



The State Farm Case – A Medical Service Problem?

by Al Lapides

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

You bet it is! It's what happened in the trial that makes it our problem. First, let's make sure we're all up to speed. A class action suit was brought against State Farm Insurance for using non-OEM (Original Equipment Manufacturer) body parts to repair auto collision damages. The plaintiffs won an unprecedented \$1.2 billion awarded. It is now in appeal. Fine, you say. Those dirty insurance companies are always cutting corners and giving us the short end. Glad somebody caught up with them.

Not so fast, please. Look at the details of the case. **If you're in the service business, any service business, you've just been put on notice that you're next.** After the ruling, these same people have now filed suits against 20 other insurance companies and against the company the insurance companies use to test independent aftermarket parts.

Here's a short summary of what happened: Some people had bad experiences with some parts used in the repair of their cars. Instead of complaining to State Farm, they went to see lawyers. This in spite of the fact that their policies included the use of aftermarket parts, and that all parts were warranted. Six plaintiffs

started the suit, but one had never even been in an accident or had any repair done. The lawyers shopped the suit through 11 jurisdictions before they even found a court that would take it. The court ignored the policy agreements and warranty. The judge stated flatly in his decision that ALL aftermarket parts are inferior to OEM parts. He did not limit his decision to the automotive industry. Think of what this can mean to your business or department when there is no longer any competition to maintain quality and pricing.

“Think of what this can mean to your business or department when there is no longer any competition to maintain quality and pricing.”

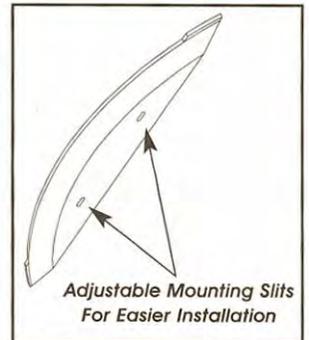
Therefore, a great number of service based trade associations are joining in supporting the appeal. A leader in this is the SIA (Service Industry Association). They have decided to file a “friend of the court” brief. They are also going to begin a public relations program on the value of using aftermarket products and non-OEM service. Letter writing campaigns will also be started. Your involvement is needed, if only for your own sake. Please get in touch with the SIA office and find out what you can do. The Executive Director of SIA is Claudia Betzner. You can reach her at (404) 885-9908 or via e-mail, Cbetzner@aol.com. They'll need your support. We helped win the Kodak case. We'll help win this one.

Those Dam Gaskets to Fit the Midmark M9 & M11 ... Now Available

Alert your Midmark M9 and M11 UltraClaves – the long awaited Dam Gaskets are now available to compliment the Door Gaskets.

In addition, you will be happy to know that we made the Dam Gaskets better!

You might say that we took the “solid” approach. We didn't make the Dam Gasket with holes (what kind of dam has holes in it anyway!).



Adjustable Mounting Slits For Easier Installation

Dam Gaskets
MIG035 to fit the M9
MIG036 to fit the M11

In fact, the RPI Dam Gaskets are made for better stability, less shrinkage, longer lasting, and easier to install with adjustable mounting slits.

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FROM THE DESK OF THE PRESIDENT

It is my pleasure to announce that we have recently introduced some significant improvements to our website. Originally released in November, 1996, the RPI website has always been a step ahead. Customers, and prospective customers, could, and still can, search for parts by RPI part number, OEM part number, or drill down through OEM name and equipment model. In addition, orders can be placed through a secured site which provides you with the opportunity to go paperless on your purchase orders simply by saving your completed order form to a temporary file for your accounts payable staff to access.

And now you have even more options because we've greatly expanded the capabilities of our website. For example, our Technical Support area of the site includes more service tips, installation instructions, and the great Troubleshooting Guide for the Pelton & Crane Omniclave® sterilizers.

But the really big news is that pricing, parts illustrations, and parts specifications normally seen only in our printed catalog are now available via our website. What's more, you can now create your own parts cross reference guide sorted by OEM part number for each piece of equipment that RPI makes parts to fit. Currently, the cross reference section in our catalog has parts sorted by RPI part number, so this new website feature gives you another excellent option to search for parts and keep a listing close at hand.

To create a parts cross reference from our website, simply click the "Create a Parts Listing" bar that appears on the left side of our homepage and follow the instructions on the "Create an RPI Parts Listing" page. By the way, if you want your cross reference to include pricing, be sure to click on the bar that reads "If you wish to include pricing, RPI customers log in". Input your RPI account number in the Password box, and click to submit. (If your account number includes any letters, please use upper case letters.)

Once the authorization for pricing has been accepted, click the bar that reads "Press to Originating Page". This will bring you back to the "Create an RPI Parts Listing" page. At this point you are ready to customize your listing by following three simple steps: 1) Select the OEM from a pull down menu; 2) Select Sort by RPI or OEM Part Number from a pull down menu; and, 3) Select the Model from a pull down menu. Once you have made your selections, the website will automatically create your listing in just a few seconds. Note that the RPI part number is always in the first column and the OEM part number in the second column, even if you sort by OEM part number. We've just made searching for parts as easy as 1-2-3!

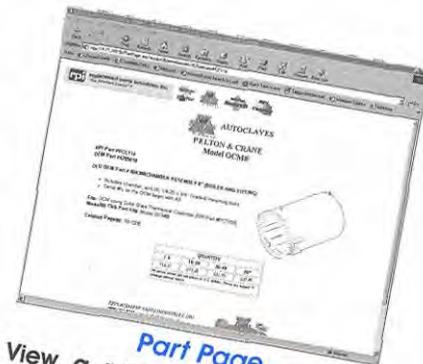
Here's another nice feature. Once you have your listing on the screen, you will notice that the RPI part numbers are in blue and underlined. If you click on any part number in your listing, the website will take you to a page that includes an illustration and detailed information about the part.

These are just some of the terrific improvements we have made to our website. I encourage you to spend a little time exploring the site, as I am confident that it will become a valuable resource to you. We'll keep you informed as we add even more features, such as a Shopping Cart option, later this year. Our website address is www.rpiparts.com.

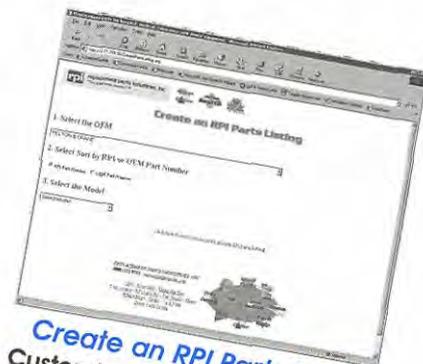
H. Lapide



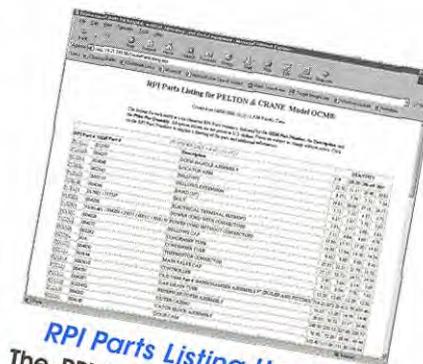
RPI Homepage
You can search for parts by equipment type and model right from the homepage.



Part Page
View a part complete with an illustration, description and pricing information.



Create an RPI Parts Listing
Customize your own parts listing sorted by RPI Part Number or OEM Part Number.



RPI Parts Listing Has It All
The RPI Parts Listing includes RPI Part Number, OEM Part Number, description of parts and prices.

RPI Adds Reinforcing Blocks to Chambers

The RPI chambers that fit the Pelton & Crane OCM® and OCR® autoclaves are built to last a long time with safety in mind. So, as an added safety feature, we developed and now include a reinforcing

If you purchased an RPI chamber to fit the Pelton & Crane OCM or OCR, prior to April 3, 2000, contact us today for your FREE Reinforcement Block Kit - to fit the OCM ask for PCK206, and the OCR, ask for PCK205.

block and bolts with all of our chambers.

If you purchased an RPI chamber - RPI Part #PCC114 or #PCC116) prior to April 3, 2000, simply contact us and we will ship

you one kit per chamber at no charge to you. You can reach our Customer Service Department by telephone (800) 221-9723 or (818) 882-8611; by fax (818) 882-8611; or via e-mail at order@rpiparts.com.

The reinforcing block and bolts are also sold separately. If you need a kit to fit the OCR ask for RPI Part #PCK205, and to fit the OCM, you will need RPI Part #PCK206.

Quite frankly, it's your feedback that helps us to deliver quality parts to you ... and this was no exception. Two of our customers, Earl Swinhart of Vetequip and George Socha of Davis Instrument provided our product development engineers with some very valuable feedback. Thus the reinforcing block with longer bolts was created. Thank you. We always welcome your comments and suggestions.



Air Techniques A/T2000 Film Processor

by Jim Wisniewski

RPI Product Development Department

The Air Techniques A/T2000 film processor is the most popular automatic processor on the market today and it seems to be the most abused and the most costly to repair.

Here's a way to help keep the repair costs down and the equipment up and running smoothly.

Let's start with the bi-weekly and monthly cleaning. After you or your customer is finished draining, cleaning and rinsing the tanks and the racks, be sure to wipe down the heater bar (RPI Part #ATH639). Also note that the o-rings (RPI Part #RPO244) SHOULD BE secure in place - about two inches from the end of the heater. Here's a warning: Do not turn on the processor without the chemicals in the tanks. An empty tank is the #1 cause for the heater bar to malfunction. The #2 cause is worn (ie. soft or swollen) drain plug washers (RPI Part #ATW638). Worn washers will allow the chemicals to leak down the drain, and that's lost money right there! In turn, the empty tank will cause the heater to malfunction. So it's a good idea to leave a package of washers with your customer to replace as needed or for you to replace them every 4-6 months.

TECH



TALK

Air Techniques Peri-Pro Film Processor

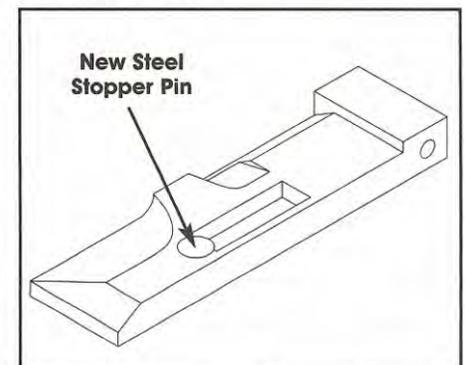
by Jim Wisniewski

RPI Product Development Department

To make the Shutter Release Bar (RPI Part #ATB600) last longer, we installed a stainless steel stopper pin. The pin prevents wear.

creates a noise loud enough for the user to hear, thus becoming aware that the action has completed its cycle. In addition, for easy replacement identification, the ATB600 now has the RPI part number molded right into the part.

One final note about the ATB600. Be sure to take note of the condition of the bar and the area surrounding it. Both should be kept clean because if it is not cleaned on a regular basis, the shutter release bar will not activate the shutter plate and the films will not drop into the processor as they should.



RPI Adds Steel Stopper to Shutter Release Bar (RPI Part #ATB600) for Better Performance

Another benefit of the newly added stopper pin is that it interacts with the plate at the time the film drops. This interaction

WHAT'S NEW FROM RPI

You Asked For Them, You Got Them!
Your Opinion Counts!

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

WHEN YOU NEED PARTS TO FIT YOUR EQUIPMENT THINK RPI!

New Parts to Fit Air Shields and Air Techniques. Plus, New RPI Sleeve Tools!

AIR SHIELDS Infant Incubators

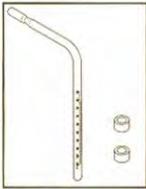
RPI Part #AIG027
OEM Part #68 120 01
ACCESS DOOR GASKET

- New design that makes installation easier and more precise
- Models:** C-100QT, C-200QT, C-400QT, C-450QT, C-500QT, C-500QT XL, C-550QT & C-550QT XI



RPI Part #AIT086
OEM Part #26 681 00
RIGHT ANGLE THERMOMETER

- Graduated: 18°C-40°C
 - Graduated: 60°F-105°F
- Model:** C-86



RPI SLEEVE TOOLS 45° and 90° Angles

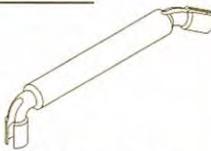
RPI Part #RPT294
1/8" SLEEVE TOOL

- Provides 45° and 90° angles for ease of use



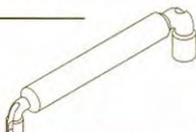
RPI Part #RPT295
1/4" SLEEVE TOOL

- Provides 45° and 90° angles for ease of use



RPI Part #RPT296
1/8" SLEEVE TOOL

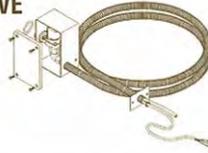
- Provides 90° angles at each end for ease of use



AIR TECHNIQUES A/T2000 Film Processor

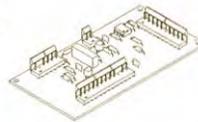
RPI Part #ATA644
OEM Part #43224-1
REMOTE WATER VALVE ASSEMBLY

Models: A/T2000 & A/T2000 PLUS



RPI Part # ATB643
OEM Part #43420
BASE PC BOARD

Model: A/T2000 only



RPI Part #ATH639
OEM Part #43290
HEATER BAR ASSEMBLY

Model: A/T2000 & A/T2000 PLUS



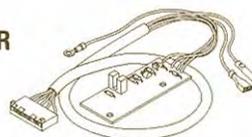
RPI Part #ATH647
OEM Part #43440
BASE WIRING HARNESS

Model: A/T2000 Only



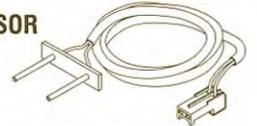
RPI Part #ATK646
OEM Part #43942
DRIVE MOTOR BOARD HARNESS

Model: A/T2000 only



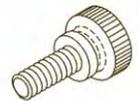
RPI Part #ATS641
OEM Part #43447
WATER LEVEL SENSOR

Model: A/T2000 & A/T2000 PLUS



RPI Part #ATS642
OEM Part #30552
THUMB SCREW

• 8 per package
Model: A/T2000 & A/T2000 PLUS



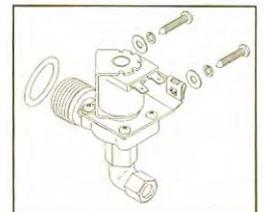
RPI Part #RPO244
OEM Part #43362
O-RING (Silicone)

• 6 per package
Model: A/T2000 & A/T2000 PLUS



RPI Part #ATV645
OEM Part # N/A
SOLENOID VALVE ASSEMBLY

Models: A/T2000 & A/T2000 PLUS



RPI Part #ATW638
OEM Part #43271
DRAIN TUBE WASHER

• 6 per package
Models: A/T2000, A/T2000 PLUS & A/T2000 XR



PARTS UPDATE FROM RPI

Here's the Latest News About The Parts You Need!

When you need parts for obsolete or new equipment, RPI has always been there for you.

It's Your Choice! With Mounting Hole or Without Mounting Hole

RPI now offers 5 different cable ties. There was some confusion in the catalog with respect to these five cable ties. But not any more. Now, what you see in the catalog is what you get!

With Mounting Hole

RPT278
Cable Tie with
#10 Mounting Hole
• Size: 3/16" x 8"
• Color: White

RPT279
Cable Tie with
#10 Mounting Hole
• Size: 3/16" x 8"
• Color: Black

Without Mounting Hole

RPT083
Cable Tie
• Size: 1/8" x 4"
• Color: White

RPT084
Cable Tie
• Size: 3/16" x 8"
• Color: White

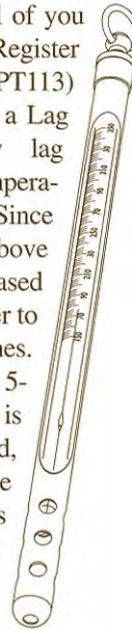
RPT085
Cable Tie
• Size: 3/16" x 8"
• Color: Black

Installation Made Easy Access Door Gasket (RPI Part #AIG027)

Ever replaced the Access Door Gasket on the Air Shields infant incubator C-100QT, C-200QT, C-400QT, C-450QT, C-500QT or C-500QT model XL? If you have, then you will certainly appreciate the newly redesigned RPI Access Door Gasket (RPI Part #AIG027). Our new gasket has a symmetrical cross-section, which will prevent anyone from installing it backwards. As you are aware, the incorrect installation of an access door gasket could cause broken doors and hardware. Also, this new gasket is less likely to collapse when installing the access cuff into the door. Both of these features will make your installation easier and more precise – saving you and your customers time and money.

Let the Temperature Rise to 350° (RPI Part #RPT113)

Just a little reminder for all of you who use the Maximum Register Thermometer (RPI Part #RPT113) – commonly referred to as a Lag Thermometer because they lag behind – now registers temperatures from 150°F to 350°F. Since some sterilizers operate above the 300°F level, we increased the range of our thermometer to accommodate these machines. The length of the RPT113 is 5-1/2" and the accuracy rating is plus or minus 2 degrees. And, for your convenience, the RPT113 thermometer comes in its own protective case. It's a "must have" work tool if you service sterilizers.



How Many Many Feet You Meet.

(Title credit to Dr. Suess)

Until recently, RPI has stocked and sold several different style suction cup feet. They were sold either 3 or 4 to a package depending on the device. However, after reviewing the differences between the feet and the devices on which they are used, we determined that the differences between some of these feet were minute. So why stock all of these feet if one size and style will accommodate all needs? In answer to the question, we are replacing RPI Part #'s BDF009, CAF010, CAF012 and HBF010 with a new "universal" style foot – RPI Part #RPF300 with stud size 8-32x3/8 long; cup diameter 1-3/4"; and, sold 4 per package. Please note, we are still selling RPI Part #CAF014 and RCF016 without any changes.

Replacement For the Cast Cutting Blade (RPI Part #STB001)

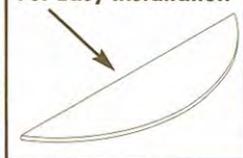
RPI will soon phase out one of our oldest parts, the Cast Cutting Blade (RPI Part #STB001) to fit the Stryker cast cutters models 840, 841, 848 and 851 as well as the Burnett models. Its replacement is a Universal Cast Cutting Blade (RPI Part #STB015), which works very well on both plaster and fiberglass. We are phasing out the STB001 because they cannot consistently be made to our high quality expectations. In fact, our last three batches of the STB001 ended up with a rejection rate of more than 50%, meaning that our Quality Control Department did not let even one-half of those made get into our stock. We simply will not sell you parts of inferior quality, and with the troubles that we have had with the STB001, we must retire it. But all is not lost since we have a great replacement blade for it, the STB015 – it works in multiple applications. So next time you need a cast cutting blade, just ask RPI for the Universal Cast Cutting Blade - STB015.

Just Peel and Stick Water Guard (RPI Part #AMG172)

No more messy adhesives to deal with when installing the Water Guard (RPI Part #AMG172) to fit the American Sterilizer Eagle 10 and Eagle 10 Plus. The RPI Water Guard now comes with a high temperature pressure sensitive adhesive on the back.

Just peel and stick in place. That's all there is to it. RPI just made life a little easier.

Just Peel and Stick
For Easy Installation





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

8 to 4
No More

Many thanks to all of you who submitted suggestions for the new title for my column. Ira, Joan, Al and I had a lot of fun reviewing all the entries. The winning title, "8 to 4 No More", was submitted by our own Phil Goldstein, Director of Product Development. Thank you, Phil.

It's really hard to believe a year has passed since Ira became President of RPI in May of 1999. Al and I took a trailer trip up along the California and Oregon coasts in June and visited with a number of customers along the way. We came back to RPI to find that Ira had moved into Al's office, Al's desk was now in what used to be the file room, my office had been cut in half to make room for an office for Hector, and lots of other changes had been made.

While our working hours were never "8 to 4", we have scaled back on time spent in the office. Al has continued his involvement on the Board of Directors of the Service Industry Association and we both continue to be involved in work for Northridge Hospital Medical Center, California State University Northridge, and Girl Scouts. Although we no longer have day-to-day operational responsibilities, we continue to work on special projects for Ira, and lend assistance where and when needed.

This Fall, Al and I hope to take the trailer through the Southwest states of Arizona and New Mexico, as well as Colorado and Utah. We would like to meet some of you along the way. It's always fun to put names and faces and voices together. We also want to make sure that all of you know you are always welcome to visit us here at RPI so you can gain a better understanding of who we are and what RPI really is. It will give us great pleasure to show you around the plant. Please give us a call and stop by to see us.

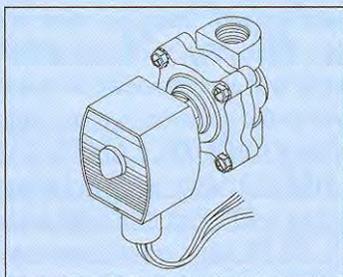
In the meantime, have a great summer and keep up the good work.

A Fully Automatic Solenoid Valve from RPI To Fit the AMSCO Eagle and Medallion Series

Introducing the RPI fully automatic Solenoid Valve to fit the AMSCO Eagle and Medallion Series sterilizers. With this valve, there's no more having to open/close the valve manually. It happens automatically.

The new automatic valve (RPI Part #AMV186) replaces the manual valve (RPI Part #AMK090/OEM #P150822-309) which is no longer available.

The Repair Kit (RPI Part #AMK089) remains the same and is available to fit the new valve.



RPI Part #AMV186
New Fully Automatic Solenoid Valve
Replaces RPI Part #AMK090 (OEM #P150822-309)

Customer Comments

“ With thanks we acknowledge the receipt of your shipment via DHL. My customer is impressed with the quality of your products. So much so he has ordered 2 more of the AMSCO Eagle 10 Door Gaskets, AMG161. I am sure that now we will have more customers asking for your products. ”

Anil Kumar
Healthline Bio-Med, Oman

“ Thank you for taking the time to send me such a nice letter. I have always enjoyed and appreciated a good working relationship with RPI, and the letter of appreciation from you certainly is a good reflection. Thanks again and I am looking forward to a long and successful business team effort. ”

Warren T. Coleman
Dental Equipment Repair Company

On the Road Again ... CDA, AAMI & HealthTech

Yes it's that time of year again. The time when RPI goes on the road to shows and conventions just so we can visit with you, our customers. Here's our schedule and please try to visit our booth.

April 14 - 16, 2000
California Dental Association (CDA)
Anaheim, California
(RPI Booth #530)

April 30 - May 3, 2000
HealthTech Conference
Dallas, Texas
(RPI Booth #304)

June 3 - 7, 2000
Association for Advancement of
Medical Instrumentation (AAMI)
San Jose, California
(RPI Booth #211)

THE RPI FAMILY

Hi! My name is Blanca Miramontes. I was born in Guadalajara, Mexico. In December, 1979, I came to the United States to live with my mother. It's been over 20 years since I left Mexico and I have gone back only three times.

When I'm not working at RPI, I'm drawing, planting, reading books and spending as much time as I can with my daughter, Janezza who just turned four years old on March 12th.

In my spare time, I enjoy designing floor plans and making models out of them. It has become a passion for me. Some day I hope to become an architect.



*Blanca and Janezza
Miramontes*

When I first came to RPI through a temporary agency, I did not know that I was going to stay. It's been almost three years. I work with both the Customer Service Team as well as the Shipping and Warehouse Department. I'm primarily responsible for making sure that our mailing list is up-to-date and that when you request a catalog, it gets to you in a timely manner. I also pick and pack your orders so that they arrive in good condition. It's been great being part of the RPI family.

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Donate Used Equipment to A Good Cause

If you have medical equipment in good condition that still has some life in it and you would like to donate it to a worthy cause, consider the following non-profit organizations: Carelift International, contact Ralph Lezoche at (215) 535-3590; Direct Relief International, contact Harry Gaskill at (805) 964-4767; or, Samaritan's Purse/World Medical Mission, contact Rick Wood at (828) 262-1980. These companies ship medical and dental supplies and refurbished equipment to medical facilities in need of assistance around the world. Some restrictions apply, so please contact the organizations directly for details.

A Big RPI Welcome And Congrats To ...

Tanya Alicea who was promoted to the position of Accounting Supervisor. Tanya's been with RPI for more than two years as the accounting and purchasing assistant. Congratulations Tanya! Also, we welcome Liz Cruz to the Customer Service Team. Glad to have you aboard.

You Can Depend On RPI - All Parts Are Backed By RPI's 100% Satisfaction Guarantee!

Help Wanted

RPI is seeking an experienced service technician to join our Technical Support Staff.

This individual will have primary responsibility for technical support at RPI, aiding customers with solutions to repair problems and concerns via the telephone, fax, and e-mail. In addition, this person will contribute to our product development efforts. This seasoned professional must have at least 5 years of field experience and have excellent customer service and trouble-shooting skills as well as be familiar with electronics and all applications of electrical devices such as motors. Areas of expertise must include dental operatories and sterilizers. A keen interest in learning about other types of equipment is a must. Should you know of an individual who meets these qualifications, please contact Phil Goldstein, Director of Product Development, at (800) 221-9723, ext. 128, or via e-mail to: phil@rpiparts.com.

To Our Loyal RPI Customers:

Please do not view this as an attempt to "raid" your service department staff. We are seeking this individual in an effort to better serve you. As your demand for more parts and more technical service assistance continues to grow, we must grow too, so that we can continue to offer the same level of high quality parts and service that you have come to expect from RPI. As a result, the most obvious place to find such a skilled person is within our own industry and customer base. Thank you.

When You Need Quality Replacement Parts ...

THINK RPI!

SEND US E-MAIL

To Place an Order
order@rpiparts.com

For Technical Assistance
techsupport@rpiparts.com

For More Information
moreinfo@rpiparts.com

FAX YOUR ORDERS

Fax your orders 24x7
(818) 882-7028

When faxing your order, please be sure to include your RPI Customer Account #, your Purchase Order #, and the way in which you would like your order shipped.

VISIT OUR WEBSITE

Visit the RPI website at
www.rpiparts.com

Search for Parts

You can search for parts in several different ways via the "RPI Parts Fit" and "RPI Part Search" pages. It's as easy as entering an RPI Part #, an OEM Part #, the name of a part or the model it fits.

Create an RPI Parts Listing

You can customize your own parts listing by RPI Part # or OEM Part #.

Place an Order

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Dear Valued Customer,

We don't normally "toot our own horn" like this at RPI, but I thought that you might like to see a reprint of a very nice article that appeared in The Medical Dealer magazine in their October, 1999 issue.

The article was written by David Witt of Samaritan's Purse, a world mission organization located in North Carolina. David is a regular contributor to the magazine and the magazine is an excellent source for news and information in the medical equipment industry.

Thank you David for your kind words, and I hope that we can continue to live up to your view of RPI.

Best Regards,

Ira Lapidés
CEO & President

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Biomedical Today



RPI provides parts for several brands of equipment from Coulter to Sklar, Pelton & Crane, Burdick, Stryker, Amsco and others. RPI is helpful to medical centers because it allows for the extension of the useful life of medical devices by providing parts that are sometimes no longer available from the OEM.

Their parts catalog is comprehensive and very easy to use. This is important to the technician who can't take much time to search for parts. Included in the catalog is an in depth cross-reference that assists you in the correct selection. In the back of the catalog is a price book that is kept current if you are on their mailing list. If you are not already on their list, I strongly recommend that you do so.

RPI prints a periodic newsletter that is very informative. Subjects talked about range from new metering valve design, warranty updates, letters from the President and his "Boss", and updates from various regulation agencies such as AAMI and the FDA.

Another highlight is the Tech Talk section where nice informational tidbits are offered by persons from diverse backgrounds.

One of the things that RPI provides is a very visual poster that gives service and preventive maintenance tips on different types of equipment. In my travels around the world, I leave a trail of these posters as reinforcement to the technician and equipment user.

I know it seems that I am an RPI public affairs officer, but I am not. I do believe, however, in setting upon a pedestal, those companies and organizations that are obviously committed to excellence in the patient care arena. RPI is just that. It is rare indeed for a parts provider to do more than sell parts. RPI has proven to be just as valuable at providing information as it does parts. Simply put, RPI has no equal.

Try them out, and tell them that Dave sent you!

David D. Witt