



THE ALTERNATE Source

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SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

NUMBER 3

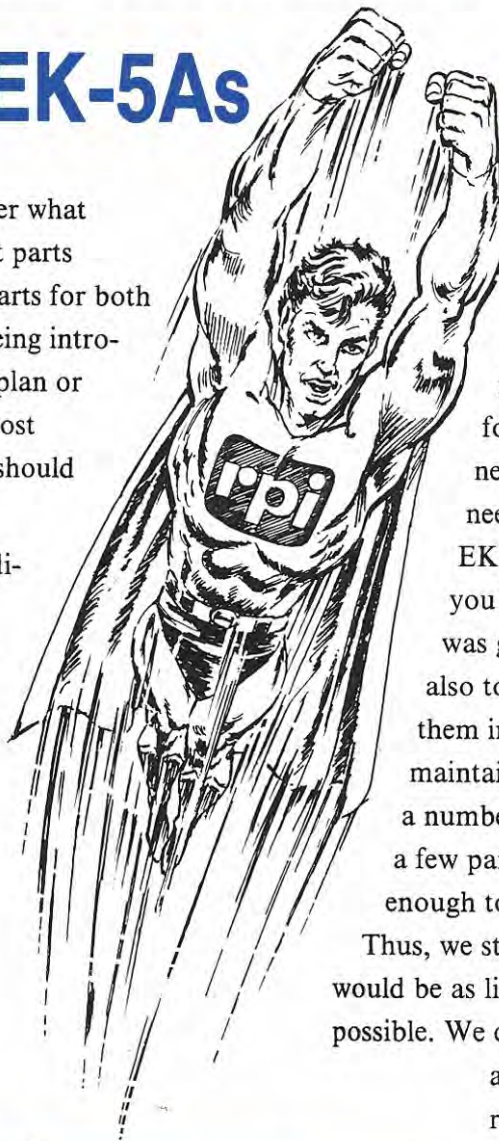
KEEP YOUR EK-5As AND C86s

Super RPI to the rescue again! No matter what Burdick or Air-Shields decides to do about parts support, RPI will be there for you. Some parts for both have already been introduced. Some are being introduced on the current flyer. The rest are in plan or development. By mid summer, all of the most critical parts needed to maintain the units should be available.

What's happening is rather normal. Medical equipment companies are constantly bringing out new items for a great variety of reasons. But that's their business. They should be bringing out new items. Like all companies, there are some limitations on their resources, and at some time, they can no longer support older models.

RPI, on the other hand, is not in the equipment business. RPI is in the parts business and only the parts business. To serve its customers, RPI has to support equipment regardless of age. However, like equipment companies, there are some resource limitations. For RPI those limitations simply translate into how many parts are developed, how fast and for what equipment.

That brings us back to the lead article in the third issue of this



newsletter entitled "How We Pick the Parts We Do". What has happened with these pieces of equipment is what was referred to in that article as the fourth criteria for choosing parts: new or unique opportunities or needs. To illustrate with the Burdick EK-5A: In the third quarter of 1991, you informed us that that machine was going into full obsolescence. You also told us that there were a lot of them in service that needed to be maintained. We confirmed this through a number of sources. There were already a few parts in our RPI catalog, but not enough to give major support to you.

Thus, we stepped in to make sure that there would be as little gap in parts availability as possible. We changed our product plans and assigned otherwise designated resources to this problem.

This working together of you and RPI make a triple win situation. You, your customer, and RPI all win. And even companies like Burdick win because they can show prospective customers how long their equipment can be maintained and be useful.

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SERVICE TIPS



By John Lyons
Medicanix
Stamford, CT

The following are a few little tips that have made my life easier and may help you too.

Some tips for the Pelton Crane & OCM/OCR autoclaves:

1. DOOR GASKET BLOWING OUT.

This is a door sealing problem, not a gasket problem. On some units the door mounting lugs on the tanks need reinforcing. Or the doors move too far from the tanks causing leaks. Pelton & Crane distributes hinge reinforcements at no charge to correct both these situations.

2. HEATER NOT WORKING.

It is necessary to isolate the problem between the heater and the control module. If the module is good, it will not supply 120 volts to the heater unless the heater is in good working order. To isolate the problem, jumper a light bulb in parallel with the main (center) heater. If it lights, the problem is in the heater. If it doesn't, jump the

two big lugs on the triac with a screwdriver. If the light goes on now, the problem is probably in the module.

3. HEATER OR CHAMBER BURNS OUT TOWARDS BACK.

Check whether unit is level. Front feet tend to compress with age and an unsupported table tends to sway with age. Either will lower water level in the rear. During run, that water will steam off, making for high heat buildup and burnout conditions.

A general tip: Have you tried "Scrub-Free" to clean tanks, traps, reservoirs, etc.? You can get it at any supermarket.

EDITOR'S NOTE: *John Lyons has a B.S.M.E. from the Newark, NJ College of Engineering. He worked for a number of years on large power plant air pollution abatement systems before founding Medicanix in 1982. "The medical business is indeed steady but loyalties are quite strong. Carving out a market niche is time consuming and costly, but worth it."*



Q What is an RGA?

A It stands for Returned Goods Authorization.

Q How is it used?

A An RGA is used to track any parts or package being sent back to RPI.

Q Why do I need an RGA? Can't I just send something back to you? It's much easier for me to do it that way.

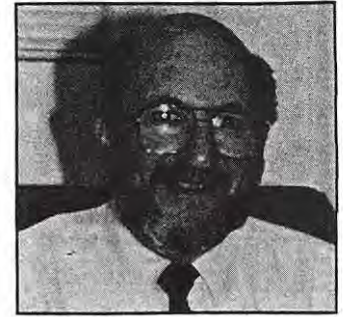
A Please call us for an RGA # whenever something needs to come back to RPI. It is much easier and faster for us to send you a replacement part or credit your account if all of the paperwork is in place. No-charge replacements or credits to your account can be delayed significantly if a part or package comes back to us without an RGA number.

Q O.K. How do I get an RGA number?

A It's really easy. Just call our toll-free line 1-800-221-9723 and ask for

(continued on back page)

from
the
desk
of
the




Al Lapides, President

PRESIDENT

A bill has been introduced in Congress which seems very innocent, but could have long range negative implications for our industry. Richard Gephardt has introduced HB1790 titled the Design Protection Act of 1992. If passed, it will allow auto manufacturers design protection on non patented parts for a period of ten years. Insurance companies and second source manufacturers are claiming this would result in higher prices because of monopolistic position by the automakers.

What has that got to do with us? You're way ahead of me. You're right. Passage of that bill would be only the first step. Sooner or later it would hit all of us. Our government would come in to "help" patients receive better and cheaper health care by legislating that all equipment be serviced and supplied with parts by the OEM only. It doesn't take too much imagination to see such legislation being the natural follow on to the Safe Medical Devices Act of 1990.

Maybe this is exaggerating a little, but it seems to be the trend of the government in "helping" industry and healthcare. They drive costs up without getting commensurate benefits. HB1790 is an internal protectionist measure. A similar medical devices bill would be just as protectionist. But protection from whom? Ourselves? We need to let our congress know what they're doing to us and the patient (consumer). If we don't, who will?

 Celebrating 20 years
of quality service to
the healthcare industry.

from the
**PRESIDENT'S
BOSS**

Lots of interesting, exciting, and momentous things happened in 1972:

JANUARY — President Nixon proposed a federal budget with the largest deficit yet — 25.5 billion dollars.

FEBRUARY — Replacement Parts Industries was incorporated.

MARCH — Pioneer 10 spacecraft was launched to explore Jupiter (It reached its destination on November 8, 1973).

U.S. Senate passed the Equal Rights Amendment.

APRIL — North Vietnamese launched the invasion of South Vietnam.

MAY — Alabama's governor, George Wallace, was shot and left paralyzed in an assassination attempt.

Richard Nixon became the first U.S. president to travel to Russia to visit a Soviet leader, Leonid Brezhnev.

JUNE — Burglars caught after break-in at Democratic National Committee offices at Watergate building in Washington D.C.

JULY — Democratic presidential candidate George McGovern accepted the resignation of V-P candidate Thomas Eagleton.

AUGUST — Joe Namath signed a record contract with New York Jets — \$500,000.00 for two years.

SEPTEMBER — 11 on Israeli Olympic team slain by Arab terrorists. Mark Spitz won a record 7 gold medals.

OCTOBER — In Cincinnati the Oakland A's took the series from the Reds in the 7th game. Catfish Hunter was the winning pitcher.

NOVEMBER — RPI's first catalog was mailed and the first orders came in.

Nixon was reelected in a landslide.



Sherry Lapides, General Manager

DECEMBER — America's Apollo moon program ended when Apollo 17 splashed down in the Pacific.

The year of 1972 was extremely significant to Al and me, personally. The signing of the RPI incorporation papers on February 29, 1972, marked the beginning of a whole new phase in our lives.

As the months passed the first 19 parts were identified, engineered and manufactured, mailing lists were developed and more questions were asked than could be answered. Finally, just before Thanksgiving that first 4-page catalog was mailed. You can imagine the excitement as the orders started coming in. We were on our way and have never looked back!

It is with a great deal of gratitude that I say "thank you" to all of our loyal customers for the last 20 years. You told us there was a need for an alternate source for repair parts and helped us identify the parts you need to be added to our inventory. You gave us the opportunity to prove that there was a business out there just waiting to be built; you told us when our parts and prompt service got you out of a jam and, more importantly, told us when there was an area that needed improving. Our first 19 parts have grown to over 1000 thanks to your input and the company has continued to grow.

The U.S. may be going through some rough times now, but there is a bright future ahead and we look forward to sharing it with all of you. Thank you again.

"To err is human, but when the eraser wears out ahead of the pencil, you're overdoing it."

J. Jenkins, Forbes, February 18, 1991



CINDY SMITH

I was born and raised in Southern California. I've been with RPI about one year now. There are so many things I enjoy about my job. The thing I like most is working for a company that puts quality and its customers first. Customer service is not always an easy job, but when you know the company you work for cares about the customers and wants to keep them happy, believe me, it makes my job much easier.



My husband's name is Roger. We have been married a little over one year now. We live in Northridge, a community next to Chatsworth, with our two wonderful but mischievous dogs. I enjoy old black and white movies, true crime story books, arts & crafts and staying at home with my family. Someday we hope to move to a small town, buy a home, have some children and live happily ever after.

EDITOR'S NOTE: *Cindy is our lead order entry clerk.*

DEAR RPI

(continued from page 2)

Karen Hieger. Karen is in charge of our quality control program and handles all RGA's. If Karen is unavailable, anyone else in Customer Service will be glad to help you.

Q Anything else I need to do to send a part back to you?

A Yes, one last thing. It will really help us if you will mark the RGA number on the outside of the box and, on the inside, put a short note informing us of the reason for return.

RPI stands behind all of our parts. Following these procedures will help us to help you faster and better.

You Asked For Them— You Got Them

YOUR OPINION COUNTS

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

Burdick — Five new parts to fit the EK-5A. See Page 24A

Clay Adams — Two timers and a head assembly. See Page 35B.

General Shop Aids — Fast acting fuses, time delay fuses, two fuse kits, a 100°-300° F thermometer, and sheet diaphragm material.

Spectroline/S.S. White — Thirteen new parts to fit the Spectroline 750 and S.S. White 750 autoclaves.

What's Coming Up

Our next set of parts should be ready around the end of May. They will include:

- **Air Shields** - motor and impeller assemblies to fit the C86, C100, C200.
- **Burdick** - Six parts to fit the EK-5A
- **Clay Adams** - new style motor to fit Dynac I, new motor to fit Dynac II, five additional parts to fit Dynac II and Serofuges.
- **Instrumentation Laboratories** - Six P.M. parts to fit the 943 Dilutor.
- **General Shop Aids** - Three metric hardware kits, three pozidriv screwdrivers, strain relief bushing kit.



This newsletter is printed on recycled paper.

"It is a joy to do business with you. I'm never put on hold, transferred or told, 'Sorry, we are out of stock.'"

*Daniel Anderson
B.E.S.T., Fairbanks, AK*

FROM OUR CUSTOMERS

"Very good service!"
*Don Saeger
B & S Surgical Co.
South Sioux City, NE*



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



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"The Alternate Source"

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