



THE ALTERNATE Source

WINTER 1991

VOLUME 2

SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

NUMBER 2

Product/Quality Improvement

You are all constantly aware of all the engineering work we do because you see it in all of our new product introductions. What you don't see is the amount of engineering time we put into checking and upgrading the quality of existing products. While we do a lot of quality checking and testing of all parts, we depend on you, the ultimate quality checker, to verify our work. When you tell us a part is not functioning to your satisfaction, we engineer a quality upgrade. Thankfully, this is not needed very often.

A good example might be the heaters to fit the Pelton OCMs and OCRs. They were two of our first 19 products in 1972. We were informed by heating consultants that the Pelton design was marginal for a few reasons, but that it could work. We faithfully reproduced these heaters even using the extra high grade of mica that Pelton has always used. Because our customer satisfaction policy is far more extensive than any OEM's, we soon got into trouble and began a redesign program. Unfortunately, it took three redesigns to get it right, but we finally did. About two years ago we came up with our current design which you tell us is far superior to anything you've seen before. How do you tell us? By correspondingly dramatic increases in sales accompanied by dramatic decreases in warranty returns. What's different? We've gone to single winding with the terminals on each end. We've improved the metal cladding and how it is wrapped around the windings. And we've improved the way the ribbon wire is wound on the mica center. We used this knowledge we had gained to improve the quality of the RCH027. And we're working on more improvements for that same heater. Soon you will see better terminal and wire connections.

That's only one example. To briefly touch on some others: The door gaskets to fit the OCM and OCR have been improved with the use of new tooling allowing more advanced

molding techniques. Control of the material compounding has also been improved assuring greater repeatability in hardness and flexibility.

The material for the plastic gears and sprockets for the Philips X-Ray processor has been changed from delrin to glass filled nylon for better wear and much longer life.

But we went from glass filled nylon to polyacetel on the shutter release kit for Air Techniques because the mechanical and chemical interaction requirements are different.

The diaphragm in the inlet and outlet valves for the Gomco application was changed to a thin skin to improve sealing.

Sleeve bearings were replaced with ball bearings on the CAM024 to improve life and performance.

The threads on the shaft of the BKM002 were reversed to assure proper performance.

And straws for the Coulter equipment were changed from acrylic to "tenite" for greater flexibility and wear.

These are only some of the product improvements we've made to give you better products. And we're working on more right now. In fact, there is always some product improvement going on. That's because we're committed to giving you the highest quality parts that you need and demand. In almost all cases, you have played a vital role in these changes: either by telling us about them in the first place and/or by suggesting the change.

There are many reasons for you to buy your parts from RPI of which quality is only one. But it is the key factor. If quality doesn't meet your requirements, all of the other reasons are useless. Because of this, we constantly work on improving quality. The product we sell today may be quite different from the one you had trouble with yesterday. Check with us to see what we have done about your comments and suggestions. You will be surprised at how well we listen to you.

i n s i d e	
Did You Know	3
From the Desk of The President	2
From the President's Boss	3
Service Tips	2
The RPI Family	3
What's Coming Up	4

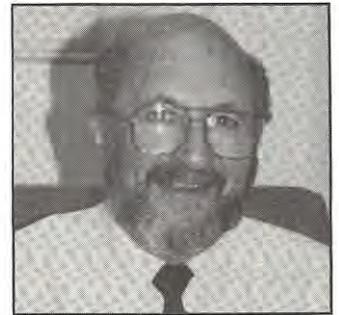


BMET OF THE YEAR AWARD

Congratulations to **Lance Martucci**, Director of Biomedical Services at Good Samaritan Hospital in Suffern, N.Y. Lance is the winner of the first annual SBET/Replacement Parts Industries, Inc. BMET of the Year award. He was presented with a \$500.00 check and a plaque at the annual AAMI awards luncheon last

May in Washington, D.C. The award is bestowed upon a biomedical equipment technician to recognize individual dedication, achievement and excellence in the field of biomedical equipment technology. RPI representatives at the presentation were Albert and Sherry Lapides and Philip Goldstein.

from
the
desk
of
the



Al Lapides, President

PRESIDENT

SERVICE TIPS



Servicing operating valves in American Sterilizer Models 6614, 8816, and 1022 (Aristocrat) Autoclaves

By **Herb Chamberlin**
C-M For Service, Inc.
Gresham, OR.

Parts are almost unobtainable for these older autoclaves and prices are formidable. I purchased an operating valve for an Aristocrat a couple of years ago for a price just under \$1,000.00. Still, we are asked to keep these autoclaves in operating condition, if at all feasible.

Operating valves with relatively large pits and grooves on the base seat need to be replaced, or precision reground, at a qualified machine shop. However, if the pits and grooves are small and seepage through the valve exists under pressure, then the following hand procedure should cure the problem.

After removing the valve from the autoclave, disassemble by removing the three (3) screws that hold the bonnet to the base. These are brass screws that can break easily, so use care. Next, obtain a piece of tempered glass if you do not have lapping blocks. I use a piece of mirror glass 1/4" thick and approximately 1" square. Place a small amount of very fine grinding compound paste (I prefer

auto rubbing compound) on the blocks or glass plate, and thin with water to a light paste consistency. Place the base seat on the plate and, using even pressure, move the part over the plate in a figure eight motion, occasionally rotating the part 1/4 turn. Rinse off the part and plate and apply new compound frequently. Continue this process on both the base seat and the carbon disc until the surfaces are smooth.

To check your results, clean both parts, leaving mating surfaces wet, and place disc on base seat. You should be able to lift the weight of the brass base by holding and lifting only on the disc and visa versa.

Before assembly, check the valve stem to be sure it will move in and out easily with spring and thumb pressure. If not, replace the valve stem packing.

Editor's Note: Herb Chamberlin has been servicing medical equipment for 26 years. He was production and service manager for Quick Industries for several years. He and a partner started C-M for Service in 1972. A year later he bought out his partner and since then has continued the business with the help of his wife, Bev.

Our page one article of this issue addresses the element of product quality, one of the four benefits of buying from RPI. The others, as you may have noticed from all our literature, are service, savings, and convenience. I'd like to talk about service, because once we've met your quality needs, this may be the most important factor of all.

One of the biggest problems you have today is surviving the flak you get from your "customers", bosses, and end users to get that equipment back in service. People are all over you to "get that job done!" This despite the fact that no one gives you the money or budget to fully stock all the inventory you may need against any contingent equipment failure. Those people out there make your life difficult because they don't or won't understand that you need parts NOW to repair equipment NOW.

Here comes SUPER RPI to the rescue. Order by 2:00 p.m. California time and you can have your parts in one day to one week. You select the method (speed) of shipment. You don't need to be sure you've got at least one of everything RPI has in stock. You can have it tomorrow. You can meet your cash and budget restraints and still keep all those people off your back. "How sweet it is". You get the best of all worlds.

Some people call what we do a way of having JIT (just in time) inventory control. RPI calls it the way we've always done business. It's service to you. It allows you to work within whatever constraints you have and perform in an outstanding fashion.

For those of you who haven't, try us. You'll like us. We make YOU look good.

 *Best wishes for a happy holiday season* 
and good health, peace and prosperity in the New Year.

from the
**PRESIDENT'S
BOSS**

Well, it's that time of year again. The frost is on the pumpkin (those remaining after Halloween and Thanksgiving, that is), the wood smoke is in the air (yes, even in sunny Southern California), the Thanksgiving turkey is only a memory (and the leftovers are history now, too), and signs of Santa Claus can be seen everywhere.

It's time, too, to take stock—of where we are, and where we're going. Where we are right now feels like a pretty good place to be. Thanks to you we are completing our best sales year ever. In the past year we added several hundred new companies and hospitals to our growing list of RPI customers. During the past year, also, we stepped in to sponsor the AAMI/SBET of the Year award. We continued our sponsorship of the SBET cocktail reception. We were able to meet many of you at the AAMI meetings in May and November of this year and at the ASHE/CES meeting last year and hope to meet even more of you in '92. We published our new catalog and already have added more than one hundred new parts to help your jobs go faster and



Sherry Lapides, General Manager

easier than ever. We really want to continue being "The Alternate Source" for all of your parts needs.

On another note, all of us appreciate your concern about Andy Sandelski. Andy is back here at RPI now, feeling much better, and we all hope 1992 will be a good year for him, too.

Thank you for your interest in RPI and your response to "The Alternate Source." If you have any comments or replies to something you read in the newsletter, or would like to contribute a "service tips" column, please let us know by writing to:

RPI
"The Alternate Source"
P.O. Box 5019
Chatsworth, CA 91313-5019

In the meantime, we wish all of you a wonderful holiday season and hope the new year will bring continued peace, happiness, good health and prosperity to everyone.



JOHN F. DOWNS

I was born and raised in southern California—a surfer's dream. I've always been interested in mechanics, and in high school, when I wasn't playing sports, I studied industrial arts.



After graduating, I joined the Air Force and started working as a jet engine mechanic. I spent time in Germany, Italy and Spain before returning to California.

Using the skills I learned in the Air Force, I went to work overhauling jet engines. But as the economy slid, so did the aircraft business. When an opportunity arose to get into the dental repair field, I grabbed it.

I worked for several years as a dental technician and was a frequent RPI customer. That's how I learned there was a job opening for someone with a technical background, and I joined RPI in February 1991.

My work includes product research and development and answering customers' questions about the parts we sell. I'm currently taking engineering courses in the evenings so I can keep on top of your product needs.

Working as a dental technician had some additional benefits for me—that's how I met my wife, Cindy, who works at a dental office. We are expecting our first baby this spring.

Did You Know?

That in order to use RPI gas springs (PCS647 through PCS650) you must have the side rails? If the unit you are repairing already has them, these are the correct items to order. If not, you must order either the new gas spring assemblies (PCA653 through PCA656) or use the older designed gas springs (PCS601 and PCA602).

That if you use Safe Tec non-spill tubes in your Readacrit, you need special cushions? Order CAC055 and get the proper fitting tube cushion.

That Burdick has announced it will stop supporting the EK-5A as soon as current spares inventory is depleted? We're going to try to fill the gap as quickly as possible, but product development does take time. Please let us know what you need most and first.

That many of our parts shown on pp. 26 & 27 (Castle/MDT) also fits the Barnstead C2250, C2260?

That RPI carries motor brush caps for various applications (pg. 45)?

That we have two different sizes of high temperature wire, 16 AWG and 14 AWG, both teflon insulated? (See page 44.)

**You Asked For Them—
You Got Them**

YOUR OPINION COUNTS

In response to your requests, we have added the following parts to our inventory, in stock and ready to be shipped today.

Air Techniques — more parts to fit the Peri-Pro I and Peri-Pro II — page 13A.

Clay Adams — switches and other parts to fit Dynac I & II, Readacrit, Microhematocrit II, Serofuge and Serofuge II — page 35A.

Pelton & Crane — additional parts to fit the LF-1 and LFT-II, and the pressure gauge to fit the Magnaclave — see page 82A.

**LATE PAYMENT
EXCUSE #89**



*“Sorry my payment was late. My Panther **ATE THE BILL.**” — Northwest Florida Specialties, Chan Simson.*

What's Coming Up

Our next set of new replacement parts is scheduled for February. They will include parts to fit:

- **Clay Adams:** Dynac I & II, Triac I & II, Autocrit II, Microhematocrit II, Serofuge I & II.
- **Instrumentation Laboratories:** Dilutor P.M. kit to fit the 943, blood gas P.M. kit to fit the 1300 Series.
- **Litton:** More parts to fit the P4 & P6 film processors.
- **Spectroline 750:** additional parts
- **SS White 750:** to fit these autoclaves.
- **Generic Shop Aids:**
 1. Allen head set screw kit
 2. Metric hardware kit
 3. (Fairprene) Gasket material, .015 x 12 x 12
 4. Lag thermometers

Watch the mails or call us for more information.

SEASONS
GREETINGS



This newsletter is printed on recycled paper.

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



replacement parts industries, inc.

“The Alternate Source”

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

ADDRESS CORRECTION REQUESTED

BULK RATE
U.S. POSTAGE
PAID
CANOGA PARK, CA
PERMIT NO. 250

NEW PARTS PAGES INSIDE