

VOLUME 8 NO 1 The Leader in Replacement Parts for Healthcare Equipment Since 1972

Pull-Push Wire, Cable, Tubing, and Fiber Optic Bundles with RPI Plastic & Metal Snakes

There is a multitude of uses for RPI's newest tools that easily pull and push wire, cable, tubing, and fiber optic bundles behind walls, above ceilings, inside operatories, through crawl spaces, and under floors.

Hard-to-reach spaces in hospitals, dental and doctor offices, laboratories, xray rooms, central monitoring stations, or computer stations can easily be accessed with RPI's "plastic" and "metal" snakes.

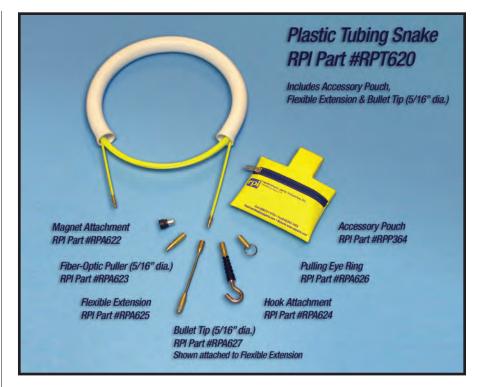
What's more, both snake tools are offered with a variety of attachments that screw on to the tip of the snakes and allow you to customize them for the requirements of each job.

The RPI Plastic Tubing Snake (RPI Part #RPT620), made of a fiberglass rod that is polypropylene coated, eliminates the chance of electric shock when working through "J" boxes.

The plastic tubing snake is more rigid than a standard metal snake, making it quicker and easier to push lines through as needed.

The snake is 15 feet long and comes with two tip attachments -a bullet tip with a small through-hole, and a three inch flexible extension.

Other attachments available include a metal hook, a powerful magnet so strong that it can pick up tools, a pulling eye ring, and a custom designed fiber-optic bundle puller. In addition, there is a special attachment that allows two snakes to be connected for a 30 foot reach.



The snake includes a sturdy, zippered pouch for storing the attachments. The pouch has a strap with a large Velcro[®] strip so that you can secure around the PVC holder. It's the RPI advantage!

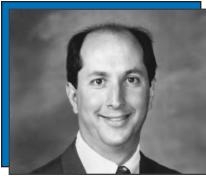
The custom-designed PVC holder houses the fiberglass rod and makes it easy to access and recoil the rod. The holder also allows for the convenience of securing it with one hand while directing the rod with the other hand, or the holder can be "hooked" in a stationary position to allow for both hands to direct the rod while working. Either way, this unique holder gives you flexibility when maneuvering through tight spaces.

RPI also offers a traditional metal snake that is great to use to get through

tight corners. The metal snake is also quite unique as it too is designed to allow for a variety of tip attachments.

The RPI "Metal Tubing Snake" (RPI Part #RPT629) is 12 feet long, comes in a reusable slide lock bag, and includes a screw-on bullet tip with through hole. Other attachments include a fiber-optic bundle puller, a connector that allows two snakes to reach 24 feet, as well as a step-up adapter that makes it possible for the metal snake tip to accommodate the RPI plastic snake's metal hook, magnet, and pulling eye ring attachments. The sturdy, zippered accessory pouch is also included.

For more information about the RPI snake tools, please turn to page 5.



Ira Lapides CEO & President Replacement Parts Industries, Inc.

A while back, I decided to take a look at some old industry trade journals that I have kept here at RPI. Just for fun, I pulled out some early 1996 issues of "HealthCare Technology Management", the predecessor to "24 x 7", to see what was happening ten years ago in the medical equipment service industry. And, after reading through some of the articles, and seeing the latest industry buzz in 2006, the old saying, "the more things change, the more they stay the same", really rings true.

FROM

THE DESK OF

HE PRESIDENT

So, what was happening ten years ago? Well, there were a few big headlines. GE Medical Systems (as it was known then) purchased National MD early in 1996 to help it implement the new comprehensive biomedical service agreement that it had recently signed with Columbia Healthcare. This, as I recall, created quite an uproar. The announcement of this acquisition was made right before the annual Service Industry Association (SIA) conference that year. Many of the members of SIA held an emergency meeting trying to determine what this deal would mean to their businesses. I vividly remember the air of uncertainty in that meeting room, and the panic in some of the voices.

Multivendor service by the large original equipment manufacturers (OEM's) was just in its infancy in 1996. Walt Gasparovic, an industry consultant, correctly predicted that very few OEM's would succeed at multivendor service. We have seen GE and Philips do well, but the rest of the market for outside services has gone through its own set of changes in the past few years, with Aramark purchasing Premier CTS and ServiceMaster, Crothall purchasing Kinetic, Masterplan purchasing Genesis, and Sodexho purchasing Patriot.

The other major acquisition during the first half of 1996 occurred when Steris acquired Amsco, a company 10 times its size, giving it a formidable sales and service force that really propelled Steris to the top of the list. Countless other minor acquisitions occurred during the first half of 1996, both on the manufacturing and service sides of our industry.

Other big stories at the time included a cover story entitled "Used Equipment's Struggle for Respect." Feature articles included discussions of the need for certification for clinical and biomedical engineers, and the impact of electronic documentation on technical service. The February issue provided a market forecast, which included a prediction of healthcare spending as a percentage of gross domestic product (GDP). According to the estimate from a study produced for the Health Care Finance Administration (HCFA), healthcare accounted for 15% of GDP in 1995, and would hit 18.1% in 2000 (other studies put the 1995 figure at about 13.3%). A recent article in the Boston Globe puts the figure for 2004 at 16%, so the HCFA study was off considerably.

THE RPI FAMILY

Hello! My name is Cathy Murillo. I was born in El Salvador which is located in Central America.

I came to California in June of 1981 when my brave mother took the courage to bring her family to America for a better future and life.

I have two brothers and a sister. My older brother is Tony, and my younger brother is Jesse. Norma is my younger sister and she is also my best friend. The reason I consider her my best friend is that she's there in good times and bad times, we share our feelings together and we are always there for each other when we need someone to talk to. I always thank God for blessing me with a great sister like Norma.

I was also blessed with two wonderful children who I love with all my heart and make my everyday life shine like the sun. I have a



Cathy Murillo Customer Service Representative

nine year old, beautiful and sweet daughter, and a seven-year-old wonderful and good-looking son.

I've been working for RPI for five great years in the Customer Service department. I enjoy speaking with our customers and assisting them with the parts they need and processing their orders. I would like to thank them for their support.

I would also like to thank Dora, my supervisor, for giving me the opportunity to work for such a great company like RPI and to get to know all their great and friendly staff members. I look forward to working with RPI and our customers in the years to come.

continued on the back page

New Parts to fit Steris System 1 Processing Tray, Pressure Transducer, Custom O-ring PM Kit, and More!

What more can we say! The **General Processing Tray** to fit all models is finally here. It's supplied complete with the Sterilant Aspirator Assembly, Drain Valve Bushing and Filter Screen – ready to mount in the drip pan. (RPI Part #SST031)

We are also introducing the **Pressure Transducer** to fit Models 89A1 and 90B1. We've included a roll of Teflon Tape for your convenience when installing the transducer. (RPI Part #SST046)

It never fails. You are out of stock on the one o-ring you need to finish the scheduled Preventive Maintenance on the System 1. You thought you had everything to complete the job but your stash of o-rings is just that, a stash. A bunch of opened bags stashed in a drawer, which makes it very difficult to keep on top of inventory.

But, RPI to the rescue! Now available – all the o-rings to fit the System 1 in one convenient storage case. It's the **RPI O-Ring Kit** designed exclusively to house all of the o-rings needed, plus a 2oz. tube of o-ring lubricant, as well as o-ring tools all in one place. What's more, the kit includes a lid card that details what's in each of the storage compartments to help you keep track of inventory for each part – ahh, no more guessing if you have the part or not! (RPI Part #SSK050)

By the way, the storage case mentioned here is also sold separately. It includes (10) adjustable dividers to create endless compartment configurations. (RPI Part #RPC616)

For details about these parts, plus the **Membrane Panel** that's also available now to fit Models 89A1, 90A1, 90A2 and 90B1, please see page 4.

General Processing Tray RPI Part #SST031

The Diamond Knurl is Back With A Change ... Everyone is Happy with the Results

What's old is new and what's new is old. No it's not a riddle but it has been confusing from time to time. If you are one of RPI's seasoned customers you might be able to tag along on this trip back to the 1980s when we first started developing parts to fit Amsco bulk sterilizers.

The two parts highlighted in this article are the 3/8" and 3/4" Valve Stem Assemblies (RPI Part #'s AMA041 and AMA055) that mount inside the bonnet and syphon.

The original OEM and RPI stems were not knurled and did not always

remain attached to the bonnet. They would slide out causing problems.

In an attempt to improve the original design, RPI added a **COARSE** pitch diamond knurl to insure the stem stayed pressed into the bonnet. However, customers told us that it was too hard to install. So we removed the course knurl, but once again customers complained about the loose fit and the problems it presented.

That brings us to the present. We have once again returned to the knurled stem, but with a **MEDIUM** pitch diamond pattern which doesn't expand A diamond pitched knurl has been added back. This time it's a medium-sized pitch ... making the stems easier to install and keeping them in place. This change has been made to both the 3/8" and 3/4" stems (RPI Part #'s AMA041 and AMA055).

RPI Part #SSK050

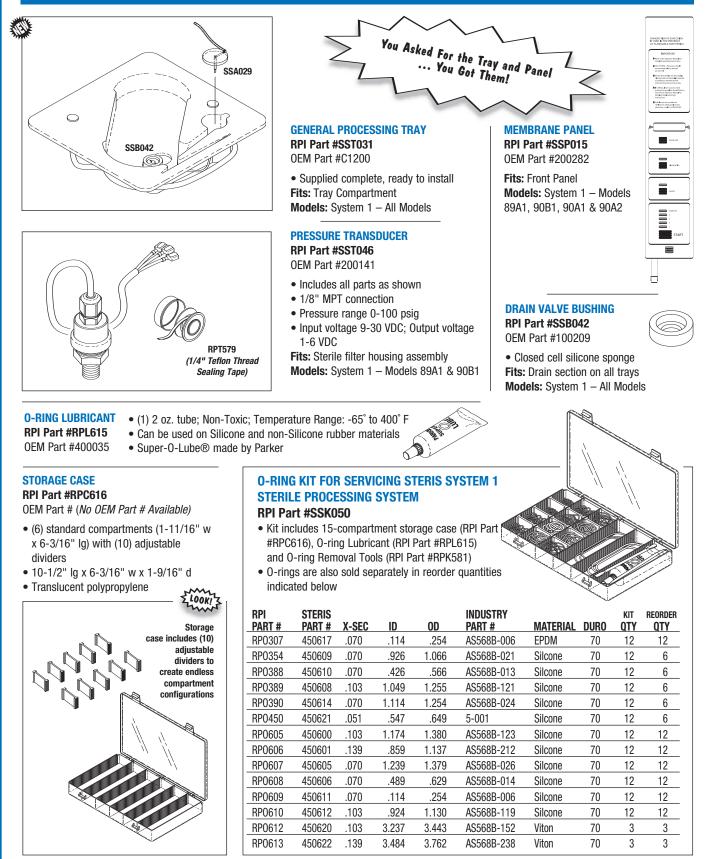
the diameter of the stem quite as much as the course pitch. So far it's working just fine and everyone is happy with the results. They're in stock and ready to ship.

Just one other thing to note regarding these two stems. The OEM Part #'s listed in the catalog are incorrect. Please note the correct #'s.

- RPI Part #AMA041:
 Correct 0EM Part #P028267-091
- RPI Part #AMA055: Correct OEM Part #P028265-091

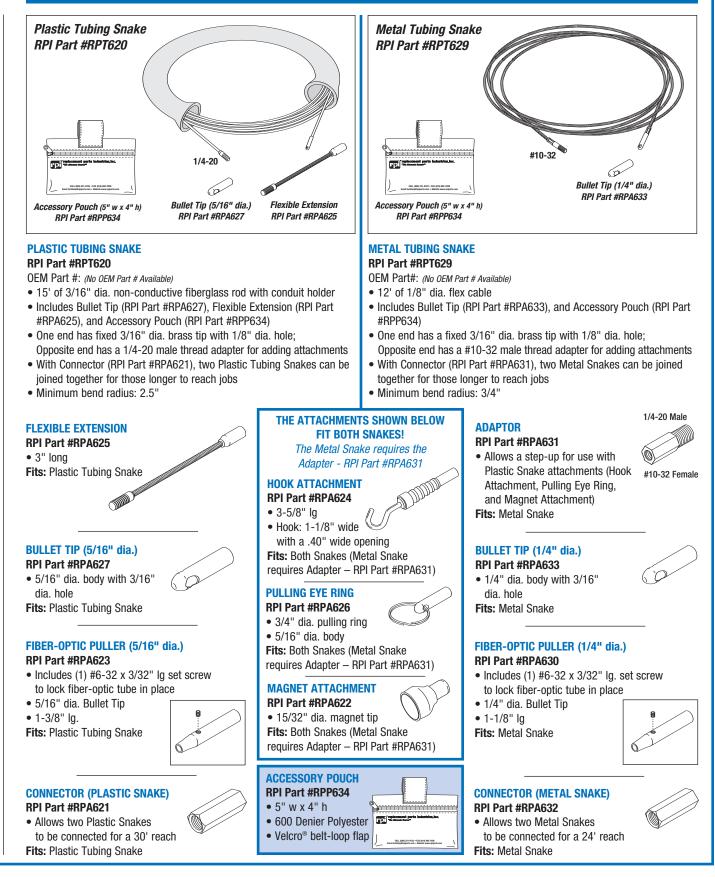


NEW PARTS TO FIT STERIS® SYSTEM 1®





PLASTIC & METAL TUBING SNAKES!









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

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

WHERE IN THE WORLD ARE SHERRY AND AL?

We could not locate Sherry and Al to get their articles for this newsletter.

Where could they be? If you think you know where Sherry and Al are, please email us and let us know.

Email: ithinkiknow@rpiparts.com

If your guess is chosen as the "best", we'll send you an official RPI insulated cooler bag.

Email your guess before November 30, 2006.

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A *BIG* RPI Welcome To ...

The two newest members of the RPI family!

Welcome to Katie Egbert and Jose Rodriguez.

departments.



Katie wears two hats at RPI being the assistant to both the Purchasing and Customer Service

And Jose joins the Warehouse staff with Brian, Maria, Lisa, Budd, and Gene.

SCK008 THE COMPLETE SOLENOID VALVE IS NO LONGER AVAILABLE, BUT THERE ARE OTHER OPTIONS!

Until recently, RPI was able to offer three options when working on a faulty solenoid valve in the SciCan StatIm 2000 cassette sterilizer: 1) replace the plunger, spring, shim, and o-ring using our repair kit (RPI Part #SCK003); 2) replace the coil (RPI Part #SCC005); or, 3) replace the complete valve assembly (RPI Part #SCK008). Unfortunately, our source for the complete solenoid valve is no longer available, so we need to discontinue offering the SCK008.

Do not fret! Most repairs involve either the plunger and spring or the coil, and we still have those options available. Judging by past sales, those are your preferred options anyway, as they are much less costly than replacing the complete valve, and take about the same time.

We will continue to search for other sources for the complete valve, and will inform you as soon as we are successful. In the meantime, please excuse any inconvenience. As always, please contact our Technical Support Department with any questions on these valves and valve repair kits.



The Sterile Water Filter that fits the Steris System 1 Has Returned!

The filter membrane is now made from a form of nylon so that it performs better than ever.

By Phil Goldstein, RPI Product Development

After much work and experimentation, we are happy to announce that we finally have a new and improved Sterile Water Filter (RPI Part #SSF012).



The Trouble with Timers

By Mark Micucci, RPI Product Development

Even with all the testing of incoming inventory, now and then, RPI has customers requesting a replacement of the new RPI timer they just installed. Usually the problem is that the timer stops counting down.

One point to remember with mechanical timers is that when they are brand new, the

Our customers are telling us that there is little to no need for ventilator parts to fit the older <u>Bear models 1 &</u> 2, and <u>Puritan Bennett models MA-1</u>, 2 & 2+2. So, we will no longer offer these parts as of December 31, 2006. The filter fits the Steris System 1, and as you know, it is designed to filter liquids and keep air from passing through it.

However, the System 1 does use air during the Diagnostic Test to test the integrity of the filter within the system. We found that during the test, our filters would perform intermittently depending on the temperment of the machine – sometimes the filters would pass the test without failure, and then sometimes they wouldn't. This was

> unacceptable to us. So we went back to the drawing board.

> > Our solution was to change the membrane material to a form

of nylon. The result – our filters are back in stock, better than ever, and ready to be shipped. Thank you for your patience.

clock spring is very stiff and tight. Rotating the timer knob back and forth a couple of times through the complete range of travel will loosen the clock spring and make sure the timer's gears are properly meshed.

Another point to remember is that with most mechanical timers you need to turn the knob well past the desired time and then bring the knob back to the desired time to set them properly.

It's a different story with electrical timers. You need to make sure that the connections to the timer motor are properly connected and firm.

The thing to remember about both types of timers is that when mounting them to the frame (either using the two mountings screws or the shaft bushing mounting nut, depending on the type of mounting your timer has) do not over tighten them. Over tightening the mountings will cause the timers to bind up and stop counting down.





(Continued from page 2)

Advertisers at the time include many familiar names, some survivors, and many acquisition targets. Survivors, I am happy to say, are plentiful. They include Paragon Service, Fluke, BMES, BC Group, Atlas Specialty Lighting, Masterplan, and Advantage Medical Cables. The acquisition targets are virtually endless, and include Dale Technology Corp., Serviscope, and SpaceLabs. No advertisers had yet listed their websites, as the internet was really just coming into prominence that year.

In the dental equipment industry, it is much of the same. Acquisitions continue to occur, some businesses feel threatened, and others see opportunity. About eight years ago, John Spencer and DCI International purchased Pelton & Crane and Marus Dental. While DCI was a thriving business, and Marus was not really achieving its potential, Pelton & Crane was struggling from years of neglect and mismanagement. Through a tremendous amount of effort. John and his team revived Pelton into a growing business, putting it back into the realm its great name deserved.

And, as with the medical industry, Danaher Corporation last year acquired Pelton, Marus, and DCI Equipment, to add to its growing portfolio of dental equipment companies that already included Kavo and Gendex. Danaher is starting to resemble that behemoth of the medical industry, GE. Meanwhile, the other two large players, Henry Schein, Inc. and Patterson Dental continue to grow, acquiring small to mid-size players in their market like Island Dental and Accu-Bite.

There is another old saying that says "those that do not learn from history are doomed to repeat it." So, what can be learned from the history of the medical and dental equipment service industries? First, don't panic! These are dynamic industries full of opportunities, and when the GE's of the world make significant acquisitions and sign big contracts, seemingly locking up the market, opportunities pop up for the smaller business in areas where the big guys need help (through subcontracts) or where they simply are not interested or they themselves do not see the opportunity.

Second, the more things change, the more they really do stay the same. While the healthcare industry and many of its segments are dynamic, the industry is indeed gigantic, and sometimes very resistant to fundamental change. Many of the same issues contemplated in 1996 still exist today. The struggle for respect by biomeds. The struggle for respect by the used equipment industry. The convergence of information systems and healthcare systems. FDA regulations and JCAHO certification. The overall cost of healthcare and the squeeze on equipment costs, service, and parts. Acquisitions, mergers, and alliances. Lions and tigers and bears, oh my! The nuances of some of these issues have changed, but they will never entirely go away.

So, sit back and enjoy the ride. Or, more realistically, grab onto something, because this roller coaster ride is not going to stop. It will be fun to look back to 2006 in another 10 years to see what has transpired in these great industries of ours.

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