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The AlternSource

The Leader in Replacement Parts for Healthcare Equipment Since 1972

The FDA Saga Continues

There are Plans to Pursue Voluntary Regulation of Refurbishers and Servicers of Medical Equipment

by Ira Lapides, CEO and President, Replacement Parts Industries, Inc.

At the recent AAMI (Association for the Advancement of Medical Instrumentation) conference in Baltimore, FDA representatives announced that they still have plans to pursue voluntary regulation of refurbishers and servicers of medical equipment. This issue was put on the backburner at the FDA for almost two years as regulations regarding the re-use of single use devices was debated and then implemented.

By the end of 2001, it is the FDA's goal to draft a proposed document for public review and comment regarding the proposed voluntary regulations. These regulations are tabbed as "voluntary" because the FDA feels

that it does not have the manpower to regulate all servicers and refurbishers of medical equipment. An organization to be determined (AAMI is under consideration) will handle the monitoring of companies who register, and, I assume, pass that information along to the FDA in some type of summary format.

It would be to the advantage of companies to register, as it will add legitimacy to their sales efforts by providing specific information to their customers on the condition of the equipment they are selling. The labeling will add a layer of comfort to purchasers of used medical equipment that they are dealing with a business

that is "unafraid" of disclosing a little information. The International Association of Medical Equipment Remarketers and Servicers (IAMERS) has done something similar within their own organization with their published and enforced code of ethics.

"The FDA regulations are basically intended to ensure that used medical equipment that is resold is properly labeled regarding its condition."

The FDA regulations are basically intended to ensure that used medical equipment that is resold is properly labeled regarding its condition. This would mean labeling such as "meets performance specifications" or "as is". Originally, it was thought that the FDA intended to regulate servicers for the actual servicing of equipment, but the statements made at the AAMI meeting were

clear that the regulations would only apply to servicers when they re-sell equipment.

You can access additional information and monitor progress on the FDA web site at www.fda.gov. Participation in the process, especially through written comments when the proposed guidelines are released is strongly encouraged by the FDA, as they have been very open about this whole process, working with OEM's, consumer groups, and industry organizations such as AAMI, SIA, and IAMERS to ensure a good result. This continues to be an important regulatory issue that should not be ignored.

RPI Metering Valves – What to Expect or Not

by Phil Goldstein
Director, Product Development
Replacement Parts Industries, Inc.

At this time, I would like to review some of the observations our customers have noticed during the installation of our metering valves that fit the MDT (Harvey) Chemiclave, Models E, 4000, 5000, 5500 and 6000.

When rotating the control shaft from the "Depressurized" position to the "Pressurized" position, or vice versa, a small amount of solution is forced out through the two vent holes in the outer body of the metering valve. This is not a problem. It's suppose to do that. In fact, a splash shield accompanies every RPI valve and is designed to absorb the drips.

However, there are times you should be suspicious and here's what to do. If the machine looses pressure, check the o-rings and tubing for cracks. Check for excessive bubbles in the fill tube. Then make sure that the operating temperature is below 275°F because the solution will start to boil away at 272°F. (Tip: If there are excessive bubbles in the fill tube, without a pressure leak, this means that the chamber temperature is too high. Use

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Ira Lapidès
CEO & President
Replacement Parts Industries, Inc.

FROM THE DESK OF THE PRESIDENT

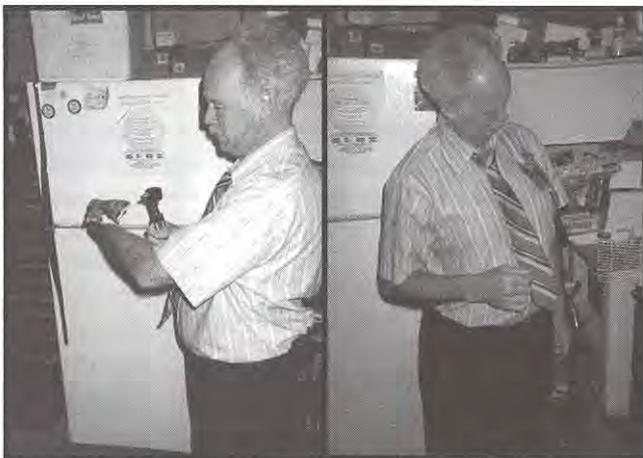
The events of September 11th have left an indelible mark on all of our lives. It is difficult for any of us to describe the range of emotions felt since then, and even more difficult to comprehend the potential long-term social, economic, psychological, and political ramifications of the terrorist attacks. It presents an incredibly complex problem for our country, and indeed, the world.

However, one thing remains constant and is reinforced by these events and their aftermath. More than ever before, I am proud to be an American, and I thank my lucky stars every day for that privilege.

In looking back about how our lives changed so quickly after the attack, I tried to think of anything good that might have come about as a result of this tragedy. Surprisingly enough, there was one thing that came to mind – the vast number of people who were forced to drive, instead of fly, across the country to the destination they needed to return to as the airports were closed after the attacks. Although these people were “forced to drive”, they had the chance to see this great country from the ground, instead of just flying over it. There is so much to see and experience in the United States. Getting out and seeing the country, or the world, I believe is one of the most important things anyone can do. It helps us to better understand and appreciate how others live – both near and far.

Perhaps one of the greatest pleasures that I get from working at RPI is traveling to different cities around the United States to visit customers at their shops, in the hospitals or at trade shows and conferences. My visits to you have allowed me to see and experience more of this great country than I might not have otherwise been able to do.

When I visit you it helps me get to know you better, as well as helps RPI to better respond to your needs. In my opinion, the best part of traveling is meeting all of the interesting people. Take Tom Stratton, who is pictured here with his friend April, the flying squirrel. Tom is the owner of A-Stat



RPI customer, Tom Stratton with his friend April, the flying squirrel

Medical in Davidsonville, Maryland – it’s about an hour south of Baltimore in beautiful horse country. He runs his business (and life!) with great enthusiasm, and has a lot of fun doing it. He also helps a local wildlife waystation with injured or orphaned squirrels. I never thought I would meet a flying squirrel up close and personal, let alone have it crawl on my arm! What an experience.

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The RPI Family...

Hi! My name is Hector Rodriguez. Time sure does fly – I have been a part of the RPI family for almost three years. My title is Manager of Operations and Finance. That means that I oversee all of the warehouse functions (including shipping, receiving, inventory control) and all of the accounting functions (including accounts receivable, accounts payable and general ledger).

I grew up in Southern California and received

my bachelors degree from Cal State Long Beach and my M.B.A. from Pepperdine University. As a child, I helped in my father’s businesses



Hector Rodriguez
Manager
Operations & Finance

answering phones, writing invoices, paying bills and doing other odd jobs. After graduating from college, I decided to give back to the community by working for non-profit organizations. Eventually, I found myself working for a large government entity, a very rewarding and challenging experience. It was from there that I joined RPI in 1999.

RPI has undergone a lot of changes in the short time that I have been here. The most significant change is that RPI is now ISO 9001 certified! I am enjoying the experience of working for a small company and the closeness that comes with it.

While away from the office I enjoy spending time with my wife, Georgia, and our two dogs Coco and Peanut. In my spare time I enjoy outdoor activities such as softball, golf and hiking. I am also an avid cyclist, averaging about 200 miles per week during spring and summer. Last winter I tried mountain biking for the first time – what an awesome experience. The climbs are tough and the descents are hair-raising!

From the Desk Of the President

(continued from page 2)

Then there's Greg Gordon and Troy Richey of Physician Sales and Service in San Antonio, who live and breathe fishing. They have photos of some of their catches on a wall (some might call it a shrine) over their work-benches. Or another customer, Jeff Inks of Applied Biomedical, in Arlington, Texas, who buys antique medical equipment that was primarily used for causing pain and torture. Beware when you visit his office – you could be in for quite a shock!

Or David Dunkel of Dunkel Dental Service in Las Vegas. David has furnished much of his house with old (antique?) refurbished dental chairs, including one for his son Ryan that has checkered flag leather upholstery. David also uses an old Pelton & Crane dental light outdoors to illuminate his barbeque at night.

I have also been fortunate to see some incredible businesses and facilities, such as the Texas Medical Center in Houston, Texas. Texas Medical Center is a city unto itself, with hospitals such as MD Anderson Cancer Center, Texas Children's Hospital, Memorial Hermann, and about half a dozen other hospitals literally across the street or next door to each other. Or the Department of Defense Biomedical Training Center at Sheppard Air Force Base in Wichita Falls, Texas. Not only are the training facilities remarkable, but it is located right across from the air field where USAF and NATO fighter pilot training takes place. It's really something to drive onto the base and be dwarfed by B-52's and other aircraft.

If presented with the opportunity, I encourage you to travel to different places to see and experience the world and its people. I, and others from RPI, will continue to meet as many of you as possible to better understand you and your businesses, and learn how we can continuously improve our support of you and your business.

In closing, I hope that you, your family, and friends are well, especially in the aftermath of the September 11th tragedy. Please take care as I look forward to meeting as many of you as possible.



SOME POINTERS ABOUT THE RPI MOTOR & PUMP ASSEMBLY THAT FITS THE HAMILTON EXAM TABLE

By Andy Sandelski
RPI Product Development Department

MOUNTING POSITION OF THE MOTOR/PUMP ASSEMBLY

First of all, keep in mind that the motor/pump (RPI Part #HAA001) is designed to work mounted upside down. If you use this pump for an application where it is mounted upright or vertical, it will only "suck air" because the sump is toward the top of the pump. So, remember, this pump should always be mounted upside down.

CHECKING HYDRAULIC FLUID LEVEL

If you need to check the level of hydraulic fluid in the reservoir, the motor/pump should be placed upright, on its feet, on a level surface. The pump should be filled with hydraulic fluid to the bottom of the fill hole on the reservoir.

TYPE OF HYDRAULIC FLUID

This pump assembly uses a high grade light industrial white oil similar to a mineral oil that is commonly found in a pharmacy. Also, a Dextron II Transmission Fluid may be used – this type of fluid would aid in identifying leaks. It is always important to remember to use only a NON-DETERGENT fluid. (By the way, RPI will be offering Hydraulic Fluid for exam tables, if all goes well, by the end of this year – watch for our next yellow flyer!)

WHAT'S NEEDED

When replacing the old style brush motor with the RPI motor/pump assembly, you also need (2) capacitors (RPI Part #HAC002).

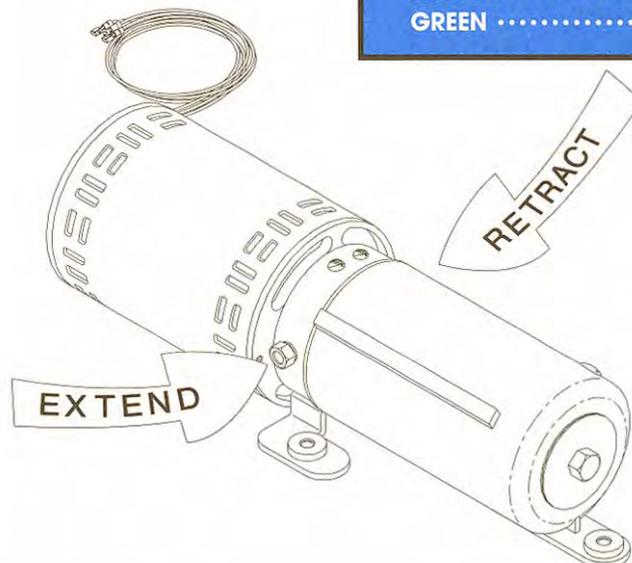
PORT IDENTIFICATION ON MOTOR/PUMP

Extend and retract ports for cylinder hook-up are identified below in the illustration.

RPI PART #HAA001
MOTOR & PUMP ASSEMBLY
Fits models: 2K60, 2K87, 2K89,
2K150, 2K160, 2K191 & 2K260

WIRE IDENTIFICATION FOR HAMILTON POWER EXAM TABLES

MOTOR RED	RETRACT
MOTOR BLUE	EXTEND
MOTOR YELLOW	COMMON
BLACK	HOT
WHITE	NEUTRAL
GREEN	GROUND



WHAT'S NEW FROM RPI

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

RPI CATALOG UPDATE PAGES
NOW AVAILABLE FOR
ANALYZERS,
STERILIZERS AND
TABLES & CHAIRS SECTIONS.

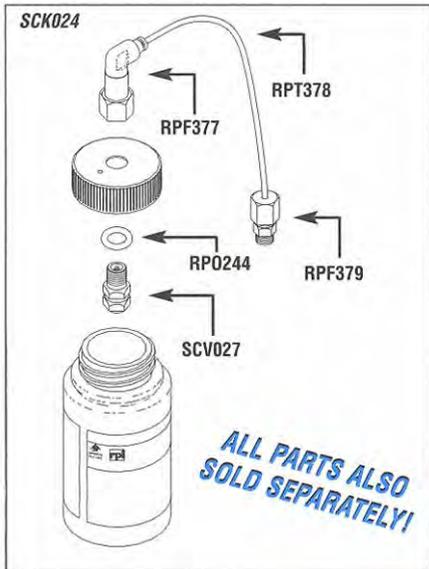
SCICAN STATIM Cassette Autoclave® 900, 2000 & 5000



RPI Part #SCK024
OEM Part #01-100713S

PUMP TESTER BOTTLE KIT

- Use to test pump
 - Includes impact resistant 4 oz. bottle, Push In Elbow Fitting (RPI Part #RPF377), Translucent Teflon® Tubing (RPI Part #RPT378), Valve (RPI Part# SCV027) and Brass Union Compress-Align Fitting (RPI Part #RPF379)
 - All parts also sold separately
- Fits:** Pump
Models: 900, 2000 & 5000



RPI Part #SCS021
OEM Part #N/A

START SWITCH

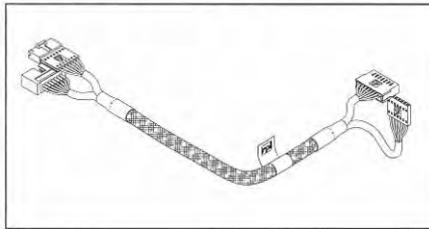
- Use to "jump start" the Statim pump safely and easily
- Fits:** 20 pin connector on the PC board
Models: 900, 2000 & 5000



RPI Part #SCT026
OEM Part #N/A

EXTENSION TEST CABLE

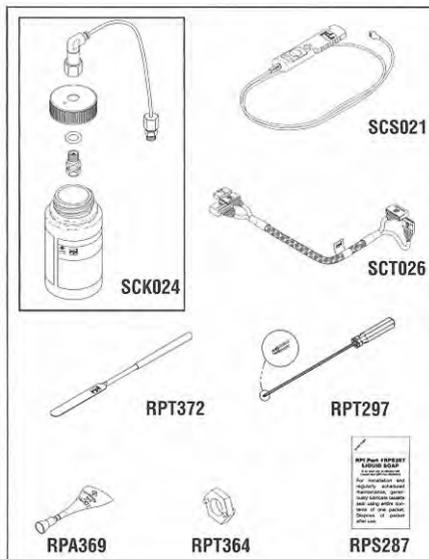
- Use when servicing machine to connect machine with lid allowing greater workspace in which to work
- Fits:** Display/Keypad to PCB
Models: 900, 2000 & 5000



RPI Part #SCK028
OEM Part #N/A

FIELD SERVICE SMART KIT™

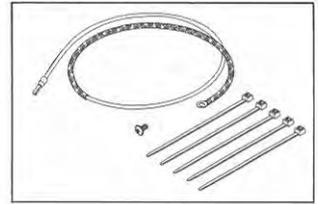
- Use to test equipment when servicing Statim cassette sterilizer - for more details see "Tech Talk" article on page 5
 - Kit includes:
 - Pump Tester Bottle Kit (RPI Part #SCK024)
 - Start Switch (RPI Part #SCS021)
 - Extension Test Cable (RPI Part #SCT026)
 - Cassette Removal Tool (RPI Part #RPT372)
 - Liquid Soap (RPI Part #RPS287)
 - Hex Balldriver (RPI Part #RPT297)
 - Spanner Nut (RPI Part #RPT364)
 - Loctite 545 (RPI Part #RPA369)
 - Sturdy, black carrying case with handle
- Models:** 900, 2000 & 5000



RPI Part #SCF006
OEM Part #01-104461-S

DOUBLE THERMAL FUSE ASSEMBLY

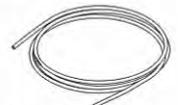
- Fits:** Boiler
Models: 900, 2000 & 5000



RPI Part #RPT380
OEM Part #N/A

EXHAUST TUBING

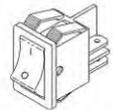
- Sold by the foot
 - 1/4" OD; 3/16" ID; Nylon® 11 Resin; Natural
- Fits:** Solenoid Valve fitting to the Waste Bottle Fitting
Models: 900, 2000, & 5000



RPI Part #SCS023
OEM Part #01-100573S

POWER SWITCH

- Hole size .756 x .508; Panel thickness range .050 -.150; Tabs .187; Ratings: 16A, 125-250 VAC; 3/4 H. P. 125-250 VAC; DPST; Special markings: 0=OFF and I=ON
- Fits:** Rear Panel
Models: 900, 2000 & 5000



RPI Part #RPW382
OEM Part #N/A

HIGH TEMPERATURE HOOK UP WIRE

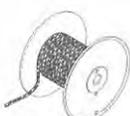
- Sold by the foot (does not include reel)
- 14 AWG 41/30 strands UL3173; Temperature rating: 125°C; Voltage rating: 600 volts; Color: Black; Insulation: Chemically Cross-linked Polyolefin; Non-Teflon



RPI Part #RPS381
OEM Part #N/A

HIGH TEMPERATURE SLEEVING

- Sold by the foot (does not include reel)
- 3/16" ID; Silicone rubber coated fiberglass sleeving; Color: Tan; Temperature rating -55°C to 200°C; High current protection; Flexible





THE RPI FIELD SERVICE SMART KIT™ – THE MOST COMPLETE KIT TO HELP SERVICE AND REPAIR THE SCICAN STATIM CASSETTE AUTOCLAVES® - MODELS 900, 2000 & 5000

By Jim Wisniewski – RPI Product Development Department

It's another RPI exclusive – and I mean exclusive! No other company has what RPI has to offer when it comes to offering a complete kit of everything you'll need when servicing and repairing the Scican Statim Cassette Autoclave, Models 900, 2000 and 5000!

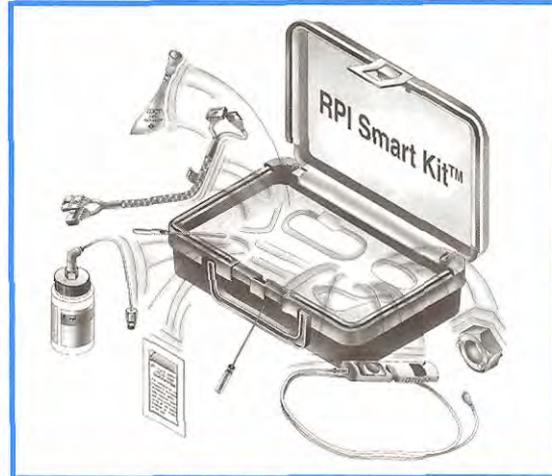
The **RPI Field Service Smart Kit™ (RPI Part #SCK028)** is the only one of its kind in existence. Designed exclusively by RPI for our customers, the kit includes the most often utilized instruments and tools to use when servicing and repairing the 900, 2000 and 5000. In fact, several of the parts in the Kit didn't even exist within the context of repairing this machine before RPI came up with them.

Here's what the RPI Smart Kit includes – first item is a **Pump Tester Bottle Kit (RPI Part #SCK024)**, but not your "run of the mill" tester. No sir! The RPI bottle has a "swivel fitting" on the lid that allows you to control the position and balance of the bottle. In addition, RPI includes 8 inches of tubing already connected to the swivel fitting which allows you to move the bottle a safer distance away from the machine during testing. Life just got easier for you!

Next comes another RPI exclusive – the **Start Switch (RPI Part #SCS021)**. When testing the pump or decontaminating the boiler, it is suggested by the manufacturer to use a screwdriver to use short pins #18 and #16 together. Relax – RPI developed an easier and safer way to do this. Simply connect the new RPI Start Switch to the PC board connector and when ready to test, press the Start Switch button for the required amount of time, then release it. What's more, the switch even has a nifty "hold feature" for those longer test periods.

Next item in the kit is the first of its kind. Only RPI offers this item, because it's RPI's exclusive design! It's the RPI Extension Test Cable (RPI Part

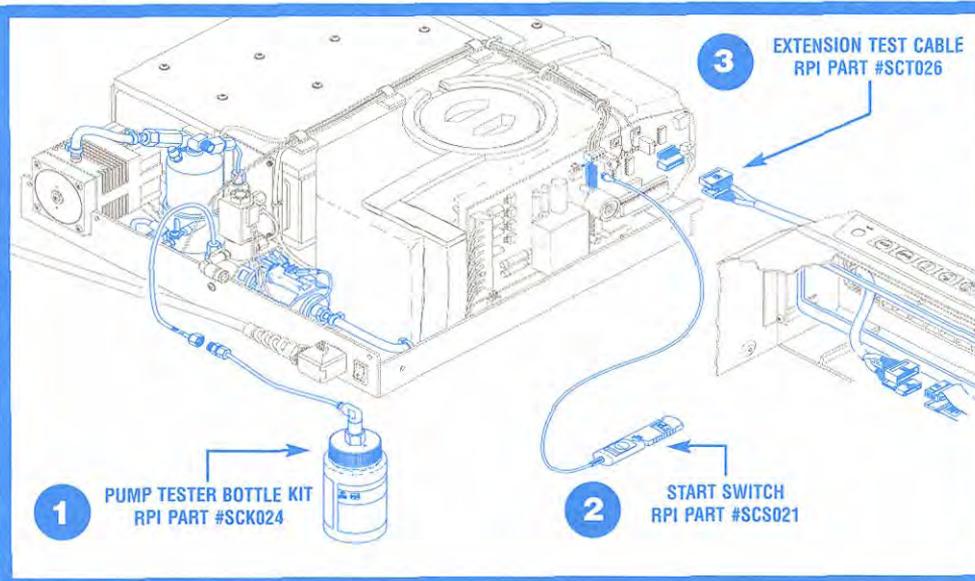
#SCT026). By attaching the extension cable to both the cover cable connections and the PC board connectors, you will be able to extend the distance between the



Another RPI Exclusive - The Field Service Smart Kit™ (RPI Part #SCK028). It includes just about everything you will need when servicing the Statim Scican Cassette Autoclaves Models 900, 2000 & 5000.

machine and the cover when you take it off, thus allowing more work-space. In addition, it allows you to place the cover in a horizontal (not vertical) position – for easier viewing of the LCD display. Just imagine it as an "extension cord" that allows you to have the freedom to service the machine without space constrictions and with the ease of pushing and viewing buttons while the cover lies horizontal, not vertical!

But wait – there's more! We include the one-of-a-kind **RPI Cassette Seal** (continued on back page)



THE RPI ADVANTAGE

The RPI FIELD SERVICE SMART KIT™ is the only one of its kind. Designed exclusively by RPI for our customers, the Kit includes the most often utilized instruments for servicing and repairing Scican Cassette Autoclaves® Models 900, 2000 & 5000. All instruments, tools, and other elements in the Kit are also sold separately. Shown to the left are just three of the parts included in the Kit and how they can work for you.

- 1 PUMP TESTER BOTTLE KIT**
Quick disconnect from bottle to machine for easy removal.
- 2 START SWITCH**
Safe and easy method to "jump start" the pump during testing.
- 3 EXTENSION TEST CABLE**
Allows cover to lie horizontal for easier reading of PCB display.



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

8 to 4
No More

It was a dark and stormy night. No that's not true, but so many ominous stories seem to start that way (I just figured my story should too!).

Actually, it was around 6:45 p.m. on Wednesday, July 4. It was still daylight in Thunder Bay, Ontario, Canada. This was Al's and my first full day in Canada, around the tenth day of what was to be a twelve week trip with our trailer to the Maritime Provinces of Eastern Canada. We had enjoyed several days in the Midwest, especially learning more about the Trumans of Independence, Missouri.

We were heading back to our trailer, which was parked in a trailer park just outside of central Thunder Bay. All of a sudden we saw a black pickup truck crosswise across our lane of the highway. Al swerved our truck to try to avoid him, but it was out of control, spinning across the two lane road, after passing a logging truck going up hill and around a curve. The impact was horrendous. But the seat belts held, the air bags deployed and both Al and I survived the crash. We found out later that the driver of the other car was drunk, and has been in jail on those charges since then.

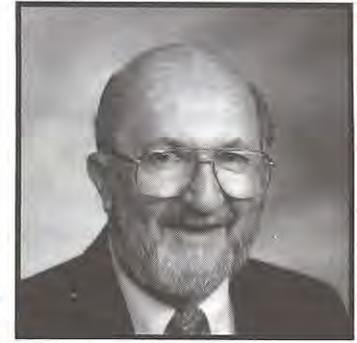
Ambulances and paramedics arrived fairly quickly, I think. (My watch as broken upon impact.) But we had to wait a while for fire trucks to arrive to pry Al out of our truck since his door was jammed shut.

Luckily, Thunder Bay has a trauma center to which both of us were taken. Our daughter, Robbie, flew up to Thunder Bay to find out first hand what was going on. Ira stayed down in Los Angeles manning the telephones and keeping in touch with everyone as well as making necessary arrangements to transport us and our trailer back home – to Northridge, California.

It was decided that we needed to get Al back to Northridge Hospital, where he has been a volunteer for years, and where we know so many doctors. The ride back to Southern California in a Lear Jet air rescue ambulance was long and tiring, but two of Al's doctors were waiting in the Intensive Care Unit when they brought us in at 1:30 a.m.

Al's injuries were extensive – collapsed lungs, ruptured spleen, broken/smashed left elbow and right foot, as well as multiple cuts and bruises. My injuries were less extensive but still required two days in the hospital and numerous follow up visits, even to this day.

(continued on page 7)



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

AI'S VIEW

If you have read Sherry's article, you will know that we were in a terrible accident on July 4th, when we were hit by a drunk driver while we were driving back to our camp site in Thunder Bay, Ontario. I was hospitalized through September 15, and my doctors tell me it may be a full year before my injuries heal and my body is back to normal, if that is even possible.

As a result of my extended stay in the healthcare system, I am now well experienced on the other side of healthcare. I now know how important our industry is to the delivery of quality patient care, and how it all ties together. Here are a few observations.

We were lucky that Thunder Bay had a trauma center. A regular emergency room facility might not have been able to save my life. Unfortunately, trauma centers are few and far between. That's because local governments won't pay their share to support these vital facilities. Please help to make sure that your community has one. It could save your life as it did mine.

Another area of major stress in the overall healthcare system is the nursing shortage. This issue is well documented, and is caused by a variety of complex factors. But it's one thing to read about it in the paper; it's another to experience it with occasional waits of 45 minutes for a nurse to respond to a call or staff that is stressed or seems uncaring. Not only do we as potential patients need quality and quantity in our nurse force, but we need it as an industry.

And with an aging population, we need a responsive, modern healthcare system that can adapt and expand with demand. This means positive responses with physician and nurse staffing, facilities, and modern equipment and information systems that will provide for a more efficient, quality system.

One of the most satisfying things that happened was at the Thunder Bay Regional Hospital. The aspirator they used on me was a Gomco thermotic. Thunder bay Regional Hospital buys their replacement parts for these machines from RPI!

I spent much of my time looking at all the devices and equipment around me and realize how much more RPI can do. We've hardly scratched the surface as you know and keep telling us. The need for parts is bigger than I could ever see from my office.

(continued on page 7)

8 to 4 No More

(continued from page 6)

Al's road to recovery has been really rocky, with the expected setbacks along the way, but he is still with us.

It will be a while until we can go back to the office, but Ira and everyone else are keeping us well informed and up to date on what is going on.

Our trailer has been towed back to its place at an RV park in the desert near Palm Springs and there it will stay. We will not replace our pickup truck and will find other means of travel. But we are alive, and together, and for that we are very grateful.

At this time, our thoughts and prayers are with the families and friends of the September 11th tragedy and its aftermath. I believe that it is in these trying times we become stronger and better people. We wish you well.

Al's View

(continued from page 6)

Being in the hospital for months is not fun. Total dependence on others for all your needs is difficult for any of us. Especially when you are not mobile. It puts your life on hold even though time passes. Each day becomes a challenge. In a way, I now empathize with prisoners who have no say in their lives. What keeps me going is hope and healing. My return home will be a glorious time for Sherry and me. I'll still need medical care for months to come, but as an outpatient. I fell very fortunate at this time.

Although I am going through my own ordeal, it could never compare to what many people experienced on September 11th or thereafter. This tragedy is beyond any comparison and I thank God every day that we have such fine nurses, doctors, firemen, policemen, military personnel, service technicians and volunteers, for without them, where would any of us be today.

RPI To Retire Some Parts ... If You Can Use Them, Stock Up

As of December 1, 2001, RPI will no longer carry some parts because our customers have told us that the equipment that these parts fit is extinct – not just obsolete. So to make room for more of the parts that you need most, RPI will no longer carry most of the parts shown in the catalog on the pages listed below. The parts that we are phasing out will be available at a special low price – our 4th column prices, but only until December 1, 2001. So stock up now!

Coulter

Section 1, Pages 200 - 201

(Some of the parts will not be phased out.)

Instrumentation Laboratories

Section 1, Pages 300 - 309

(All but one of the parts will be phased out.)

Tru-Trac (Henley International)

Section 9, Page 400

(All of the parts will be phased out.)

There are a couple of the parts have a reprieve. The Check Valves/Diode (RPI

Check Valve (Diode)
RPI Part #COV009



Check Valve (Diode)
RPI Part #COV010



Check Valve (Diode)
RPI Part #COV011



Hex Spacer
RPI Part #ILS014



Parts #COV009, COV010 and COV011) that fit the Coulter analyzers will not be phased out. In addition, the one Instrumentation Laboratories part that will still be available is the Hex Spacer (RPI Part #ILS014). You will find these parts in the RPI catalog updated as of 10/01 - under the Analyzers, Section 1, Page 100. Order today!

Make Your Own RPI Dental Catalog to Fit Your Needs

Many of our customers who service dental equipment have asked over the years why RPI does not put together a separate dental equipment parts catalog. It's a fair question. It has been contemplated and on the drawing board for some time, but printing one catalog, as we do now, let alone two, is a very expensive proposition.

We have a simple suggestion, one that many of these same customers have done themselves: create your own custom RPI dental parts catalog. Simply remove the other sections that do not apply to your work. Generally speaking, this would leave you with Section 4, Dental Equipment, Section 6, General Shop Aids, and Section 10, Sterilizers.

Create Your Own RPI Dental Catalog

- Section 4 - Dental Equipment
- Section 6 - General Shop Aids
- Section 10 - Sterilizers
- Section 13 - Reference Guides
- Section 14 - "The Alternate Source"

Also, you should keep Section 13, Reference Guides, and Section 14 for "The Alternate Source" newsletters.

Section 4, Dental Equipment, is a mini-catalog unto itself, with parts to fit chairs, delivery units, compressors, lights, film processors, and lab equipment. Section 6, General Shop Aids, displays all kinds of hardware, plugs and cords, o-rings, kits, and tools. And Section 10, Sterilizers, is your one-stop-shop for parts to fits nearly all models of table-top sterilizers.

Making these easy modifications will provide you with a leaner, easy-to-use dental equipment parts catalog. And, when we do eventually print a separate dental parts catalog, it will look very similar and you will be the first to know.

A Big RPI Welcome...

To JoAnn Corpus – the newest member of the Customer Service Department. Please welcome her the next time you place an order. JoAnn, we are very happy to have you a part of the RPI Family.

Customer Comments

“As always, it’s a pleasure to do business with RPI via e-mail. Please note, I have an open account and would prefer not using a credit card. As a suggestion, you should have a check box in your electronic order form for customers with open accounts. It makes things simpler.”

Steve Shore
Bio-Med Medical Repair
Savannah, GA

Steve,
Thank you for your kind words and suggestion. Next time you place an order, you’ll find a box for open accounts (Invoice). Let us know what you think!

RPI HOLIDAY SCHEDULE

Closed November 22 & 23, 2001
Closed December 24 & 25, 2001
Closed December 31, 2001
Closed January 1, 2002

Something Smells Fishy

If you are one of the RPI customers who told us that the Door Spacer (RPI Part #PCS067) smells “fishy” – thank you! You were not imagining it. The spacer really did smell like a fish. As a result, we shipped everything we had in stock back to our vendor and requested new stock. By the time you read this, we should have the part back in stock sans the fish smell. Thanks for the feedback.

RPI Metering Valves

(continued from front page)

the Max Register Thermometer (RPI Part #RPT113) to confirm that the temperature is too high and not a valve problem. If you see fluid being pushed through the vent line then check the o-rings. If the main reservoir is depleted long before it should be, then check the o-rings.

As you can see, the o-rings are the key to maintaining a working valve. In fact, RPI Metering Valves come with a FREE lifetime availability of the Metering Valve Service Kit (RPI Part #MDK057) that includes all of the o-rings and lubricant that you will need.

Ask for a FREE Kit (RPI Part #MDK057) with any of the Metering Valves (RPI Part #MDV010, MDV011 or MDV016) the next time you place an order. That’s the RPI Advantage!

Tech Talk

(continued from page 5)

Removal Tool (RPI Part #RPT372) that helps you remove the seal with ease and minimal scratches. And what’s a cassette seal without lubricant – so we include the “lubricant” also known as **Liquid Soap (RPI Part #RPS287)**. Oh yeah, we didn’t forget to include the **RPI Hex Balldriver (RPI Part #RPT297)** – it’s designed to make it easy to remove the Micro Switch Kit (RPI Part #SCK007). And for those solenoid repairs, we’ve added the **RPI Spanner Nut (RPI Part #RPT364)**. Let’s not forget the **Loctite 545 (RPI Part #RPA369)** for those times you’ll need a high temp, high pressure threadlocker – we have included that in the kit too!

Whew! That’s a lot in one kit, but we know you’ll be happy to have it all in one convenient professional carrying case with handle. It’s the RPI Field Service Smart Kit™ and you can only get it at RPI. What better way to be prepared, than being prepared like a professional. Call us today and order your RPI Field Service Smart Kit (RPI Part #SCK028).

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