

RPI Celebrates 35th Anniversary

In the early 70's when everyone else was "chilling out", playing Pong, watching "The Brady Bunch", listening to the news reports about a burglary at the Watergate Hotel, following the Miami Dolphins go undefeated to the Super Bowl, and reading a newly released book titled, "The Joy of Sex", four people in Los Angeles, California, were mailing their first catalog of 19 replacement parts that fit autoclaves. Here's how it all began.

The first twenty-five years of the company with Al and Sherry.

Sherry and I had always wanted to start our own business (I guess we are a little masochistic). My being an engineer in the defense industry limited our exposure to opportunities, but we tried anyway. Our first attempt was in 1962, but it took until 1972 to make it happen. Our efforts took us into making primary magnesium from the ocean to building recreational vehicles. In 1971 we teamed up with Sherry's brother, Sheldon Hirsch, who worked with me at Litton, to try to make something happen together. We were in a wine club then with Norm Frank who had (and still has) a business making parts for repairing butcher saws and other meat handling equipment. We decided to talk with him about his business.



In the early years, Al and Sherry "strategizing".

Norm's business had some interesting and unique features. Parts were of a quality level equal to or better than the OEMs. His customer service was definitively better; orders were shipped on the same day they were received, parts were warrantied to the customer's satisfaction, and pricing was at or below dealer net for dealers and non-dealers alike. These features were all so good we were sure they

could be applied in another industry. Then in 1971, during Thanksgiving weekend, we discovered that next to Norm's business were two men in business repairing medical equipment. Norm, Sheldon and I went in to ask them if they were having any trouble getting parts. They let us go about three hours later. The company: Medi-Call.

and bellows to fit some Pelton & Crane, American Sterilizer and Ritter/Castle auto claves. Over the next three months we found out how to reverse engineer and manufacture those 19 parts. And so we did it. On February 29, 1972 we incorporated, and put our combined monies into this start-up we called Replacement Parts Industries, Inc., or RPI as it has become known.

It took until November to get our 19 parts designed and manufactured, acquire facilities and equipment,



The RPI Family, 2007: Left to right - Back row: Budd, Ray, Mark, Katie, Randy, Jim and Ira. Third row: Neil, Linda, Tina, Lara, Lisa and Joan. Second row: Blanca, Cathy, Lolita, Kathleen, Dora, Maria and Jose. Front row (sitting): Brian, Sherry, Al and Phil.

The men were Cliff Hudson and Brian Statter. And after 35 years, they are still great customers. They told us that all of the features of Norm's business were lacking in the biomedical field, and getting parts on time was one of the toughest problems.

Well, that visit was it. In 1971, Brian and Cliff helped to define 19 parts for us to start with: heaters, door gaskets,

design a logo, develop our own mailing list, and get a catalog designed and in the mail. The mailing list was developed over a period of some four months with Sherry leading the work of going through every set of yellow pages in the L.A. public library.

The few hundred square feet next to



FROM THE DESK OF THE PRESIDENT

Ira Lapidès
CEO & President
Replacement Parts Industries, Inc.

You may recall that in our Fall 2006 newsletter, Sherry and Al's columns did not appear for the first time since the *The Alternate Source* made its debut eighteen years ago. The reason – they were out of town once again, unable to complete their articles in time for our printing deadline. We simply could not wait!

So we ran a contest, “Where in the World are Sherry and Al?”, asking you all for suggestions and ideas as to where they might be. Many thanks to all who entered the contest. All of the entries were quite entertaining and enlightening. There was a tie and the winners, as voted on by the staff at RPI, are Tony Vigil of DESCO in Cameron Park, California, and, Tina Hanson of Barnard & Associates in Seal Beach, California. Both winners will receive an official RPI insulated cooler bag for their most creative entries. You can read a sampling of the entries, as well as the winners’ entries on page 5.

Jean Wood of Biomedical Solutions, Inc. in Little Rock, Arkansas, had a great guess as to where in the world Sherry and Al “would like to be most”. However, coming closest to being right on target was Bob Simpson of Henry Schein, Inc.’s ProRepair Division, when he suggested they were fishing in Canada. I think Bob had some inside information, as my folks went salmon fishing in Canada in 2003 and 2004, and then my father and I did the same in August of 2006.

This raises an interesting point for all of us to consider – retirement, and what to make of it. We will all face it someday, but the question is what we do with our lives at that point. I think the key is to remain active and involved in whatever pursuits and organizations peak your interest. Active meaning both physically so you stay in good health, and mentally so you remain sharp.

Just like your working life, where hopefully you are doing something that is meaningful to you, the same needs to be continued in retirement. We will need time to continue to pursue our passions in retirement to maintain our vitality. This could mean increased time volunteering at your church or other local charitable organization, continuing to repair equipment for medical missions or other similar organizations, and pursuing your passions, be they family, friends, or other activities like travel, golf and fishing.

My parents have worked very hard their entire life and are fortunate to have the resources to travel more than others might, and it’s entertaining (if not infuriating) to try to keep track of them, but they set a fine example, volunteering with a number of different charitable and educational institutions, traveling where their interests lie, and occasionally spending time at the office or with their children and grandchildren. Their level of activity is sometimes staggering, and I hope we all can do the same a their age, but if not, we must at least try. It’s a worthy goal. And to answer the question, “Where are Sherry and Al?”, when we were writing the newsletter last fall, I had no clue, and your guess was as good as mine.

THE RPI FAMILY

Hello! I am a Technical Support and Product Development Engineer here at RPI. My name is Mark Micucci.

Born a military brat, I have lived all over. We finally found ourselves in Torrance, California in the late 60’s, where I was the first person in my family to go to high school in the same place for all four years. I played sports and kept my grades good enough so that I could keep playing sports and avoid getting grounded every weekend.



Mark Micucci
Product Development

After graduation, I joined the US Navy and was trained as an Electrician’s Mate. I attended boot camp in San Diego, then served on Minesweepers, PBR’s, the hospital ship *USS Repose* and finally the destroyer *USS Edson*. It was while on the *Repose* that I received my first training on medical and dental equipment. Upon my discharge, I went into the office machine service field, finally working for Canon, USA. There I met my beautiful wife, Lisa. I burned out on copiers and the whole corporate world so I decided to return to the medical and dental repair business.

I was the Service Manager for Fitzpatrick Dental here in California, when an illness forced me to take almost a year off. After getting the OK to go back to work, I contacted RPI and the rest as they say “is history”.

I have been married to Lisa for 25 years. I have three grown children – two sons, Kevin and Sean, and a daughter Bonnie who gave me my grandson Ryan. My hobbies are reading, building models, playing around with the computer and when Lisa and I get the chance, fishing up in June Lake, California. I really enjoy working for RPI, especially when I can help our customers solve repair problems. You can contact me at mark@rpiparts.com.

First Ever Clear Filter Housing to fit A-dec Dental Delivery Units

By Jim Wisniewski, Manager, RPI Product Development

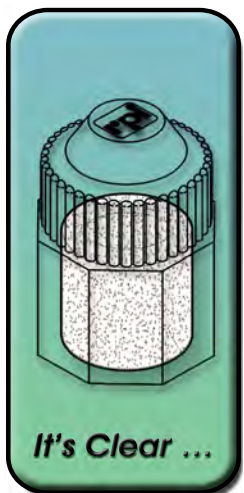
In the late 80's when I started working in the field repair service for dental equipment, it was all about getting the doctor and his staff back up and running after equipment failure.

Then after about six months or so, I started looking around, and asking myself – what were some of the things I could do that would help prevent equipment failure? Remember, Preventative Maintenance wasn't even talked about back then, so I was really on my own.

In any case, the first thing that came to mind was the Junction Box (J-box). Some of the problems I encountered included air and water leaks, improperly regulated air and water, and most important, a dirty filter.

Detecting and Replacing a Dirty Filter. The problem with a dirty filter is that it is so difficult to inspect the filter to determine if it is dirty because it is hidden under the brass housing unit. You have to actually remove the housing before you could inspect the filter!

Hardly quick and not so easy! Replacing the filter is one thing, then if the housing seal (o-ring) was in bad condition, you usually have a hard time resealing the housing, even with a new seal. The entire task is difficult, thus discouraging you from even checking up on the filter in the first place.



so you can see when the filter inside needs replacement!

Well, now it's RPI to the rescue! We developed the first common J-box *clear* filter housing and filter housing kit. The **Clear Filter Housing Kit (RPI Part #ADK201)** includes the housing, filter and the o-ring. One look through the *clear* plastic housing unit and you'll know when to replace the filter.

Now you will be able to monitor the air compressor's filtering system with one look at the air filter and determine if an oil residue is visible on the filter. If so then it's time to PM the air compressor! It's a great service to the doctor's expensive equipment and to their practice.

Now You Can See Air Entering a Filter Housing. Here's another old problem that has

haunted many of us! How easily can you determine how and where air is getting into the water line? Well, if you're in an office that has more than one A-dec type delivery unit, simply install the new RPI **Clear Filter Housing Kit (RPI Part #ADK201)** and you will be able to see if air is entering that filter housing or not! Life just got easier!



Prevent Dangerous "Suck Back" In Dental Delivery Units

By Mark Micucci, RPI Product Development

You might ask yourself, what is an anti-siphon valve or anti-retraction valve and why the need for one? Anti-siphon or anti-retraction is a process that prevents liquids from flowing back into a system or what is called "suck back".

Several years ago, a well-known California dentist died from *Legionella Pneumophilia* which was traced to the water coming from the dental instrument water lines in his office. A fatal case of endocarditis was recently traced to contamination of dental water lines encountered during a simple teeth cleaning operation.

In dental offices, researchers found that incoming tap water could explain only part of the source organisms that could lead to high bacterial contamination. An important part of the problem was shown to be the failure of manufacturers to install anti-retraction valves on dental hand pieces, thus permitting the "suck back" of patient blood, saliva and detritus into the dental water and air supply lines.

Cross contamination between consecutive dental patients then becomes possible where pathogenic materials which grew and multiplied in the biofilm in the water delivery lines were then delivered into the mouth of the next patients.

The dental industry responded to these studies and research by installing anti-siphon or anti-retraction valves and other check valves and filters long before the government issued new regulations. New cleaning agents and procedures were developed, taught and enforced within the industry. Water delivery lines and supplies are cleaned for every patient – this is evident in the personal use water bottles attached to most dental delivery units or chairs.

To sum up, an anti-siphon valve is a device to control or prevent fluid flow in a reverse direction to protect your health.



Upgrade metering valve style units to anti-siphon valve with RPI Kit (Part #PCK775).

RPI offers an Anti-Siphon Valve to fit Pelton & Crane Spirit® AC Units. RPI now offers an Anti-siphon Valve (RPI Part #PCK775) to fit the Pelton & Crane Spirit AC (Serial #4839 and below). The valve comes in a kit that can be used to upgrade from metering valve style **or** as a replacement for units already upgraded to anti-siphon valve style. Also included is a new plumbing schematic sticker to place on the machine for future service reference.



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

2007 is a big year for Sherry and Al Lapides. Several months ago we celebrated our 50th wedding anniversary, and this year marks the 35th anniversary of our starting RPI.

In the 50 years since we were married we have seen a lot of changes in the world around us. Man has landed on the moon. The World Wide Web came into existence. Cell phones and computers are everywhere. We have witnessed the civil rights movement, the assassination of a President, wars in the Middle East, spiraling gasoline and energy prices. When we bought our first house in 1957 we had a swamp cooler and had to pay extra for a dishwasher. Now all new houses come with dishwashers and air conditioning. And we have seen the growth of television, especially cable.

We were able to help both sets of our parents celebrate their golden wedding anniversaries. We survived the births of three children, raising them and sending them to college, seeing the three of them married and raising their own families and the wedding of our oldest grandson.

Our marriage survived a kitchen remodeling project, two major earthquakes and two serious auto accidents. And we have been fortunate enough to have traveled to some wondrous and exciting parts of the world.

When RPI was started in 1972 we were located near downtown Los Angeles. As a result of the gas crunch of 1974 we moved the business closer to home. In terms of space, RPI has grown from around 500 square feet to about 15,000 square feet and from two part time employees to our present 25 full timers.

We've seen other changes here at RPI, too. One of the biggest has to have been buying our computer system. No more typing of invoices with carbon paper, no more handwriting customer records and no more adding and subtracting on inventory cards. And the first fax machine was a marvel.

The earthquake of 1994 really shook things up in more ways than one. I can remember going to the plant that morning and seeing the chaos there with broken water pipes, overturned furniture and no phones. It was then that I learned it is possible to

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

FROM THE OLD CURMUDGEON

After thirty five years (thirty six including startup) I find that the health care industry, especially the service part of that industry, is more exciting than ever. By exciting, I mean that it is extremely complex, as evidenced by all the stress we've gone through over those years to level the playing field, joining with OEMs to keep the FDA from unnecessarily regulating service, and contending with politically driven decisions on the service industry. While little of this is seen by the general public, their opinions on health care delivery do affect us.

Recently we have seen reports claiming that an unacceptable amount of deaths in hospitals are due to medical error. Assuming that data hasn't changed too much over the last few years, deaths or serious impairment due to medical improperly functioning medical devices is below 1% of the total. You're doing a great job out there. We're very proud to support you.

Unfortunately, public kudos to you from the healthcare industry and patients are few and far between. This is understandable because "out of sight is out of mind". And besides, the norm is the excellent work you do. Here's an example of public perception of the health care industry. In March, I attended a conference of the Governance Institute. This is an organization supported by the management side of the hospitals. They study such things as how the public views hospitals. Over 50% of people in a survey determined the quality of a hospital by how high on the building (and how high the building was) the name of the hospital was placed. 79% of the people surveyed considered all community hospitals as for profit. Only religious named hospitals were identified as not-for-profit.

We at RPI, give all of you credit for the wonderful job you do. We will be here serving you for at least another 35 years.

Where in the World Are Sherry & Al?

Below are some of the responses that we received last Fall in response to our contest, "Where in the World Are Sherry & Al". Thank you for your entries and a big congratulations to our winners!

"I think Sherry and Al are on a fantastic vacation in Central America, leaving Ira to run the show."

Jean Wood

"Fishing in Canada."

Bob Simpson

"Recent video footage has been released showing Al Lapidés ... and his wife, Sherry Lapidés at an undisclosed Caribbean island. It seems as if Al and Sherry have joined a hedonistic group of sun worshippers. Their days are spent frolicking on the beach and over-indulging themselves. Their nights are being spent dancing to the tribal beat of this hedonistic group. Unfortunately, the numerous days spent in the sun have left them extremely sunburnt in areas that prohibit them from sitting. Of course, this has embarrassed Ira so much, he has changed the locks on the doors at the ... headquarters of RPI. They can now be occasionally spotted on freeway off-ramps holding "Will Work For Food" signs Please put them to work...ASAP!"

Tony Vigil - WINNER!



"Sherry and Al are true adventurers! They have applied and have been accepted into the Space Shuttle program. They are away at training camp learning to eat freeze-dry food and how to keep it down while being in the state of weightlessness. Their first flight is scheduled for the first part of next year. What fun. You go guys."

Tina Hanson - WINNER!



The Lighter Side of Technical Support

By Mark Micucci, RPI Product Development

There is a feeling of satisfaction helping our customers with their technical problems, and there are times when you just have to lean back and have a good laugh at what just happened.

Case in point, one customer called and wanted parts for their pressure machine – a pants pressing machine. Another wanted parts for what turned out to be an espresso machine – they kept telling me it was a steam generator, which it was, but just not the type that RPI carries parts for.

Another case for the chuckles is when a customer calls up and says the part that was sent to them was defective. Upon further questioning, the part number they give us is nowhere near an RPI part number. After a few more moments of talking with them, you can almost see the light bulb that pops up over their heads when they suddenly realize that they are talking to the wrong company. Most of the time, they say sorry but now and then, some will just be so embarrassed they just hang up.

Faxes or E-mails are always interesting. For example, one person wrote: "plz

send me technical information on "Hot air sterilizer" with internal diagram. It would have been nice if you could give me a hint on make or model. Off goes a return e-mail asking for clarification.

Several have arrived from overseas with the most beautiful scripted writing, but sorry to say I do not read Chinese, Japanese or Korean. I know which one is which, but that's as far as I can take it.

I once received a fax where half of the letter was blurred; luckily the sending fax number was posted on the top of the letter. I sent a fax to them explaining that half of their fax had arrived blurred and could they please resend it. They did, but this time the other side of the letter was blurred, so I ended up, cutting the letters in half and matching up the good sides to understand what the customer was requesting.

Machine identification is always fun when the customer cannot or does not know the model or cannot find the serial number plate. What usually happens is we try to describe the various models until we hit on the right one. The conversation goes something like this:

What make? – OK, Pelton and Crane. – Do you have a big silver door or a plastic cover over the door? – OK, big silver door. – Is the cover silver in color, painted metal, or plastic? – OK, silver cover. – How many screws are holding the cover to the side of machine? – OK, three it is. You have a Pelton and Crane OCM and the part you need is the PCG014.

All in all, customer technical support is an enjoyable and fulfilling way to help our customers but now and then you just have to laugh!

8 to 4 No More

(Continued from page 4)

sweep up water with a broom and dustpan. I am still grateful to the many customers who contacted us to offer their help at that time. We were only out of commission for a day or two, until water, power and phones were back on.

We have had many wonderful people working with us over the years. They really are the heart and soul of this company and their loyalty is amazing. After

our accident in 2001, during Al's recovery period, it was reassuring to know the company was in such good hands.

One of the biggest changes at RPI took place when Ira joined us twelve years ago. He brought new vision, energy and experience to the company and it has thrived under his leadership.

And that brings me to the real reason for writing this column. I would like to thank you, our customers and friends,

for making so much of this possible. Many of you have been with us since our first flyer was mailed in October of 1972. More came along each year.

We have done our best to help you by supplying the best possible parts with the best possible prices and service. We hope we have made your jobs a little easier. We have tried. We thank you all for staying the course with us and look forward to working with you for many years to come (if Ira will let us).

35 YEARS WITH RPI AND AROUND THE WORLD



"On February 29, 1972 we incorporated, and put our combined monies into this start-up we called Replacement Parts Industries, Inc. On November 17, 1972, we made our first sale from the RPI catalog."
— Al Lapides, RPI



United States celebrates its Bicentennial (1976)

IBM-PC computer introduced (1981)

Wayne Gretzky of the Edmonton Oilers scores his 77th goal of the National Hockey League season, breaking the previous record of 76 (1982)

"Physical" by Olivia Newton John - Best selling Single of the Year (1982)

Compact discs are first released (1983)

"Post-It® Notes" are introduced by the 3-M company; Cost of a gallon of regular gas: \$1.25 (1980)

Star Wars is first released in movie theaters (1977)



Record of the Year: "Hotel California," by the Eagles; Gary Player wins his 3rd Master's Tournament (1978)

Mother Theresa wins Nobel Prize; Margaret Thatcher becomes Prime Minister of England (1979)

The Goodyear blimp makes its first flight (1972)

The Sears Tower in Chicago is completed, becoming the world's tallest building (1973)



RPI Celebrates 35th Year Anniversary

(Continued from front page)

Norm's business became available when Medi-Call moved into larger quarters. Norman found a desk gratis from a friend. Sheldon and I went to Litton surplus facilities warehouse and bought an adding machine for \$10, a steel desk for \$15 and a bookcase with pencil sharpener mounted for \$5. We decided that Sherry would manage the "office" at first. A two-line phone with an extension was brought into Norm's business so the phones would be covered when Sherry wasn't around. We were "in business"!

Our first catalog was titled, "Medical Autoclave Replacement Parts Catalog". On November 17, 1972, we made our first sale from the catalog and the customer was Doctor's Equipment Repair in Northridge, California, about two miles from our home. This was a very exciting moment. Sherry pulled and packaged the order. I left my desk at Litton and drove to the RPI plant which at that time was in the center of Los Angeles, and then I hand-delivered the order to their serviceman, Andy

Vail. Needless to say, he was so impressed with our service and parts that he became another guiding source. Andy taught a course in biomedical technology in which we immediately enrolled. After all, we had a lot to learn, such as the fact that dentists use the same autoclaves as physicians. So we put together our second catalog titled, "Medical & Dental Autoclave Repair Parts" and added dental equipment repair companies to our mailing list.

Starting a company is always difficult. We lessened the risk by staying in our own jobs so that we did not depend on RPI for our livelihood. Sherry was our first and only employee. I was the managing partner from the start, and worked with Sherry by phone, after hours, weekends, and endless pillowtalk (thank goodness we already had our three children).

Over time, our children, Larry, Ira and Robbie, "volunteered" to work for RPI by folding and stuffing mailers, and putting on the stamps. I think we paid them 1¢ per envelope. We stopped playing the radio in the car because it interfered with our planning for our

next mailing or product. What made it great was that we were having fun!

I engineered some new parts, and we got out new catalogs almost every year. It was a nice business through the 70's, but we still did not know where it was going. We woke up one day in late 1980 to realize that the business was very real and needed more nurturing.

In 1981, we hired our first outside employee, Phil Goldstein. His job was to put product development into high gear with the addition of new parts to meet our customers' needs.

By 1983 we were able to hire a third person. Over the years we increased our staff, and are proud to say that many of them are still part of the RPI family. Then in 1994, RPI introduced Planned Maintenance (PM) Month to the healthcare service industry, and since then it is celebrated by our customers every June with a free RPI PM poster.

Back to the Future with Ira

In May, 1995, Ira left his position at FHP (HMO) to join us as Vice

1987

1992

"If you want to increase your success rate, double your failure rate." - Tom Watson, winner of U.S. Open and British Open (1982)



TV show "M*A*S*H" ends after 11 years; Federal Holiday "Martin Luther King Day" is founded in honor of American Civil Rights activist (1983)

Richard Petty wins his 200th career NASCAR victory at the Firecracker 400 in Daytona, Florida (1984)



Pac-Man is introduced in the United States and sparks a huge craze (1981)

Coca-Cola changes formula to "new" Coke - an immediate failure, and was replaced by "Classic Coke" (1985)



Nuclear accident at Chernobyl, Russia; Hole is detected in O-zone layer (1986)

RPI begins publishing "The Alternate Source" newsletter (1989)



Hubble Space Telescope is put in orbit; An SR-71 sets a U.S. transcontinental speed record of 1 hour 8 minutes 17 seconds (1990)

European Union created; Holocaust Memorial Museum is dedicated (1993)

RPI introduces Planned Maintenance (PM) Month to the healthcare service industry. Since then it is celebrated in June with a free RPI PM poster to all customers (1994)



RPI's First Customers

- Medi-Call - Orange, CA
- Lab-Marc, Inc. - Spokane, WA
- Louisiana Lab Repair - Kenner, LA
- Patterson Dental Company - Jackson, MS
- Patterson Dental Company - Louisville, KY
- Doctors Equipment Service - Kansas City, MO
- Medical Equipment International - Tuscon, AZ



RPI launches website, www.rpi-parts.com - working very hard to make sure that it was informative and easy to use (1996)

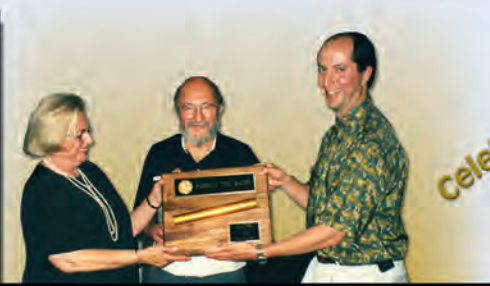
Dolly, a Finnish Dorset ewe, was the first mammal to have been successfully cloned from an adult somatic cell (1996)



World population is 6 billion people

Hijacked United States airplane lands in an empty field in Pennsylvania (2001)

A new insect order, Mantophasmatodea, is discovered (2002)



"The year 1999 was an exciting year because on May 1 of that year, I handed over the "baton" to Sherry, making him RPI's new President and Executive Officer." - Al Lapide

President (no, he didn't have to lick stamps anymore). Our succession plan was being implemented to assure our customers that RPI would continue as the quality company they have come to trust.

It was under Ira's leadership that the company introduced the RPI website, pursued ISO 9001 certification status, significantly increased the number of new models of equipment that RPI offers parts to fit, and began a new trend with developing one-of-kind parts and value added kits - definitely a far cry from licking stamps for catalog mailings back in the beginning.

In the early 90's, when communication took a giant leap forward with the advent of the world wide web, so went RPI. By 1996, we had launched our own website, www.rpiparts.com. In fact, RPI was the first company in the healthcare parts industry to have a website.

The year 1999 was an exciting time because on May 1 of that year, Sherry and I handed over the "baton" to Ira, and we went into semi-retirement. Ira became RPI's President and Chief Executive Officer.

In 2000, we were pleased to announce that the company had earned its ISO 9001 certification. RPI always has been a leader in replacement parts for healthcare equipment, and while we have consistently produced high quality parts and established excellent systems, ISO prompts us to do even better. The ISO 9001 certificate is a nice badge to advertise to our customers and prospective customers, but the proof will always be our parts and customer service. We believe that ISO will help RPI maintain the level of excellence required in today's marketplace.

In 2001, we concentrated on developing parts that are "end-user" friendly. For example, RPI's condenser waste bottle kit that fits a table top sterilizer was introduced. Its unique RPI design includes a "quick disconnect" that allows the bottle to detach from the unit with just a simple snap, thus preventing spillage and making it an easy task for the end-user to dispose of the liquid.

In 2002, we introduced the RPI Field Service Smart® Kit for servicing and repairing cassette autoclaves - the first exclusive, value added kit from RPI.

Following that kit, came the Calibration Kit for servicing ultraclaves, and later the specialty O-ring Kit for servicing endoscope washers. These are kits that RPI customers appreciate, and are demanding more of in the future because they offer just about everything needed for servicing specific aspects of equipment in one convenient kit.

The year 2004 gave us a brand new product that would help hospitals conserve water and keep costs down. We were now offering a tempering and water saving device designed to retro-fit most bulk sterilizers. It's called the Water-Mizer™, and can save more than 50 gallons of water per hour, resulting in a significant cost savings for the hospital.

In 2005, we again went into action in response to our customers. This time our customers demanded more parts to fit infant warmers/incubators. We responded with replacement parts as well as skin temperature probes.

That same year, we revamped the entire General Shop Aids section of the catalog. New tools were added - some off the shelf, and some custom designed for our

Millennium 2000



"In 2000, RPI received its ISO 9001 certification. It's a nice badge to advertise to our customers and prospective customers, but the proof will always be our parts and customer service."
 — Ira Lapides, RPI

The New York Yankees beat the Mets for their 26th World Series title. (2000)

Mike Krzyzewski from Duke University is recipient of Wooden Award (2000)



"It isn't what you do, but how you do it."
 — John Wooden



"In the last few years, RPI has really stepped up the pace in our product development plans. We have introduced many new parts that our customers have been requesting, as well as created unique parts and value added kits that save our customers time and money."
 — Ira Lapides, RPI



Water-MIZER® from RPI saves water and money.



The last old-style Volkswagen Beetle rolls off its production line in Puebla, Mexico (2003)

Tsunami hits southern Asia; Ken Jennings' 75-game reign as Jeopardy! champion ends — winning more than \$2.5 million (2004)



Hurricane Katrina hits Gulf Coast of United States; International Astronomical Union decides that Pluto is not a planet (2005)

Dow Jones Industrial Average hits over 13,000 for the first time in history (2007)



customers' use such as the Metal and Plastic Tubing Snakes. These snakes easily push and pull wire, cable, tubing, and fiber optic bundles behind walls, above ceilings, inside operatives, through crawl spaces, and under floors. We really listen to our customers. Their input is very important to us, and we take it seriously!

With respect to the design and development of parts, RPI has expanded its goal of manufacturing parts that meet or exceed the OEM's performance. Today, RPI also focuses on developing one-of-kind parts such as a **clear** filter housing vs. the OEM's brass-nickel plated housing that fits dental delivery systems.

We pride ourselves on offering parts that our customers demand — including parts that fit both new and older equipment. We still offer parts for some equipment that was first introduced more than 30 years ago. As our customers tell us, "Some of the older machines are true work-horses and are better than the newer ones, so we need those parts to keep them running". On the flip side, our customers also expect

us to have parts that fit newer models. That's where Ira really set a milestone for the company.

Since Ira has taken charge of RPI, the company has launched more than 20 new lines of parts. It's incredible how we cater to the needs of the industry. Our secret is two-fold — listening to our customers on a regular basis and incorporating their feedback into our product development plan, and having the best RPI family of employees a company could ever hope to have to make it all happen!

RPI now has 25 employees, and is located in Chatsworth, California in a 15,000 square foot building in which all of our parts are inventoried. And just like back in 1972, parts ordered by 2:00 pm (Pacific Time), Monday through Friday, are shipped the same day, so customers do not have to keep large inventory of parts on site. RPI does it for them, thus saving them time and money.

When we first opened our doors in 1972, quality was our first concern. As a company that manufactures replace-

ment parts for healthcare equipment, it was imperative that our parts were as good or better than the manufacturer's original equipment parts. And that holds true even more so in today's quality conscience marketplace. In fact, throughout our 35 year history, we have always maintained that our parts are guaranteed to our customer's 100% complete satisfaction. We are proud to stand by our parts and our customers appreciate it.

As of this year, RPI boasts of more than 2,400 parts to fit a vast array of equipment including bulk sterilizers, centrifuges, infant warmers/incubators, exam tables/chairs as well as dental laboratory equipment, delivery units, film processors, and lights.

One might say that we have been blessed with our family, this company, our employees, and most of all our loyal customers. Thank you for the best 35 years ever!

Thank You!

For more on the history of RPI and the RPI family, please visit our website, www.rpiparts.com.

WHAT'S NEW

INFANT INCUBATORS & WARMERS

Fits Air Shields • Hill-Rom • Drager

RPI Part #AIF140
MICRO FILTER (4/pkg)
Models: Isolette® C2000 & Versalet® 7700

RPI Part #AIF082
MICRO FILTER (DEW-ETTE®) (4/pkg)
Models: C-86/100/100QT/200/
 200QT/400QT/450QT/500QT/500QT-XL/
 550QT/550QT-XL

RPI Part #AIP141
AIR AUXILIARY PROBE (Group 2)
Models: C-400QT/450QT/500QT/500QT-XL/
 550QT/550QT-XL

Ohmeda

RPI Part #OMF013
AIR FILTER (5/pkg)
Models: All General Care (GC)
 & Infant Care (IC) Incubators

RPI Part #OMF016
MICRO FILTER
Models: Care Plus 1000/2000

RPI Part #OMF014
MICRO FILTER
Models: 190A & Care Plus 3000/4000

RPI Part #OMF015
MICRO FILTER (10/pkg)
Model: Giraffe® Omnibed®

DENTAL DELIVERY UNITS

Fits A-dec

RPI Part #ADK201 *More info about this Kit
 - See page 3!*
FILTER KIT

• The RPI Filter Housing is also sold separately - see below, RPI Part #ADH200
Model: Cascade, Decade, Excellence & Mini-Trol

RPI Part #ADH200 *More info about this Kit
 - See page 3!*
FILTER HOUSING

• The RPI Filter Housing is **clear** so you can see when the filter needs replacement without having to remove the housing
Model: Cascade, Decade, Excellence & Mini-Trol

Kit Upgrades!

RPI Part #ADK153
WHITE VALVE BODY REPAIR KIT

• This kit has been **upgraded** to include the White Valve Body (RPI Part #ADB197)
 • All parts in Kit are also sold separately
Model: Cascade, Decade, Excellence & Mini-Trol

All parts are also sold separately!

RPI Part #ADK173
BLACK VALVE BODY REPAIR KIT

• This kit has been **upgraded** to include the Black Valve Body (RPI Part #ADB198)
 • All parts in Kit are also sold separately
Model: Cascade, Decade, Excellence & Mini-Trol

All parts are also sold separately!

DENTAL DELIVERY UNITS

Fits Pelton & Crane

RPI Part #PCK775 *More info about this Kit
 - See page 3!*
ANTI-SIPHON VALVE KIT

Model: Spirit AC (Serial #4839 and below)

RPI Part #PCG760
PRESSURE GAUGE
Model: Spirit AC

RPI Part #PCV766
VALVE TOGGLE SWITCH
Model: Spirit AC

RPI Part #PCV767
CHECK VALVE
Model: Spirit AC

RPI Part #PCL768
AIR INDICATOR (GREEN)
Model: Spirit AC

RPI Part #PCV765
VALVE STEM
Model: Spirit AC

RPI Part #PCV787
AUTOHOLDER VALVE
Model: Spirit AC

RPI Part #PCC773
MALE QUICK CONNECT (1/16")
Model: Spirit AC

RPI Part #PCG772
FEMALE QUICK CONNECT (1/16")
Model: Spirit AC

Heard About This New Technical Help Source?

By Neil Blagman, RPI Product Development

In our Technical Support pool, we have many different styles of support documentation we use to troubleshoot customers problems.



We rely first and foremost on the original manufactures' service documentation which we constantly update. We also rely on our own experience as ex-service

engineers and the anecdotal reports from our customers about their experiences with the products we support.

Another source of technical information we look at each day is the internet. We search the internet for web sites containing technical information about medical or dental equipment and tips or techniques used to diagnose service problems.

A service we are currently getting good information from is **Biomedtalk-L**. Setup by Mike Kauffman in 1998, **Biomedtalk-L** is a Listserv dedicated to the free discussion of topics relevant to the biomedical technician and clinical engineer. Mike is currently the assistant director of facilities at the Reading Hospital and Medical Center in Reading, PA where he has worked as a

Biomedical Engineer since 1980. As an engineer with more than 25 years experience Mike realized that there was no available way for Biomed to freely communicate their problems or solutions to a wide audience. He developed **Biomedtalk-L** as an open forum to discuss equipment service problems, job opportunities and Joint Commission issues published on a daily basis.

Including over 2750 members in 13 countries, **Biomedtalk-L** is a free service offered to anyone with internet access.

Also available is a searchable archive of all messages handled through the

Continued on back page



MECHANICAL TIMERS GOING. GOING. GONE?

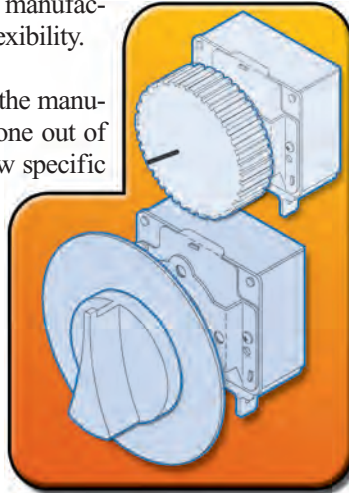
By Neil Blagman, RPI Product Development

Technology is an odd thing. We look for advances in technology to make our lives better and our products more reliable. The mechanical timer is an area where the advancement of technology has left a huge gap as manufacturers have moved away from the original hand made wind up mechanical timers to motor driven gear timers and on to digital electronic timers that are easier to manufacture and offer greater accuracy and programming flexibility.

What has happened to the wind up timer? Some of the manufacturers of wind up timers have consolidated or gone out of business leaving only a few left manufacturing a few specific styles of mechanical timers. Some of the remaining manufacturers have stated that they “can no longer manufacture those products” – translation: “the folks who made those have all retired” or “we have moved resources away from that technology” – translation: “there are not enough folks using those old style timers to justify making them anymore”.

What can we do? RPI has found a wind up mechanical timer that can be modified to replace many of the older mechanical timers which have become obsolete. The most recent timers we have had to reissue are part numbers CAT044 and CAT045. These 360° wind timers have been offered unchanged in our catalog since the late 90's. The new style wind up timer resembles a box with an external bell at the back. The timer can be built in both a center stud mount and a two screw mount configuration. It is rated for high temperatures and has a $\pm 5\%$ accuracy specification. The main limitation we have found with this box style timer is its 310° wind pattern – many of the original mechanical timers we are replacing used 360° wind patterns. To ensure our customers make accurate time settings, we will be sending a new decal with our replacement timer to make sure that the user understands where to set the timer for a specific time interval.

As technologies and manufacturing challenges continue to present themselves, we at RPI will continue to do our best to find quality parts to keep your equipment running.



Heard About This New Technical Help Source?

(Continued from page 9)

Listserv which has a valuable history of problems and the suggested solutions developed over many months or even over many years.

The process involved in signing up as a member of the **Biomedtalk-L** community along with frequently asked questions are published on Mike Kauffman's Biomed page at www.mikekauffman.org. Please remember your comments on **Biomedtalk-L** are within the public domain so be polite and be assured RPI will see your message and we will help whenever we can.

A recent example of how the Biomedtalk-L listserv works for the biomedical community was a post questioning the efficiency of a neonatal radiant warmer (this particular problem is examined in greater depth in the next RPI newsletter – Fall, 2007). Raised by a clinical engineer in Plymouth, MA at 8:10 A.M., by 4:00 P.M. the same day there were 6 separate responses published from Biomedical Engineers across the nation. This willingness to share information and support **Biomedtalk-L** demonstrates the level of commitment members have shown to this Listserv.

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