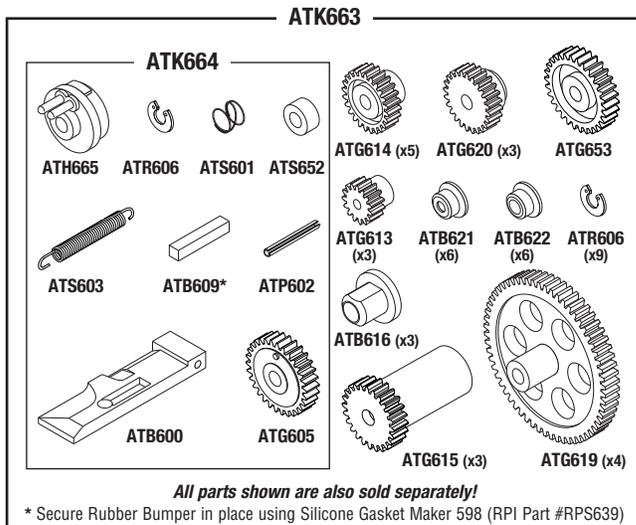
RPI Part #ATK663
OEM Part #94988

- Kit includes quantities as noted
- Model: Peri-Pro III

SHUTTER RELEASE REPAIR KIT

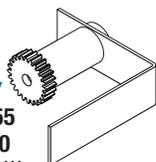
RPI Part #ATK664
OEM Part # (No OEM # Available)

- Kit includes (1) of each part as shown
- Model: Peri-Pro III



"L" TRANSFER ARM ASSEMBLY

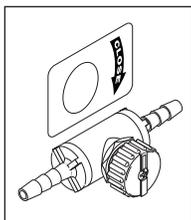
RPI Part #ATA655
OEM Part #94530
Model: Peri-Pro III



DRAIN VALVE

RPI Part #ATV661
OEM Part #94994

Models:
Peri-Pro III

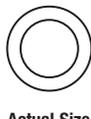


Peri-Pro® III

O-RING - 12/pkg

RPI Part #RPO304
OEM Part #60604

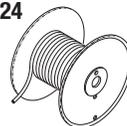
Models:
Peri-Pro III



DRAIN TUBING

RPI Part #RPT604
OEM Part #94124

Models:
Peri-Pro III



Peri-Pro® I, II & III

White body with
White rocker

PROCESS SWITCH
RPI Part #ATS671
OEM Part #116521

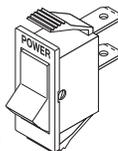
Models: Peri-Pro II
(S/N 15142 and below)



White body with
White rocker

POWER SWITCH
RPI Part #ATS672
OEM Part #116520

Models: Peri-Pro II
(S/N 15142 and below)



Black body with
Amber rocker lens

POWER SWITCH
RPI Part #ATS673
OEM Part #94269 (Black)
& 90262 (White no longer Manufactured)

Models: Peri-Pro (S/N 15000
and above), Peri-Pro II (S/N
15143 and above) & Peri-Pro III



Black body with
Green rocker lens

PROCESS SWITCH
RPI Part #ATS674
New OEM Part #94977
Old OEM Part #94266

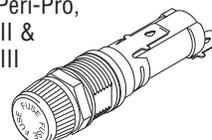
Models: Peri-Pro II (S/N 15143
and above) & Peri-Pro III



FUSE HOLDER (MAIN)

RPI Part #RPH638
OEM Part #90219

Models: Peri-Pro,
Peri-Pro II &
Peri-Pro III



The above parts are manufactured by Replacement Parts Industries, Inc. to fit the equipment listed. All product names used in this document are trademarks or registered trademarks of their respective holders.

FROM RPI

ready to ship the day your order is received!



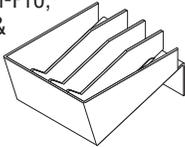
DENTAL FILM PROCESSORS

More Parts to fit AIR TECHNIQUES PERI-PRO® I, II & III

Peri-Pro® I, II & III

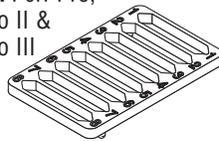
FILM RECEPTACLE
RPI Part #ATR658
OEM Part #90810

Models: Peri-Pro,
Peri-Pro II &
Peri-Pro III



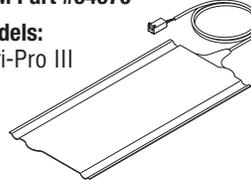
FILM INLET GRILLE
RPI Part #ATG659
OEM Part #90555

Models: Peri-Pro,
Peri-Pro II &
Peri-Pro III



HEATER PLATE
RPI Part #ATH660
OEM Part #94970

Models:
Peri-Pro III



THERMISTOR PROBE
RPI Part #ATT662
OEM Part #94975

Models:
Peri-Pro III

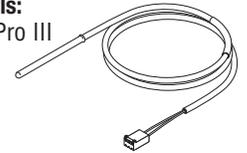
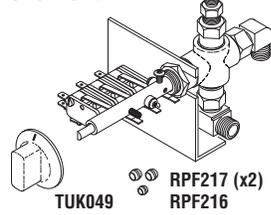


TABLE TOP STERILIZERS

Parts to fit TUTTNAUER "E" & "M" SERIES

ValueKlave 1730MKV

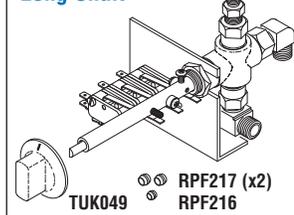
Short Shaft



MULTI-PURPOSE VALVE
RPI Part #TUV098
OEM Part #CMT173-0031

• Includes all parts as shown
Fits: Front Panel, right side of machine
Model: ValueKlave 1730MKV

Long Shaft

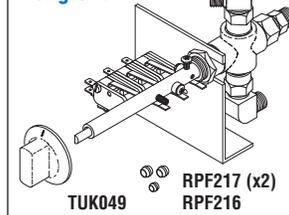


MULTI-PURPOSE VALVE
RPI Part #TUV097
OEM Part #CMT173-0031

• Includes all parts as shown
Fits: Front Panel, right side of machine
Model: ValueKlave 1730MKV

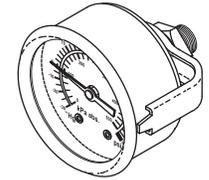
"E" & "M" SERIES

Long Shaft



MULTI-PURPOSE VALVE
RPI Part #TUV025
OEM Part #CT810013

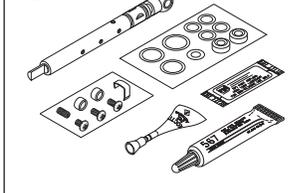
• Includes all parts as shown
Fits: Front Panel, right side of machine
Model: 1730M/MK, 2340M/MK, 2540M/MK & 3870M



PRESSURE GAUGE
RPI Part #TUG020
OEM Part #02300012

Fits: Door or Front Panel
Model: ValueKlave 1730MKV, 2540EHS & 3870EHS

Short Shaft



REPAIR KIT (MPV)
RPI Part #TUK099
OEM Part # (No OEM Part # Available)

• Includes all parts as shown
Fits: Front Panel, Right and Left side mounts
Model: ValueKlave 1730MKV

Long Shaft



REPAIR KIT (MPV)
RPI Part #TUK037
OEM Part # (No OEM Part # Available)

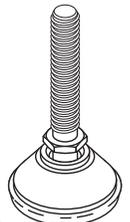
• Includes all parts as shown
Fits: Front Panel, right side of machine
Model: ValueKlave 1730MKV, 1730M/MK, 2340M/MK, 2540M/MK & 3870M

Long Shaft



REPAIR KIT (MPV)
RPI Part #TUK037
OEM Part # (No OEM Part # Available)

• Includes all parts as shown
Fits: Front Panel, right side of machine
Model: ValueKlave 1730MKV, 1730M/MK, 2340M/MK, 2540M/MK & 3870M



LEVELING FOOT
RPI Part #TUF058
OEM Part # 04010001 & 04010002

Fits: Front of machine
Model: EZ9, EZ10, EZ10K, ValueKlave 1730MKV, 1730E/EK/M/MK, 2340E/EA/EK/EKA/M/MK, 2540E/EA/EH/EHS/EK/EKA/M/MK & 3870E/EA/EH/EHS/M

The above parts are manufactured by Replacement Parts Industries, Inc. to fit the equipment listed. All product names used in this document are trademarks or registered trademarks of their respective holders.



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

8 to 4
NO MORE

The magazine *Proofs* is a trade publication for the dental industry. While reading a recent issue I came across an article that made me stop and think. I realized that the article, while aimed at dental sales professionals, could really apply to all of our RPI customers.

The article was titled “Communicate Better – Sell More”. Now, I realize that most of our customers do not consider themselves to be sales people – they are service people who service equipment in doctor’s and dentist’s offices and in hospitals. But you really are sales people and what you sell is yourself – your honesty, integrity, skills and experience.

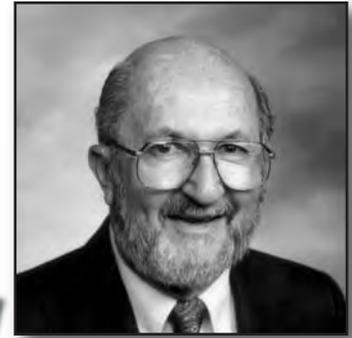
When making a service call, you must have positive communication with just about every person with whom you come in contact. Positive communication includes:

- Greeting your client with a smile and with enthusiasm. If you have not met before, be sure to introduce yourself and identify your company or department. Offer a business card if you have one.
- Looking professional. Clothes should be clean and pressed. Remember, you only make a first impression once.
- People are often judged not only by their appearance and body language, but also eye contact, how you talk, and the words you use.
- Before you start work, make sure you understand why you were called in. Is there only one problem, or are there more? Are there other pieces of equipment that should be looked at?
- When you are finished, it helps to give a brief summary of what you have done and if any follow-up work is needed.

If you earn the trust and respect of the people who have trusted you with their equipment, they will value your judgment and ask your advice about buying new equipment also. In many cases, doing a good job of selling yourself may lead to other forms of sales.

In our present economic climate we all need to look for ways to get the competitive edge. Selling yourself is one way, enhancing your customer service is another.

I know these are all very basic ideas but sometimes it helps to refresh your mind on the basics. We wish you success!



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

AL'S VIEW

FROM THE OLD CURMUDGEON

I’m sure we all remember the last “major” recession quite well. That was the end of 1992 through 1993. I remember it particularly well. President Clinton wanted us to kick start the economy. Our daughter was getting married in May. I wrote a column that Spring in the *Alternate Source* about how I was personally kick starting the economy by putting on this wedding. I meant it to be very tongue in cheek, very humorous. Unfortunately it did not come across as such and some of you took me to task for it.

I won’t make that mistake this time. This is a far more serious economic situation. I suspect that many of you are being impacted by it in one way or another. However, on an overall basis, our industry is not directly tied to the economy. When times are really good and the economy is exploding upwards, we don’t explode with it. When the economy implodes, we don’t implode with it. Repair of dental and medical equipment has to be done regardless of the state of the economy.

Looking at RPI’s business so far this year, tells me that your business has not changed too much. Some of you are ordering more. Some less. All in all, we’re an industry that does not excite the financial world. None of us grows by leaps and bounds like the high tech industry. I guess the financial people would consider our industry plodders. We may not grow all that fast, but we don’t retrench very deeply.

We all picked a great industry for our career. While we won’t get rich overnight, we have the satisfaction of contributing to the good lives of people.

And Now A Word From Our Customers ...

From Robert Dondelinger on *Biomedtalk-L* when asked about creating a policy for acquisition of repair parts:

“OK: Industrial-quality (read “Newark Electronics” or local electronics supplier to “the trade”) common electronic parts; RPI-purchased parts; locally fabricated (we have access to an excellent machine shop); locally rebuilt (I’m thinking electric motors here); original part manufacturer (if you can find them and they’ll sell to you); OEM (I know, but sometimes you just gotta!).

NOT: Reclaimed parts; cannibalized parts; consumer-grade (read “Radio Shack”) common electric parts.”

As a side note: When we asked Robert if we could reprint his comments, he said “yes” and added “I have a lot of faith in your parts and know (1) that your quality is equal to or higher than the OEM and (2) you don’t market parts that you don’t stand behind.” *Thank you Robert!*

What's Next for Stabilet Infant Radiant Warmers?

RPI will continue to support the "Stabilet" line of infant radiant warmers with both parts and technical assistance.

For those of you who have not been made aware, the ECRI Institute conducted an investigation of a fire that occurred in a Stabilet radiant warmer in January, 2008, while an infant was undergoing oxygen therapy.

The incident investigated by the ECRI Institute did not involve parts sold by RPI, and no incidents have been reported to RPI with respect to the heating elements or any other parts sold by RPI to fit these Stabilet units.

In support of ECRI Institute's recommendations that "if it is not practical to pull these units at this time, that they not be used in connection with oxygen therapy of infants", RPI will continue to support the Stabilet line of infant radiant warmers until which time it is prudent for RPI to discontinue this line of parts.

The "Stabilet" warmers that are addressed in the report were manufactured and/or supported at different times by Borning, Hill-Rom, and Draeger Medical, specifically model numbers 200, 300, 1250, 1500, 2000, 2200, 3000, and 3200.

At this time, RPI is not aware of any action recommended by the FDA in connection with this incident or with the ECRI Institute's report.

RPI has Parts to Fit Dinamap 8100 & 8100T

RPI offers repair parts for the GE/Critikon Dinamap 8100 and 8100T non-invasive blood pressure machines including the Battery Pack, Front Panel Overlays, Pump Assembly, Temperature Probe Connectors, and several additional connectors, cables and power cords.



When Servicing the Air Techniques Peri-Pro® I, II & III Dental Film Processors ... Use RPI's Exploded Views for Help

By Jim Wisniewski, Manager, RPI Product Development

Identifying the parts to use, especially when it comes to the gears, when servicing the Air Techniques Peri-Pro I, II and III film processors has always been difficult because so many of the gears look the same or the parts aren't the same from model to model.

Well, RPI did it again. We now offer FREE exploded views of the transports, heaters and fuses, motors and gears, and switch assemblies for the Peri-Pro I, II and III.

And when it comes to the transports, we have the exploded views of both the back and front sides. There's even an exploded view dedicated to the motor, dryer fan and associated gears. But we didn't stop there.

We have detailed views of the heaters and fuses as well as the switches sections of the processors. In fact, with these sections of the units, we included close up views of the older models vs. the newer models, so that you can actually see the details of the model you are servicing.

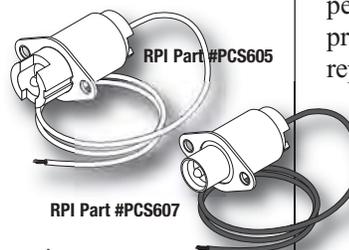
You can find all of these exploded views in our latest catalog updates that went out in January of this year. They are in Section 4, pages 600-609, or simply visit our website at www.rpiparts.com, click "RPI Tech Help" in the yellow navigation bar at the top, click the sub-header "Troubleshooting Guides and Exploded Views", and click the view you need.

What's more, new step-by-step instructions have been added to our Transport Repair Kits (RPI Part #'s ATK629 and ATK663) and our Shutter Release Repair Kits (RPI Part #'s ATK628 and ATK664).

Our new instructions show you exactly where each gear should be installed and the illustrations are detailed for easy identification. They also tell you how to replace the gears as well as how to set the timing of the transports. If you want a copy of any of the instructions for the Kits, simply go to the website, search by the Kit Part #, and then click the "RPI Install Instructions" icon.

Replacement for GE Brand Sockets to Fit Pelton & Crane LF, LF+, LFII & LFIII Lights

As you may be aware, GE no longer manufactures the light socket that fits the Pelton & Crane LF, LF+, LFII and LFIII dental lights. But no worries, we found the perfect replacement for it.



After an exhausting search for a manufacturer that we can trust and that can deliver a quality part,

we decided on Osram Sylvania. For more than a century, this company has been known for its exceptional performance and high-quality products. So next time you need to replace the light socket on the Pelton & Crane dental lights, just contact RPI and ask for Part #PCS605 to fit the LF and LF+ series, or Part #PCS607 to fit the LFII, LFIII, LFIIS and LFIISE models. We are confident that you will be 100% satisfied, just as we are, with our new light sockets.

**RPI 2009
CONFERENCE
& SHOW SCHEDULE**
Stop by and visit us!

CDA – May 15-17
(California Dental Assoc)
Anaheim, California
Booth #565

AAMI – Jun 6-8
(Assoc for the Advancement of Medical
Instrumentation)
Baltimore, Maryland
Booth #931

CABMET – Aug 7-8
(Colorado Assoc of Biomed
Equipment Technicians)
Denver, Colorado

FIME – Aug 12-14
(Florida International Medical Expo)
Miami, Florida
Booth #422

**MEDICAL DEALER EXPO with
Alabama Biomed Society** – Sep 24-27
Nashville, Tennessee
Booth #412

NCBA – Dec 7-9
(North Carolina Biomedical Assoc)
Concord, North Carolina

**FROM THE DESK OF THE
PRESIDENT**

(Continued from page 2)

to have Trent back on base to clear out all those boxes (good thing the clerk didn't know what was in them).

Trent and his buddies got first dibs on the cookies, and then shared them with the rest of their unit. And, back in his mechanic's role, he was able to pass on boxes to army convoys that were passing through their base, adding a little bit of home to the guys stationed so far away.

Fortunately, while deployed in Iraq, Trent stuck to his mechanic's duties on base at Rustimayah, just southeast of Baghdad. The base did come under fire a few times, but fortunately, it was not as severe as the combat he experienced in Afghanistan. And, once again, the Girl Scout cookies were a welcome bit of home for the troops.

Trent and Gaytha were able to convince the base commander to fly a spe-

cial American flag over the base for a day, and then have it shipped to Megan's Girl Scout Troop as a show of appreciation. It's a gigantic, beautiful flag, which is now framed and making its way through each of the girls' homes.

I know many of our customers have served in the military, and I thank you for your service. And please don't forget the troops that are still serving overseas, and not just in the Middle East. If there is anything that you can do to bring them a little piece of home, it would make their service that much easier. There are many ways to do this, such as Operation Gratitude and adopting soldiers (as a younger nephew of ours has done), so it's easy to find a way to do this. And next time when that Girl Scout comes knocking on your door or greets you at the store to sell you some cookies, don't forget to buy one or two to be donated by the Girl Scouts – it's on the form. You never know who might get them, but you can be guaranteed it will bring a smile to their faces.

**SERVICE BULLETIN
MIDMARK • RITTER TABLES & CHAIRS CHART**

Please note that there are several corrections to our chart in the catalog that features parts to fit Midmark•Ritter tables and chairs (Section 11, Page 303, Updated 11/04). For the most up-to-date chart, please go to our website, www.rpiparts.com, click "RPI Tech Help", click "At-a-Glance Reference Tables", click "RPI Parts to fit Midmark•Ritter Tables & Chairs" – from there you can print an updated PDF of the chart that includes all of the corrections, plus a chart that's dedicated to the Evolution 75 series. Please print a copy to add to your catalog.

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