



Long Awaited RPI Metering Valves Are Back with New Design, Better Performance

by Al Lapides
President, Replacement Parts Industries, Inc.

Hopefully, this is the last chapter in the long, oh so long, development of a replacement metering valve to fit the Harvey Chemiclaves®. In the previous chapter we saw our two-gun hero, O-Ring Design, riding off in the sunset to save the Chemiclaves. The chapter before that saw our one gun hero, Sleeve Seal Design (blood cousin), trying to save the day. Both are still out there taming the wild Chemiclave desperadoes. But they both have limited ammunition in their gun belts, so a new hero now appears.

We're not trying to make light of a very serious situation. But if we don't laugh a little, we'll end up crying.

Without making the story too long, the Sleeve Seal Design

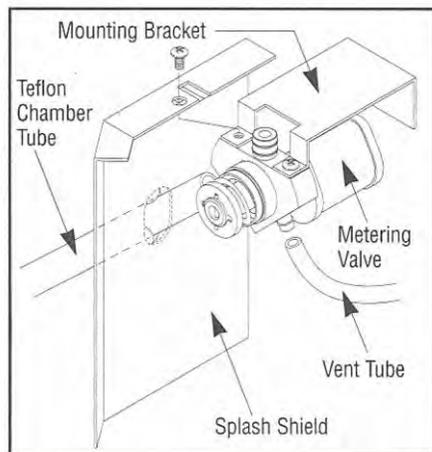
worked, but only after hand fitting each one (shades of the original MDT cone-shaped valve). The scrap rate was high, and field PMing by you looked rough. The O-Ring Design worked extremely well, but there appeared the possibility of a safety problem: if the main reservoir was full, fluid could blow back out during depressurization. We became concerned about the possibility of fire outside of the chamber.

Research and development then went on in parallel. Our research took us to ECRI,

which is a nonprofit health services research agency covering safety of medical devices among its broad based work. We commissioned a search of all past reported failures of the Chemiclaves. The results: no fires ever reported from around the chamber. However, there was a Class II recall in 1977 to change the power switch so that it would no longer arc. Our research also took us to Fenwal

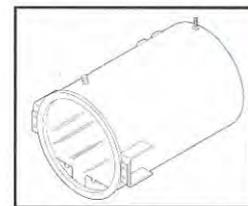
Safety Systems Inc., which includes explosion testing among its services and products. They analyzed and tested the Vapo-Steril® solution and found that its Auto-Ignition Temperature (AIT) is at 788° Fahrenheit. This far exceeds the ambient temperature around the chamber. Therefore, there is no danger of combustion or fire.

This led us to a solution similar to that which MDT had used for all these years. Their valve demonstrated the same characteristic of backpressure, so they simply vented the valve into the insulation around the chamber. We've improved that approach by venting against a safety shield. The valve we're selling now is O-Ring Design-with-Vent-and-Shield. To ensure that any vented fluid stays away from unwanted areas, we've added a spray shield. It simply collects exhaust



The new RPI metering valve to fit the Chemiclave has a splash shield to prevent exhaust fluid from spraying into other areas of the machine - it's added protection.

RPI Updates Its Warranty On Autoclave Chambers



RPI Autoclave Chamber
PCC114 and PCC116

Like all of our other parts, RPI's autoclave chambers are guaranteed to meet your expectations for the normal life

of a particular part. This means for example that if you expected one of our chambers to last seven years and it only lasted four, we will gladly exchange your chamber for a new one.

However, we cannot warranty our chambers against neglect or abuse by its users. This includes running the autoclave dry, which can be indicated by excessive burn discoloration or warping of the bottom of the chamber. Other types of abuse include using tap water instead of distilled water, which will be indicated by a buildup of a scaly material on the inside of the chamber. This can cause the chamber to weaken or crack, and tap water can obviously harm a number of other parts in the machine.

So, when you install a new chamber, make sure that you re-educate the office staff on proper usage of the autoclave, and manage the expectations of your customer regarding our warranty for replacement chambers. This will make your job easier when you find that your customer did not properly care for his sterilizer and you need to replace a damaged chamber. We believe our chambers, and in fact all of our parts, to be of the highest quality, and we back that up with the best warranty in the business.

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FROM . . . THE DESK OF THE PRESIDENT



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

Looking Forward

I feel a great deal of excitement about the future. All of the changes occurring in our industry create opportunities. RPI is working hard to help you take advantage of those opportunities by being the parts source you need. We are continually upgrading our service and expanding our product line. We try to ensure that you get quality products, and that you get the parts that you most need. Here are a few of the things we're doing now:

- RPI started into ISO certification process at the end of last year. We plan to be ISO 9000 compliant and certified by the end of this calendar year. For a small company, this is a major undertaking. It is requiring the efforts of all our people on top of their regular workload. We have found that it is worth the cost and effort. Teamwork has never been stronger. Existing procedures have been examined and strengthened. We now have a clearer understanding of everything we do and have done. Our goal is to ensure that we continue to provide you with the highest level of quality in service and parts.
- We have developed a new metering valve to fit the Chemiclave brand sterilizers.
- We have introduced more new parts to fit the Clay Adams Sero-Fuge, Analytical, Compact II and Physicians Compact. We're also adding parts for another centrifuge line - Hamilton Bell. This is another step in expanding our centrifuge product base.
- We've simplified things for you by coming out with the long awaited heater and plug assembly, fuse holder kits, fill/vent, dump and bellows plunger kits, surface heat sensor, and steam sensor assembly to fit the Pelton & Crane Validator and Delta series.
- You have asked for parts for the Midmark M9 and M11. They're here! We'll continue to develop more parts for them until all those critical for maintenance and repair are in our inventory.
- Work has been initiated on more parts to fit dental film processors, infant incubators, and sterilizers.

And, more will be happening during the rest of the year. RPI is accomplishing all this because of a wonderful group of very dedicated people. We know we have to serve you well if we are to help you in achieving your successes. However, we're not always perfect, even though we strive to be. We need you to tell us when we don't meet your expectations. In one of our newsletters some nine years ago, I quoted Marshall Fields of great retail fame. I would like to do so again: "Those who enter my store to buy support me.

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FROM . . . THE PRESIDENT'S BOSS!



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

Thanks for Being There

The biggest question facing the Lapidès clan these days is not whether NFL football will come back to L.A. (probably), not whether the Dodgers will win the pennant this year (unlikely), not whether Spring will ever come (we've hardly had Winter this year) but - boy or girl?

That's right, we have more babies on the way! Robbie, our daughter (who now has two boys) is due about the time you receive this newsletter. And Ira's wife, Melissa, is due this summer. They now have a girl. So the big question in our family is whether Robbie and her husband, Bill, will break the mold and have a girl, and whether Ira and Melissa will have a boy. Right now their little girl, Megan, is the only girl among our five grandchildren. It really does not matter to us (especially since we have no control over the process), but it's fun to speculate. And in this day of instant gratification, it's sort of fun to still have the sex of the babies not known until they are here.

When we go to the hospital nursery and look at the babies in there, it's really a nice feeling to know that parts supplied by RPI may be in the incubators and warmers being used, that our parts may be in sterilizers in the doctor's offices or the hospital. For almost 27 years, RPI has been helping medical and dental equipment service professionals maintain needed equipment in a prompt and cost effective way. Our parts may have made the difference between scrapping a piece of equipment or extending its useful life.

Here at RPI we take pride in supplying the best quality parts we can at the best prices we can, with the best customer service. We hope all of you can take the same pride in your work, providing the best quality service you can to your customer, whether it be a doctor or dentist, a hospital laboratory or the neonatal nursery.

When we go to the hospital nursery in March and in August, we will think of all of you who help keeps things running smoothly for all of us. Thanks for being there.

FLASH! Just before we went to press, Robbie had a girl!

Long Awaited RPI Metering Valves

(Continued from front page)

spray in one single, safe place.

We've done more than that. RPI metering valves come with a free lifetime availability of maintenance kits (RPI Part #MDK057) containing ethylene propylene o-rings and high temperature lubricant. Safety shields are sold separately (RPI Part #MDS058) and should be replaced about every year when replacing o-rings.

Getting through this development over the past year has been most exciting, and we have witnessed what must be a first in our industry. This work was accomplished with the cooperation of Barnstead/Thermolyne (B/T). After acquiring the Chemiclave product line they discovered the problem of the metering valve and determined a new design was required. Our two companies started exchanging ideas and prototypes. We tested each other's valves, made suggestions and did redesigns. RPI engineers actually spent some time in Dubuque with B/T engineers going over the problems. B/T did something unique. They recognized their customers had a serious problem that needed fixing. Whether the solution came from them or a second source was not of prime concern to them. Solving the problem was. We thank them for their commitment to their customers, and for their help to us. They've now developed their own valve. You have a choice. How nice. (We still like ours better!)

Now we see O-Ring-Design-with-Vent-and-Shield rounding up and corralling the Chemiclaves so that they behave properly. It looks like the cowboy kisses the horse after all.

From ... The Desk Of the President

(Continued from page 2)

Those who come to flatter please me. Those who complain teach me how I may please others so that more will come. The only ones who hurt me are those who are displeased but do not complain. They refuse me permission to correct my errors and thus improve my service." Please talk with us. Tell us the bad along with the good. That way we'll be able to serve you as you need to be served.

RPI Makes Stronger Gaskets to Fit AMSCO Bulk Sterilizers

All of the RPI gaskets that fit the AMSCO bulk sterilizers are now stronger than ever.

The original gaskets were spliced and connected with a butt seam. To strengthen these gaskets, we purchased new tooling that splices the gaskets at an angle, thus allowing for a diagonal seam. This diagonal seam makes for more surface area to grip, thus a stronger, more durable gasket.

RPI Gaskets To Fit The AMSCO Amscomatic, Eagle and Medallion Bulk Sterilizers

RPI Part #	Fits
AMG007	12" x 16" rectangular door
AMG008	20" round door
AMG009	16" x 16" square door
AMG010	20" x 20" square door

So, next time you need a replacement gasket to fit AMSCO Amscomatic, Eagle and Medallion series bulk sterilizers, try the new stronger RPI gaskets.

You Are Invited to Join Us At HealthTech '99

It's always so nice to put a face to a voice so we would like to invite you to join us at our booth at the HealthTech show. You talk with us almost daily, either because you're placing an order or calling for some technical assistance from our product engineers, so wouldn't it be nice to meet in person?

We certainly would like to see you and hear your thoughts on what parts you would need most, how we can help you become more successful or just catch up on how your business is going. In any case, please contact us: call (800) 221-9723 or (818) 882-8611, fax (818) 882-7028 or e-mail at moreinfo@rpiparts.com for information on how you can join us at our booth for HealthTech '99.

HealthTech '99 – April 25-28, 1999

Baltimore, Maryland at the Baltimore Convention Center
RPI Booth #320

Please join us. The conference offers a vast array of classes and sessions. Times are changing and they will continue to do so. No matter how much you think you know, whether you are an independent or part of a hospital system, there's always room for more education. That's why this show is so great. It's a way for you to keep up with your industry, meet others in your field and discover new services and equipment. Don't miss out, contact us today for more information about how you can join us at the show.

RPI Offers FREE Exploded Views of Equipment Serviced Most Often

We are always trying to help you be more successful. And one of the ways is to offer you exploded views of the equipment you most often service. RPI exploded views of the Pelton & Crane LFII dental lights and of the OCM and OCR sterilizers are now available. These handy work tools also include a trouble shooting guide and a listing of all RPI parts that fit the equipment. Contact RPI : Call (800) 221-9723 or (818) 882-8611, Fax (818) 882-7028 or e-mail order@rpiparts.com for your FREE RPI exploded view.

RPI is the name you can trust for quality replacement parts.

WHAT'S NEW

YOU ASKED FOR THEM, YOU GOT THEM!

The following new parts are now in stock, ready

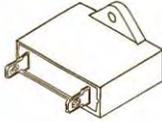
CENTRIFUGES

Hamilton Bell – VanGuard® V-6000 & V-6500

STERILIZERS

Midmark® – M9 & M11

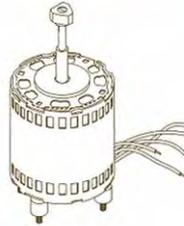
RPI Part #HBC003
OEM Part #V6105



CAPACITOR

- 4 MFD 370VAC
 - Fits: Bottom mounting plate
 - Models: VanGuard V-6000 & V6500
- Call For Availability!**

RPI Part #HBM001
OEM Part #V6100



MOTOR

- 115VAC, 60HZ, .67AMP
 - 3400RPM, 05HP
 - Includes motor mounts and clamping knob with tach pickup label
- Fits: Mounting holes in base of centrifuge
Models: VanGuard V-6000 & V6500
Call For Availability!

RPI Part #MIC037
OEM Part #052-0173-00

CONDENSATION COIL

- 1/4" tubing; Brass
 - Includes (1) compression sleeve (RPI Part #RPF216), and (1) compression nut (RPI Part #RPF220)
- Fits: Reservoir assembly
Model: M9 & M11



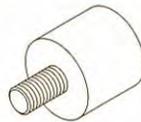
RPI Part #HBF010
OEM Part #V6135



SUCTION CUP FOOT

- 1 3/4" cup with 8-32 x 3/8" stud
- Fits: Mounting holes in base of chassis plate
Models: VanGuard V-6000 & V6500

RPI Part #HBM009
OEM Part #V6150



MOTOR MOUNT

- 4 per package
 - Black rubber
 - 8-32 UNC internal and external threads
- Fits: Mounting studs on bottom of motor
Models: VanGuard V-6000 & V-6500

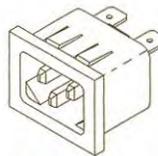
RPI Part #HBK007
OEM Part #V6115



CLAMPING KNOB

- 1/4-20 thread
 - Includes tachometer pick-up label
- Fits: External threads of motor shaft
Models: VanGuard V-6000 & V6500

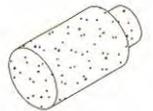
RPI Part #HBM011
OEM Part #V6125



POWER MODULE

- 15 AMP, 125/250 VAC
- Fits: Cut out in rear chassis panel
Models: VanGuard V-6000 & V-6500

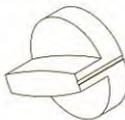
RPI Part #MIF038
OEM Part #002-0360-00



FILL FILTER

- Sintered bronze
 - 100-150 micron filter
- Fits: Chamber
Model: M9 & M11

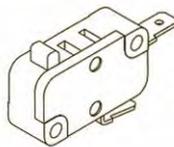
RPI Part #HBK008
OEM Part #V6175



TIMER KNOB

- Fits 1/4" shaft with flat
- Fits: Timer shaft
Model: VanGuard V-6500

RPI Part #HBS006
OEM Part #V6130



LID SAFETY SWITCH

- 10 AMP 125/250 VAC
- Fits: Mounting holes in rear panel
Model: VanGuard V-6500
Call For Availability!

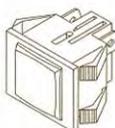
RPI Part #MIF051
OEM Part #016-0523-00



LEVELER FEET

- 4 per package
 - Thermoplastic rubber with a nickel-plated steel insert
- Fits: Bottom of base
Model: M9 & M11

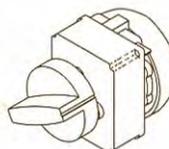
RPI Part #HBL004
OEM Part #V6145



INDICATOR LAMP

- Lamp rated @ 125VAC
- Fits: Front panel cut-out
Model: VanGuard V-6500
Call For Availability!

RPI Part #HBT002
OEM Part #V6070



60 MINUTE TIME SWITCH

- 4 MFD 370VAC
- Fits: Bottom mounting plate
Model: VanGuard V-6000

Call For Availability!

MORE PARTS TO FIT THE M9

RPI PART #	OEM PART #	DESCRIPTION
MIG035	053-0508-00	DAM GASKET
MIH048	002-0367-00	HEATER ELEMENT ASSY

FROM RPI

YOUR OPINION COUNTS!

to be shipped the day your order is received.

STERILIZERS

UltraClave™

RPI Part #MIG027
OEM Part #053-0366-00

DOOR GASKET

- OD: 10.75"
- Red Silicone
- Fits:** Door
- Model:** M9



RPI Part #MIG028
OEM Part #053-0527-00

DOOR GASKET

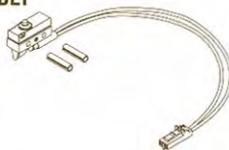
- OD: 12.87"
- Red Silicone
- Fits:** Door
- Model:** M11



RPI Part #MIS039
OEM Part #002-0362-00

DOOR SWITCH ASSEMBLY

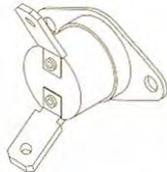
- Includes 2 roll pins (1/8" DIA x 1/2" L)
- Fits:** Switch weldment
- Model:** M9 & M11



RPI Part #MIT047
OEM Part #002-0370-00

OVERTEMP THERMOSTAT

- Opens @295 ±7°F Temp Rise
- Closes @240 ±12°F
- Automatic reset
- Fits:** Bracket that mounts to under side of chamber
- Model:** M9 & M11



Call For Availability!

MORE PARTS TO FIT THE M11

RPI Part #	OEM PART #	DESCRIPTION
MIG036	053-0784-00	DAM GASKET
MIH049	002-0505-00	HEATER ELEMENT ASSY

STERILIZERS

Pelton & Crane – Validator® 8, 10, Plus 8 & Plus 10 and Delta

RPI Part #PCK202
OEM Part #5151787

FILL/VENT PLUNGER KIT

- Includes O-ring, spring, and plunger with rubber insert
- Fits:** Fill solenoid
- Model:** Validator Plus 8 & 10 and Delta AE (8") & AF (10")



RPI Part #PCK203
OEM Part #5151803

DUMP PLUNGER KIT

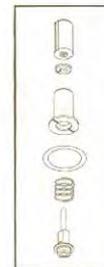
- Includes O-ring, spring, and plunger with rubber insert
- Fits:** Dump solenoid
- Model:** Validator Plus 8 & 10 and Delta AE (8") & AF (10")



RPI Part #PCK204
OEM Part #5151795

BELLOWS PLUNGER KIT

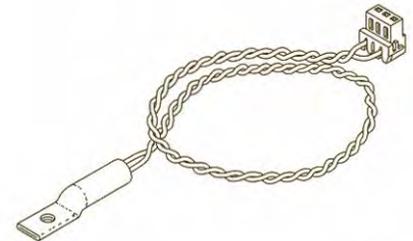
- Includes O-ring, spring, plunger with rubber insert, stop blank, snubber and retainer seal
- Fits:** Bellows solenoid
- Model:** Validator Plus 8 & 10 and Delta AE (8") & AF (10")



RPI Part #PCS099
OEM Part #019855

SURFACE HEAT SENSOR

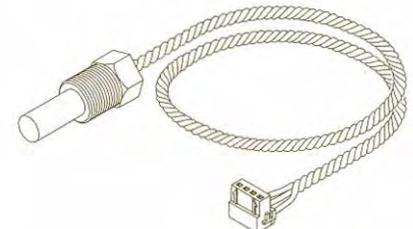
- Rated: 10K @ 25°C
- Includes sensor and JST connector
- Fits:** Between pressure plate and overheat thermostat
- Model:** Validator 8 & 10



RPI Part #PCS195
OEM Part #5120019

STEAM SENSOR ASSEMBLY

- Includes sensor and JST connector
- Fits:** Lower back of sterilizer chamber
- Model:** Validator Plus 8 & 10 and Delta AE (8") & AF (10")



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“If You Want Sales ... Build Relationships” or “If You Build It ... They Will Come”

by Paul Thomas, CEO, The Thomas Group Ltd.

There can never be enough said about the importance of developing and then maintaining good customer relationships. People will argue that customer service comes first and good relationships develop as a result of competent performance. This argument is made most often when a service relationship is involved rather than a product relationship. But, I believe that good customer relationships pave the way for superior customer service, especially in the realm of healthcare.

We begin building the customer relationship long before the customer becomes a customer. We begin this process when we first call upon the target, prospect or opportunity. We begin building the relationship when we make the first phone call, send the first literature, or respond to a request for information.

How important is this first contact? While it's rare to actually “close the business” or make the sale as a result of the first contact, it is quite possible and often occurs that you lose the business.

Jan Carlson, the chairman of SAS, coined the phrase “moment of truth.” This is the point in time when a prospect or customer judges the company and its employees. It can happen as a result of an advertisement, sales literature, correspondence or personal contact. It only takes a moment to reach a conclusion as to how they feel about an organization. If the feeling is a positive one, you get to pass “GO” and continue on in the game.

If the perceptions are negative, the game may be over and your chance of ever calling the prospect a customer is greatly diminished. It doesn't mean you can't get back in the game with this prospect; what it does mean is that the contact process should be evaluated and redefined so as to have a more positive impact at the next “moment of truth.” Moments of truth can come frequently, especially when organizations do a great deal of advertising, direct mail or have a large easily recognizable industry presence.

Big does not necessarily mean better either! An organization that prepares its employees for frequent “moments of truth,” regardless of size, will be better prepared to deal with customers and prospects.

I am amazed at how ill-prepared some retail organizations are in serving their customers' needs by failing to constantly build customer relationships. Sears has spent over 100 years building up the Sears name and a quality image associated with customer satisfaction through service and product quality. Service was great and stores were everywhere. The employees of Sears were dedicated and well-trained. Then, the 1980s came

“It's not hard to build a good relationship, but it takes preparation and sincerity.”

along and significant competition caused Sears to lose market share. They responded by downsizing, closing facilities and adopting a “value pricing” theme.

When they downsized, oftentimes the highly trained work force was eliminated or replaced with unskilled, lower wage workers. The price of Sears merchandise was reduced but so was the quality of the customer service in their stores. You could fire a shotgun in some departments and never hit anyone, employee or customer. The very strategy they introduced to keep market share failed because Sears forgot they built their successful business through customer loyalty based upon customer service that formed long-term trust.

As we approach the millennium, Sears is returning to its roots and emphasizing customer retention through customer service. Companies should stress employee training for building customer satisfaction and maintaining customer relations. Thankfully, Sears got the message and has started rebuilding itself.

What about the banking industry? It seems they have also forgotten about customer relations. Some banks even charge for using a “live” teller!

Companies often “talk the talk” but can't “walk the walk.” In doing so, they compromise the corporate value system that helped them become recognized for the quality of their products and services.

The world is filled with examples such as Sears. Why did the U.S. automakers lose so much market share? The quality of their products failed to meet the expectations of their customers, that's why! They had a virtual monopoly on the U.S. market. They built relationships through ownership with whole generations of buyers. If it's good for General Motors, it's good for America. They violated their relations with the American public when they failed to address price and quality issues created when competition from foreign imports heated up in the mid-1960s. Thirty plus years later they are still struggling to maintain the market.

Would there be an independent industry today if the OEMs had been more responsive to the customer relations they built over the decades prior to the 1990s? Probably, but would it be as big as it is today?

Peter Drucker once said the business of business is to get customers and then keep them. It's impossible to do that unless you continue to build relationships with your customers after they become your customer. When problems occur in an account and you have a great relationship with the account, you're more likely to hear about the issues and have an opportunity to resolve the problem. If you don't have that good relationship, you're liable to never hear about the problems ... you'll just lose the account.

It's not hard to build a good relationship, but it takes preparation and sincerity. The sincerity comes from your core values

(Continued on back page)

Gomco Thermotic Suction Pumps

Getting the Correct Vacuum

by Andy Sandelski
RPI Product Development

Not Getting the Correct Vacuum Out of Your Thermotic Pump? Before swapping out the board or going through a lengthy calibration set-up and procedure, try checking the following:

- Check tubing and connections for leaks that could compromise the vacuum.
- Check the integrity of the suction valve (RPI Part #GOV011) and pressure valve (RPI Part #GOV012); these could be leaking or stuck open.
- Verify that the voltage supply is approximately 115V.
- Verify gauge performance with a known vacuum supply.
- Verify that the triac is firing on both halves of the cycle. This can be accomplished using a voltmeter placed across the heater. When the triac is conducting, the entire supply voltage (approximately 115V) should be across the heater.
- Verify the resistance of the heater: 160ohm (RPI Part #GOH005).
- Check that the heater cylinder is properly sealed.

If all of these items check out, it might be time to recalibrate or replace the board. If a new board is needed, contact RPI and ask for RPI Part #GOB016 (old style) or RPI Part #GOB023 (new style).

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Clay Adams Triac® Centrifuge

Burn-In & Speed Control Calibration

by Ron Cain
RPI Product Development

Did you know the Triac centrifuge should be subjected to a 16-hour burn-in period as part of its Manufacturing Final Speed Calibration Procedure?

Clay Adams advises that these procedures be performed after the replacement of any major components, such as the motor or main PC board.

“URINE” MODE

- 1) Remove the head cover and install the four empty Trunions in the head.
- 2) Remove the four screws that hold the control panel to the centrifuge base. The control panel may now be removed.
- 3) Push the “Urine” mode button, set to five minutes and push the “Start” switch.
- 4) When the speed stabilizes, check the speed with a Tachometer (calibrated).
- 5) Using the adjusting POT R7 on the right side of the access hole under the brake button, set the speed of the “Urine” mode between 2190 RPM and 2480 RPM. (Clockwise adjustments will increase the speed.)

CAUTION: Use only an insulated or non-conductive screwdriver for making any adjustments.

“BLOOD” MODE

- 1) Push “Blood” mode button, set timer again for 5 minutes and push the “Start” switch.
- 2) When the speed stabilizes, check the speed with a Tachometer (calibrated).
- 3) Set speed of the “Blood” mode between 3330 RPM and 3780 RPM using POT R8 on the left side of the access hole under the brake button. (Clockwise adjustments will increase the speed.)
- 4) After the calibration of the “Urine” and “Blood” mode speeds, proceed to the “burn-in” procedure.

(Continued at bottom of next column)

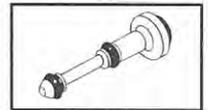
A-dec® Century II Control Block

Choosing the Right Stem

by Jim Wisniewski
RPI Product Development

When replacing the A-dec Century II control block stem for non-retraction (i.e.

no saliva draw-back into the handpiece and handpiece tubing) use the *new style* stem (RPI Part #ADS123).



New Style Stem
RPI Part #ADS123

This new style stem also has a smaller top for easier replacement. (When using this stem, remind the operator that there will be a three second delay while the water drips before shut-down.)

When replacing the A-dec Century II control block stem for retraction (i.e. saliva draw-back into the handpiece and handpiece tubing) use the *old style* stem (RPI Part #ADS005). (Using this stem, the operator does not have the three second wait before shut-down.)



Old Style Stem
RPI Part #ADS005

Triac Centrifuge

(Continued from column to the left)

“BURN-IN” PROCEDURE

- 1) Set centrifuge for continuous operation in the “Blood” mode by taping the timer start switch in the actuated position. (Centrifuge must run 16 hours at the “Blood” mode speed.)
- 2) After the 16-hour burn-in, remove the tape from the timer actuator.
- 3) Repeat the calibration procedures for the “Urine” and “Blood” mode speeds.
- 4) Re-install the front control panel,
Note: The above “Burn-In” procedure may be avoided if the “Urine” and “Blood” mode speeds are closely monitored during the first week of operation.

THE



FAMILY



Budd Ford

Hi! My name is Carlos Budd Ford, but everyone calls me Budd. I work in the Shipping and Warehouse Department.

I have been with RPI a little over two years now, and still find it very interesting. There are many quality people here that I am proud to call my friends. I have been fortunate to work around so many knowledgeable individuals. It has given me a chance to grow tremendously.

I am originally from Kansas City, Missouri. What brought me to California was the pursuit of a career in the music industry with my R&B songs. For 5 years I lived on that dream ... traveling and performing. I was signed to MCA records and then Columbia Records. I really learned the value of working hard and pursuing your goals. I still believe I can accomplish anything I set my mind to. In my spare time I enjoy movies, basketball, and sometimes creating new music.

I thank RPI for giving me an opportunity to be a part of their extended family. It's been great!

RPI Now Accepts the American Express Card

As a service to our customers, RPI has expanded its current payment options to include the American Express Cards. For years now, RPI customers have had a choice when they wanted to charge their parts since we accepted VISA and MasterCard. It was only recently that customers have asked us to also take the American Express Cards. Offering additional payment options is just another example of how RPI listens to you – our customer. Your opinion counts!

“If You Want Sales ... Build Relationships”

(Continued from page 6)

and the values of the company you represent. It begins by:

- 1) Being prepared for your sales call – research the customer, both the organization and the individual, to develop an understanding of the values, beliefs and philosophy driving them.
- 2) Don't waste the prospect or customer's time – make appointments, confirm in advance, be on time, and keep to a schedule. Don't tell him you need an hour and then only need ten minutes, and don't say you need ten minutes and take an hour.
- 3) Don't spend all your time talking – listen and hear what the prospect or customer is saying. If you don't, it's impossible to be a resource to him.
- 4) If you make a commitment of any kind, always keep it. Don't say you will call on Friday and then call Thursday. Provide the information he asked for, don't just provide information you want to.
- 5) Work hard for the prospect or customer. Establish your personal credibility as well as your company's. Be honest and direct.

You won't get every sale but by following these simple principles you establish the foundation for a relationship. It's through these relationships that you get invited back again the next time the prospect has a need and, if you made the prospect a customer, these are the principles that keep them your customer.

If you don't believe in what you're doing, the company you work for or the service and products you're selling, you won't be sincere. Building a relationship with you will be very difficult, if not impossible.

Paul Thomas is CEO of The Thomas Group Ltd. He will be providing RPI with articles on topics of importance that are related to healthcare, sales, marketing, and business management. He has over 25 years of business experience in the medical electronics, telecommunications and consumer electronics industries. Prior to forming The Thomas Group, Paul played an integral role as a founder and executive vice president in helping build a small, local service firm into one of the nation's largest multi-vendor service providers for high-technology medical imaging equipment. Paul Thomas can be reached by e-mail at thomasgroup@earthlink.net or telephone at 714-279-1000.



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