



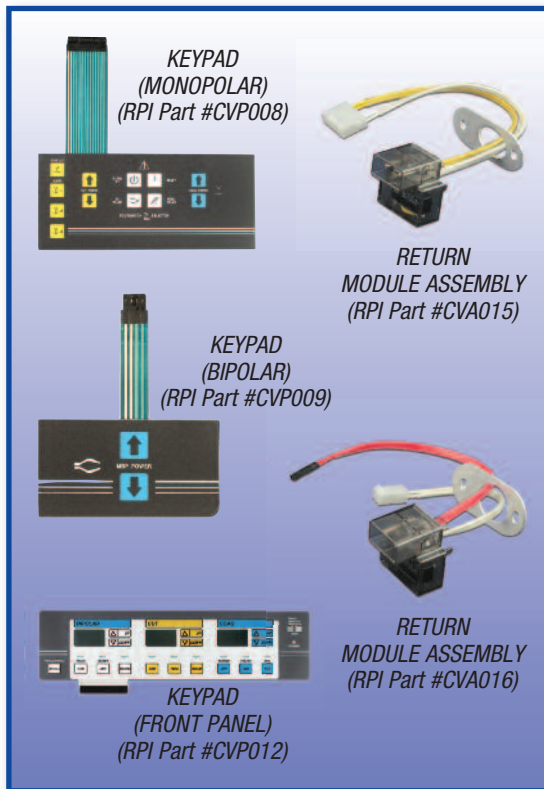
## You Asked for Them! New Parts to fit Covidien/ValleyLab ESU's

*By Chris Jacobs, RPI Product Development*

Recently, RPI introduced new parts to fit many of your Covidien/ValleyLab electro-surgical units (ESU). Electrosurgical Units have been used all over the medical industry, from hospitals and clinics to veterinary offices and military aid stations. Now, whether you are refurbishing an old unit or repairing one in service, RPI has you covered.

These parts fit a wide range of Covidien models including the Force 2, Force FX, Force FX-C and more. This entirely new line offers you the ability to give your ESU's a new look with brand new keypads and overlays to get rid of those peeling, scratched or unusable panels. If you are in need of new lamps and LEDs to clean up those burnt out segments of your display we carry a wide range of new display components for both your monopolar and bipolar displays.

One key component to these units is the Return Electrode Monitoring (REM®) system which monitors the patient plate's resistance levels during surgery. If resistance drops below 5Ω, goes above 135Ω or at any point exceeds a 40% increase in resistance the unit will alarm and power will be cut to all monopolar hand pieces. Due to usage, REM® housings crack and the pins often get pushed back into the housing causing you to lose electrical contact. This in turn allows for unnecessary alarms and down time during



surgery. So to get you back up and running quickly RPI now offers the return module assembly for many units in the Covidien/ValleyLab line.

If you find your ESU is experiencing issues with its footswitch, RPI is now offering not only the footswitch assembly for the E6008 monopolar footswitch but also both the monopolar and bipolar footswitch connectors for your unit as well.

Also available are parts to repair your broken or burnt power assemblies. With new power harnesses to fit the Force 2, Force FX and Force FX-C you can get your units back to operational in no time. In addition, we have new power cords to fit most of your ESU's.

## RPI Continues to Support Midmark® 100/300/400 Series Hydraulic Exam Tables and Chairs

*By Neil Blagman, RPI Product Development*

As you may now be aware, Midmark has recently discontinued support of the 100, 300, and 400 series exam tables and chairs. This venerable equipment has dominated the market for exam tables and chairs for many years, and there are a countless number of them still in use.

For many years, RPI has supported this equipment through our offerings of hydraulic cylinders, hoses, fittings, switches, actuators, and other parts. Looking forward, not only will we continue to offer this excellent line of parts, but we plan to expand it as quickly as possible to help you keep these tables and chairs in service.

Please contact our Tech Support Department with any requests for parts that we do not carry for this line of equipment and we will do our best to incorporate your suggestion into our product development plans. Thank you!

## What's Inside

From the Desk of the President.....	2
RPI's Technical Resource Center .....	3
What's New from RPI.....	4
8 to 4 No More .....	6
AI's View .....	6
Tech Talk .....	7



Ira Lapidès  
CEO & President  
Replacement Parts Industries, Inc.

## FROM THE DESK OF THE PRESIDENT

**2015** will be another busy year at RPI, with many new parts to fit equipment that we already support, along with parts to fit equipment that we have not supported in the past, such as our new parts to fit the Covidien/ValleyLab line of electrosurgical units and our many new parts to fit a variety of dental vacuum units.

In addition, we are proud to announce the introduction of our new mobile website formatted for easy viewing on your smart phone or tablet. Now it is easy to access our website from any hand-held device. All of our website features including the shopping cart, pay an invoice, search for a part, and technical resources are on-the-go with you. For more information, please see the back page.

Later in the year, we will be releasing our annual catalog update as well as a new dental parts catalog. We will also be updating our pricing, which we have not changed across the board since May, 2013. I do not anticipate major pricing changes, but just enough to compensate for increasing costs over the last few years. We will also be exhibiting at a number of trade shows, including the MD Expos, AAMI, the Clinical Engineering Association of Illinois, the Virginia Biomed Association (where Neil Blagman will be presenting his sterilizer class), and possibly one or two other state biomedical association conferences.

On a different note, this month I celebrated my 20th anniversary with RPI. Time has really flown by here, and it has been a great ride so far. But even better than my 20th, one of our warehouse staff, Lisa Jensen, celebrated her 25th year with RPI in February. She is our second employee to reach 25 years, and we have a few more coming in the next few years. Later this year we will also celebrate a 5 year anniversary, a 10 year anniversary, and two 15 year anniversaries.

I think it's a great testament to the business and the culture that we have here at RPI that we maintain so many long term employees. Treating people well and doing what is right really does make a difference and pays off in employee happiness, productivity, and retention. We try to continue to make it fun, interesting, and challenging. After all, who wants to wake up every morning to go work at a place where the people and work is not stimulating and you are treated like you're just another person waiting in that interminable line at the DMV?

Hopefully you work at a company that is able to do this as well. From all of the RPI customers that I have met with and talked to over the years, I suspect this is the case. And the work, repairing healthcare equipment that is critical to treating people and to the success of your customers, is a challenging and rewarding profession. This industry has changed some over the years, but I think it will always be a good profession to be in, and I look forward to continuing to support you for many years to come.

## THE RPI FAMILY

**M**y name is Peter Tores. I grew up here in southern California, in Sylmar. I am the youngest of three children.

My favorite subject in high school was art. In art class, we had the job of making cool posters for all of the school events. I really enjoy designing different and decorative lettering. I share my art talent by giving creative ideas and suggestions to my brother who is a tattoo artist.

Growing up I liked video games, and playing baseball, soccer and basketball. I prefer to play sports rather than watch them. I am kind of a neat freak, so in my spare time I would clean up my yard so we always had the best kept yard on the block.



Peter Tores  
Shipping & Warehouse

Both my parents worked while I was growing up so I depended on myself to cook my own meals. At first I just followed recipes, and then I started to experiment with different foods and flavors. This really paid off as I got older, because now I am a pretty good cook. Every weekend we have family and friends over for BBQ's and I am asked to be in charge of the grill. My specialty is Texas style baked beans and bacon bits with my secret ingredient, tomatillo sauce, added. Cooking with my Mom is always a favorite thing I like to do any time.

I am a proud Dad of a two year old son, Angel. What ever I do, he wants to follow me and do what I do – even when I am shooting hoops. When he sees me after work, he says “keys” and then takes my car keys to his little red and yellow plastic car, and pretends to start up his car, then pedals as fast as he can down the driveway. He is the love of my live.



# Just Take a Look at the Newly Updated Tech Support Section of the RPI Website!

At RPI we are always looking for ways to serve our customers better, either through new parts or our internal processes that allow us to provide better service. Another area is through information, and specifically the information that we provide through technical support. We take great pride in our tech support, whether it be through installation instructions, exploded views, phone and email support, newsletter articles, or technical instruction such as the webinar that we conducted last fall.

All of this feeds into the RPI Technical Resource Center on our website, where much of this information is gathered. Until now, this section of our website has been something of a conglomeration of information organized by type of document.

But take a look at it now! The RPI Technical Resource Center on our website has been completely revamped with many easy-to-use search features dedicated to servicing and repairing equipment.



One of the biggest improvements is the addition of our Tech Support Library. This eLibrary is home to all of the Technical Support documentation that we have accumulated over the more than forty-three years since RPI

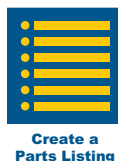
opened its doors. Our eLibrary includes RPI Troubleshooting Guides, parts installation instructions, service bulletins, PM guides and checklists – they're all here. Plus, we have added all of the service tips and tech advice articles that we have published in our newsletters since 1989.

Just click on the eLibrary icon to access an easy-to-use search function, where you can search RPI tech support information by model and OEM. It is a great resource for you to tap into, and we will continue to add to it as more becomes available.



There are many other useful features and tools that you will find in the new RPI Technical Resource Center.

When you need a complete list of RPI parts to fit a specific OEM and model, just click on our Create a Parts Listing icon, choose the OEM and equipment type, select sort by RPI or OEM part number and then select the model.



If you are a more "visual" person looking for Tech Help videos, just click on the new Tech Help Video icon to search by model and OEM. Currently online we have just one video, "A Primer on Tabletop Sterilizer Repair and Maintenance", but we plan to add more in the future.



And just click the RPI Catalog Download icon to have immediate digital access to our entire catalog or select only the specific sections that you might need to reference.



Are you looking for what's new at RPI? Then simply click the New Parts Index & Flyers icon to access all of our past and present New Parts Yellow Flyers. You can even gener-



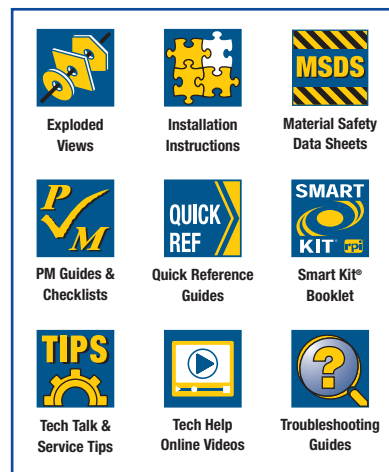
ate a list of new parts recently added to the RPI database. It's a great way to keep up with all of the new parts from RPI.

Do you need the latest copy of the RPI newsletter "The Alternate Source"? Click the RPI Newsletters icon to access our archives. Here you will find all of the RPI newsletters from the most current and back to the very beginning. Each newsletter includes valuable information from service tips to maintenance suggestions to industry related news.



We have made all of the technical information relating to a particular part easier to access. We added new icons to the top of each of the parts pages.

These icons indicate what type of website technical support is available for every one of our parts. Just look inside the box below



to get familiar with the icons that will bring information to you at a simple click. It's the RPI Advantage!

All you need to do is glance at the top of the parts page and you will know what is available for that part. Then, just click the icon of your choice and a list of documents pertaining to that part will be generated. From there, you can access the information you need.

# WHAT'S NEW

## The following new parts are now in stock,



### DENTAL VACUUM UNITS

#### New Line of Parts to fit Dental Vacuum Units!

RPI PART #	DESCRIPTION	AIR TECHNIQUES	APOLLO/MIDMARK®	DENTALEZ®/CUSTOM AIR/RAMVAC	MATRIX/MIDMARK®	MIDMARK®	TECH WEST
VPA001	Water Control Assembly (1 HP)			64568196			
VPA002	Water Control Assembly (2 HP)			64568197			
VPV021	Anti-Syphon Valve (1/4")		PW50595		77005072	77005072	PVB100
VPV007	Anti-Syphon Valve (3/8")	55525		64622011			
VPK008	Anti-Syphon Valve Repair Kit	55517	No OEM Part # Available	64568016A	77005073	77005073	No OEM Part # Available
VPK016	Anti-Syphon Valve Repair Kit	55517	No OEM Part # Available	64568016A	77005073	77005073	No OEM Part # Available
VPV005	Solenoid Valve Assembly			64568156			
VPK006	Solenoid Valve Repair Kit		No OEM Part # Available	No OEM Part # Available	No OEM Part # Available	No OEM Part # Available	
VPV015	Solenoid Valve Assembly		PW10470		77005146 & 77001620	77005146 & 77001620	
VPV038	Solenoid Valve Assembly		PW10472			77001621	
VPV017	Solenoid Valve Assembly	55387					
VPK018	Solenoid Valve Repair Kit	No OEM Part # Available					
VPV036	Solenoid Valve Assembly	55040, 55060, 55080, 55107 & 55116					
VPV019	Solenoid Valve Assembly	55519					
VPK020	Solenoid Valve Repair Kit	No OEM Part # Available					
VPV037	Solenoid Valve Assembly	55518					
VPV034	Solenoid Valve Assembly						PSV-115
VPK035	Solenoid Valve Repair Kit						No OEM Part # Available
VPS003	Strainer (Water-1/8")	55526		64568135 (includes fittings)			No OEM Part # Available
VPS011	Strainer (Water-1/4")					65962000	
VPE004	Strainer Element	No OEM Part # Available		No OEM Part # Available			No OEM Part # Available
VPE012	Strainer Element					No OEM Part # Available	
VPS013	Strainer (Water-1/4")	55909	PCB50960		77005145		
VPE014	Strainer Element	No OEM Part # Available	No OEM Part # Available		No OEM Part # Available		
VPR009	Flow Regulator (0.5 GPM)	55523		64568192			
VPR010	Flow Regulator (1 GPM)			64622010			
VPR022	Flow Regulator (0.13 GPM)			6-4622-018			
VPR023	Flow Regulator (0.19 GPM)		PW50505				
VPR024	Flow Regulator (0.25 GPM)			6-4622-019			
VPR025	Flow Regulator (1 GPM)	56010					
VPR026	Flow Regulator (0.50 GPM)		PW50507				
VPR027	Flow Regulator (0.75 GPM)	55524					
VPR028	Flow Regulator (1.5 GPM)	56011					
VPR030	Flow Regulator (.19 GPM)				10362300		
VPR031	Flow Regulator (.19 GPM)					20202900	
VPR032	Flow Regulator (.26 GPM)						WIN-RP
VPR033	Flow Regulator (.73 GPM)						WIN-2P
VPV029	Valve (Shut Off)				61301100	61301100	

Don't forget ... RPI also offers a wide selection of compression fittings and pipe fittings including adaptors, elbows, polyflo nuts and more to fit a variety of your plumbing needs!

See our website [www.rpiparts.com](http://www.rpiparts.com) for more information regarding these parts and the models they fit!

# FROM RPI

ready to ship the day your order is received!



## GENERAL BIOMEDICAL EQUIPMENT New Line of Parts to fit Covidien/ValleyLab Electrosurgical Units!

RPI PART #	OEM PART #	DESCRIPTION	FITS MODELS
CVA001	No OEM Part # Available	Footswitch Assembly	Force 1C, Force 2-2, Force 2-8, Force 4, Force 30, Force 40, Force EZ, Force EZ-C, Force EZ-8, Force EZ-8C, Force FX, Force FX-C, Force FX-8, Force FX-8C & Force Triad
CVA002	No OEM Part # Available	Footswitch Receptacle Assembly	Force 2-2
CVA005	No OEM Part # Available	Power Harness Assembly	Force 2-2
CVA007	No OEM Part # Available	Volume Control Assembly	Force 2-2
CVA010	202 701 890	Line Filter Assembly	Force FX, Force FX-C, Force FX-8 & Force FX-8C
CVA015	No OEM Part # Available	Return Module Assembly	Force 2-2
CVA016	202 701 854	Return Module Assembly	Force 30, Force 40, Force FX, Force FX-C, Force FX-8 & Force FX-8C
CVPO08	207 500 147	Keypad (Monopolar)	Force 2-2
CVPO09	207 500 148	Keypad (Bipolar)	Force 2-2
CVPO12	1012634 (Keypad only) & 22 3200 667 (Control Panel only)	Keypad (Front Panel)	Force FX & Force FX-C
CVPO13	1020029	Overlay (Connector Panel)	Force FX & Force FX-C
CVR003	No OEM Part # Available	Bipolar Receptacle	Force 1C, Force 2-2, Force 2-8, Force 4, Force 30, Force 40, Force EZ, Force EZ-C, Force EZ-8, Force EZ-8C, Force FX, Force FX-C, Force FX-8, Force FX-8C & Force Triad
CVR004	No OEM Part # Available	Monopolar Receptacle	Force 1C, Force 2-2, Force 2-8, Force 4, Force 30, Force 40, Force EZ, Force EZ-C, Force EZ-8, Force EZ-8C, Force FX, Force FX-C, Force FX-8, Force FX-8C & Force Triad
CVS006	No OEM Part # Available	Power Switch/Circuit Breaker	Force 2-2
CVS014	243 025 037	Power Switch	Force FX & Force FX-C
LMD031	239 750 029	Numeric Display LED	Force 2-2
LMD032	239 750 022	LED Light Bar	Force 2-2
LMD033	239 750 039	LED Indicator (Green)	Force 2-2
LMD034	239 750 042	LED Indicator (Red)	Force 2-2
LMD035	239 750 033	LED Indicator (Yellow)	Force 2-2
LMD036	239 750 071	Numeric Display LED	Force FX & Force FX-C
LMD037	239 750 076	LED Indicator (Multi)	Force FX & Force FX-C
LMP030	215 200 085	Lamp	Force FX, Force FX-C & Force 2-2
RPA874	No OEM Part # Available	Adhesive (RTV108)	Force 2-2
RPC784	207 002 060	Hospital Grade Power Cord (13A @ 125VAC, Right Angle, 18 ft.)	Force FX and Force FX-C
RPC881	No OEM Part # Available	Hospital Grade Power Cord (13A @ 125VAC, Right Angle, 15 ft.)	Force 2-2
RPF045	No OEM Part # Available	Fuse (1A, 250V) - 1/4 x 1-1/4 - Fast Acting	Force 2-2
RPF052	215 005 039	Fuse (6A, 250V) - 1/4 x 1-1/4 - Fast Acting	Force 2-2 & Force 4
RPF367	No OEM Part # Available	Fuse (2A, 250V) - 5mm x 20mm - Fast Acting	Force FX-C
RPF533	215 100 074	Fuse (4A, 250V) - 5mm x 20mm - Time Delay	Force FX-8 and FX-8C
RPF535	215 100 074	Fuse (8A, 250V) - 5mm x 20mm - Time Delay	Force FX and Force FX-C
RPF882	215 100 041	Fuse (6.3A, 250V) - 5mm x 20mm - Fast Acting	Force 2-8, Force 30, Force 40, Force EZ, Force EZ-C, Force EZ-8, Force EZ-8C, Force FX, Force FX-C, Force FX-8 & Force FX-8C
RPH904	No OEM Part # Available	Fuse Holder	Force 2-2
RPR710	No OEM Part # Available	AC Inlet Receptacle	Force 2-2
RPW906	No OEM Part # Available	Hook Up Wire (Black) (Sold By The Foot)	Force 1C, Force 2-2, Force 2-8, Force 4, Force 30, Force 40, Force EZ, Force EZ-C, Force EZ-8, Force EZ-8C, Force FX, Force FX-C, Force FX-8, Force FX-8C & Force Triad

**How to Make  
A Good Tool  
Even Better!**



We have taken one of our oldest, and most useful tools – the Socket Retractor Tool (RPI Part #PCT685) used to remove the lamp from the PC Light Fantastic LF & LF+ Series – and made it even better by slightly redesigning it to include vinyl coating on the handles. This will make the tool more comfortable to use as well as making for a better grip when removing the lamp. The vinyl coating also increases the electrical insulation making a good tool even better.



8 to 4  
NO MORE

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

When looking back at some of the first newsletters that RPI published, I came across one article that I wrote back in 1989. It is amazing to me that what I wrote back then still applies today - with just one minor change when it comes to our warranty.

Here are excerpts from the article I wrote as it appeared more than 25 years ago.

*“Over the years, many people have asked me about the RPI warranty – what it covers and for how long. That’s really an easy question for me to answer, but, sometimes, it’s hard for people to understand. “We warranty our parts to your complete satisfaction.” Let me explain what this means to you.*

*Basically, what it means is that if you are not fully satisfied with one of our parts we will take care of the problem. If one of our parts does not perform to your satisfaction or meet your criteria, we will replace it or credit your account. Just call our Toll-Free 800 number, ask for Customer Service, and we’ll take care of the rest.*

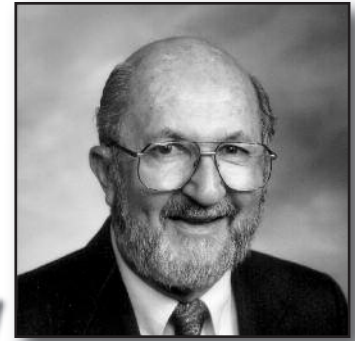
*You’ll note we don’t set a time limit on our warranty. In other words, we don’t say that our parts carry a 60-day or 90-day or one-year warranty, and after that it’s goodbye Charlie. We realize that in our industry a part may sit on the shelf for a while before being installed, and we don’t want you to be stuck because of that.*

*Please let us know if there is a problem with any of our parts. This really is a big help to us and to you. Without your input we may not realize there is a problem and can’t take steps to correct it. We try very hard to turn out good parts and ask you to be patient with us in solving the problem on those few parts that occasionally need some additional work.*

*We have been asked, also, if our liberal warranty policy has ever backfired on us. I can only answer that, to my knowledge, no one has ever deliberately tried to take advantage of us. I think that speaks very highly of the quality of our customers.”*

It’s interesting how so many things have changed at RPI, but the production of quality parts has always remained the

*Continued on the back page*



## AL'S VIEW

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

### FROM THE “VERY OLD” CURMUDGEON

“Life is Beautiful”. That was the title of an Italian movie a few years ago that won an Oscar. It was a wonderful movie.

For those of you who did not see the movie, please permit me to give a general description of what it was about. It begins by following this very happy man through his courtship, marriage, and having a son. Near the end of World War II he and his family are placed in a concentration camp. The men and women are separated and the children are sent to the “showers”. He then hides his child through subterfuge and by making the child think he is playing a game. At the same time, he is a slave laborer to the Nazis but survives by playing the game and laughing with his son. His very actions promote that LIFE IS BEAUTIFUL.

And it is Very Beautiful for all of us. We all have some sort of setbacks, some minor, some major. These may be mental or physical. Or they may be financial or emotional. But we can all survive them and enjoy life. Something good always happens and that helps us to love life. Many of you have helped me. Your expressed concerns and good wishes over the last eight months of my physical problems have helped tremendously. Luckily my problems were only broken bones. Nothing that happened was life threatening. I am still annoying Sherry and Ira, maybe even more than before, maybe even more to Sherry as she has to live with me.

Thanks to all of you who felt concerned about me. There must be something in the air that allowed your good wishes to be felt by me.

# Full Wave Rectified (FWR) Valve Coils: What Does This Mean To Me?

By Neil Blagman, RPI Product Development

Solenoid valves use either Alternating Current (AC) or Direct Current (DC) voltage to energize their coils and move the piston within the valve. When manufacturers want to produce a valve that runs on AC voltage with the stability of a DC valve they can install a full wave bridge rectifier (FWR) either internally within the case of the coil or externally within the electrical wires leading to the coil. A full wave bridge rectifier (FWR) is a device made out of 4 diodes wired in a bridge configuration which changes the incoming AC voltage into a rough DC voltage (see illustration below) by reshaping the peaks of the AC waveform.

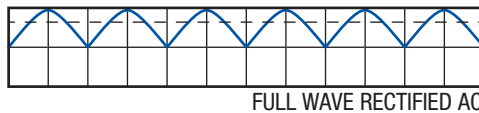
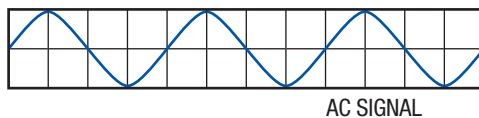
As seen in the photo to the right, a full wave rectified coil or valve can usually be identified by the letters FWR appearing on either the coil or the case of the valve (frequently listed with the voltage and frequency specifications).

Troubleshooting a coil with an internally mounted full wave rectifier can be slightly more complicated than an AC or a DC coil. When measuring the internal resistance of a full wave rectified coil remember that you are actually measuring the reverse resistance of the bridged diodes as well as the resistance of the coil itself so the resistances are often in the megohm range, a value that some meters cannot measure successfully. It is therefore important that if you are planning on servicing equipment that uses full wave rectified valves that you use a digital meter

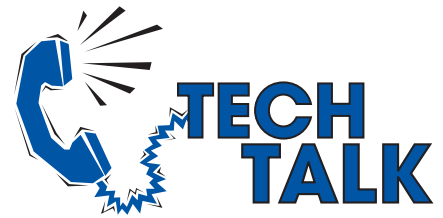
that has the capacity to measure megohms. Please remember that an AC valve will use an AC repair kit (which will contain a bonnet manufactured with a shading ring) and a DC valve as well as a full wave rectified valve will use a DC repair kit without a shading ring. The web page and catalog descriptions for all RPI valve repair kits indicate whether they were designed to work with an AC valve or a DC / full wave rectified valve but if you are unsure which kit fits your valve feel free to call our technical support department and we will help you identify exactly which kit you need.



A full wave bridge rectifier (FWR) is a device made out of 4 diodes wired in a bridge configuration which changes the incoming AC voltage into a rough DC voltage by reshaping the peaks of the AC waveform.



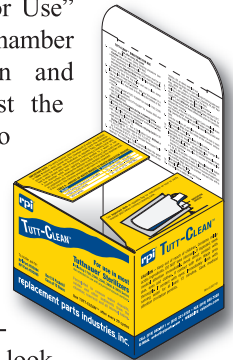
A full wave rectified coil or valve can usually be identified by the letters FWR appearing on either the coil or the case of the valve as seen here circled in blue.



By Jim Wisniewski  
Manager, RPI Product Development

Continual improvement is a term we take to heart! This improvement can relate to instructions and packaging as well as product. And for Tutt-Clean™ (RPI Part #TUC094) – the RPI cleaning product for use with most Tuttnauer sterilizers, we have made improvements to all of the above.

The first thing you will notice are changes to the box itself. We have added a pictorial and instructions on how to verify (and adjust) the proper pitch to the sterilizer ensuring optimal performance. In addition, we updated the “Directions for Use” emphasizing the chamber pitch verification and cautioning against the sterilizer to go into “Drying” mode when using the product.



We had received a tech call regarding a sticky, burnt looking residue left in the bottom of the chamber after having run a cleaning cycle. After several attempts, we ultimately found that an improperly pitched chamber does not allow enough water to enter the chamber and results in a very high concentration of Tutt-Clean solution which does not rinse out properly at the end of the cleaning cycle. What's more, when the sterilizer is allowed to enter a “Drying” cycle, this residue becomes baked on. This can all be avoided by following the instructions printed on the box.

Along with these improvements, we have also added a trace amount of an anti-caking agent to our formula to keep the powder from clumping.

Better than ever and easier to use, Tutt-Clean remains at the top of the list for cleaning the Tuttnauer sterilizer!



**replacement parts industries, inc.**

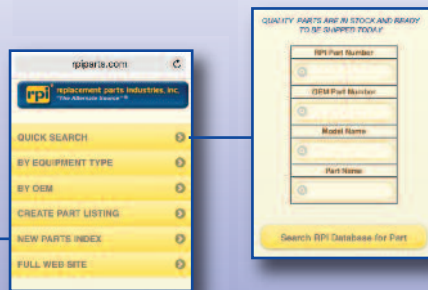
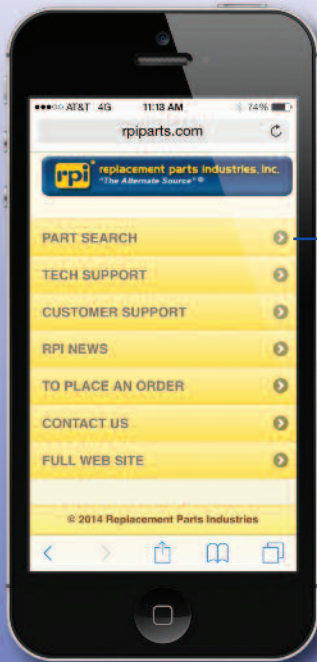
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*Especially for . . .*

# Introducing ... RPI's Mobile Site!



With the RPI mobile site, we didn't minimize, we optimized to give you a simple user friendly experience when you are on-the-go with your smart phones and tablets.

Try it today!

[www.rpiparts.com/mobile.html](http://www.rpiparts.com/mobile.html)

## 8 to 4 No More: Going Back in Time

*(Continued from page 6)*

same. A few years back we had to make one change to our warranty due to the nature of the part – it's the PC boards that fit the Midmark® M9 and M11 sterilizers. They are the only parts we offer that are refurbished, so they have a 90-day warranty.

All of our other thousands of parts are new and under the same great warranty that we have offered ever since we opened our doors more than 40 years ago – "we warranty our parts to your complete satisfaction". We are proud that we still offer the best parts warranty in the industry.

When you really think about it, how many things today are guaranteed to your complete satisfaction? You can count on RPI with our quality parts, excellent customer service, knowledgeable Tech Support, and most of all, our great parts warranty.

## A BIG RPI Welcome To ...



Angel Cardenas, Peter Tores, Jocelyn Villeda, and Marciela Villeda – our newest members of the Shipping and Warehouse Department. Amy Cordoba, Mariana Rodriguez and Andi Spiegler – our three new Customer Service Team members. And Christian Garcia – now working with our Configuration Management Group.

Be a detective when troubleshooting equipment – the theme of the 2015 RPI PM poster. Learn the 5 steps to solving equipment trouble, and find out great service tips from some of the best troubleshooting detectives. Visit [www.rpiparts.com](http://www.rpiparts.com) for your free PM Poster today.

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