OCTOBER VOLUME 4

NO. 6

The Leader in Replacement Parts for Healthcare Equipment Since 1972

Introducing RPI's World Wide Website http://www.rpiparts.com

Just when you thought it was safe to enter the web, RPI introduces it's own site. Just imagine. RPI at your fingertips. Life just got a little easier!

When you bring up our home page, you will find several click-on selections including What's New that gives you an update of all of the new parts, Search Our Parts List that allows you to search the RPI catalog for a particular part by the RPI part number, the OEM part num-

ber, the name of the part, or the name of the OEM, **Tech Talk** where you can find information regarding the "how to's" and "what if's" for the equipment you are working on, **Catalog Request** and more.

The RPI web site is still under construction, so please bear with us. It may take a little time to have our complete catalog including the illustrations available for viewing, but it will happen. You can count on it.

Clinical Engineering Departments Can Save Hospitals Money

by Ira Lapides Vice President, Replacement Parts Industries, Inc.

In June, I attended the AAMI Annual Convention in Philadelphia, PA. Once again it proved that there is always much to be learned in this industry. A Monday evening field trip from AAMI to ECRI's fantastic headquarters included a terrific panel discussion moderated by Mike Argentieri, Vice-President of Technical Management, ECRI, and four medical asset and service management experts.

The discussion session with a room full of AAMI attendees quickly turned to the topic of the future of the in-house clinical engineering department. With the rise of large asset management firms like COHR, AMSCO and GE/National M.D., the future of in-house clinical engineering appears uncertain as hospitals learn

the potential of outsourcing services. The question arose "How can Clinical Engineering departments maintain their position as in-house operations?"

The answers are not easy, and certainly not the same for every situation. But Clinical Engineering departments, and even large asset management firms trying to obtain contracts, must prove that they provide additional value to their institutions.

In this era of DRG's and managed care capitation contracts, one answer that I believe all hospital administrators want to hear is how your services can reduce bed days. The less time a patient stays in

(Continued on Page 6)

RPI's 25th Anniversary... Join in the Celebration

W ith RPI's 25th Anniversary just around the corner, some exciting events have been planned to commemorate this momentous occasion and you are invited to join in the celebration.

For starters, we will be printing a special anniversary newsletter. In it we hope to include a few words from <u>you</u>. Do you have a funny story to tell about RPI, about the President or the President's Boss or someone else on our staff? Are you one of our original customers? If so, what are your impressions of RPI ... then and now? Are you one of our newer customers? We would like to hear from you. Please take a moment to write or fax to us your RPI memory. We would appreciate your thoughts. Due date for all submittals is November 30, 1996.

It's a celebration you won't want to miss.



order@rpiparts.com techsupport@rpiparts.com moreinfo@rpiparts.com

Now that RPI is on-line, there's one more way you can reach us — e-Mail. Talk to us through your computer...place your order, give us your comments and suggestions, tell us what parts you want to see more of, share service tips, or simply tell us how you're doing. We want to hear from you.

FROM . . . THE DESK OF THE PRESIDENT



Al Lapides, President Replacement Parts Industries, Inc.

Happenings

Our world (biomedical/dental) is really changing. Not only in organizational and competitive aspects, but in how we can do our jobs efficiently and effectively. The internet is our newest tool. You can now access all kinds of useful information directly on your computer. And not just general and business information, but specifics for the medical and dental repair industries.

A number of systems and web sites are already or will soon be on-line. The three major ones that I am currently aware of are: Healthtech Net by HeathTech Publishing Co. (http://www.healthtechnet.com), MedTech by Med Exchange, and MedTech Networks (MTN) by ISNI. They are all in their early stages of development, and will be having more and more information with the passage of time. The first two sites have a lot of general biomedical and medical imaging information. In addition, Healthtech Net deals very heavily with many types of second source information, while MedTech is heavily involved with refurbishment. MTN gets heavily involved in the technical aspects of repair. This will eventually include parts sourcing, technical tips, on-line help, etc. as well as other general ISO information.

Most of the OEMs have already set up web sites. They range from the simplest, just letting you know they exist, up to having some technical information. They, too, are growing. Some of you, our customers, have set up your own web sites. Two local customers, Whittemore Enterprises and Estrada Dental, set up their pages recently and have experienced immediate response and increased business. Well, we're joining the bunch. That's right. RPI now has a web site. You can search for a part or visit our tech tips page. We'll keep adding as time goes on and we hope it won't be too long before you will actually be able to order parts from us through the web. Eventually our entire catalog will be in our web site and you will be able to get link access to RPI from other industry-related sites.

What does all of this mean to you? The ability to obtain more information faster, get technical help and search for parts on-line, and place orders for parts with minimum effort. It's all very exciting. Please, visit us on the web, http://www.rpiparts.com.



Sherry Lapides, General Manager Replacement Parts Industries, Inc.

FROM ... THE PRESIDENT'S BOSS!

"Do you walk or paddle?"

This was the question posed to Al by Robin Fair of Innovex Instrument Services in Calgary, Alberta, Canada, when Al called to say that we were going to be there this summer. It turned out that Robin does white water rafting and canoeing, as well as hiking, and wanted to show us his part of the Calgary area. So one brisk Sunday afternoon in July the three of us put on bathing suits, wet suits, rubber booties, spray jackets and helmets and got into a nine-man rubber raft with five other passengers and a guide to float down the Kananaskis River. It is considered a 3+ river, meaning moderately wild, and it lived up to what we expected. It was a blast! Yes, we did get drenched in a few spots, but the outer clothing kept us fairly dry and comfortable. Would we do it again? Most definitely!

Several mornings later, Al and I met Robin in Calgary and had a tour of his facility. Like many of our independent service customers, Robin did not start out to be in the medical equipment repair business. But several career changes after college, and there he was, doing work for doctors' offices, labs and hospitals. He has invested in up-to-date electronics, diagnostic, computer and office equipment to keep on the cutting edge of the industry. Like so many of you, he wonders where the changes in the industry will be taking him and how best to prepare for them and not be left behind.

In addition to running Innovex, Robin also tends to about 20 head of cattle on the farm he and his family live on outside of Calgary. I think he may be the only one of our customers who has cattle in addition to a thriving repair business. In talking with Robin, we learned a number of things that seem to be common to all of our customers - concerns about managing people, marketing, technology and the future of the industry.

Our trip took us as far north as Jasper National Park in Canada. The Canadian Rockies are even more beautiful than we remembered from our last trip to the area in 1977. At the Calgary Stampede, we got to talking with some other people we met at dinner. It turned out that they live about three blocks from our house and their daughter was a classmate of our daughter. Now that's a small world!

TECH



TALK

Dent-X® (Philips) Transport/Rack Tips for Scheduling Preventive Maintenance Programs

By Jim Wisniewski, ("The Dental Guy") RPI Product Development Department

In today's quest to maximize life cycles and increase profits, one would think preventive maintenance would be the gospel. If you travel from doctor's office to doctor's office as most service technicians do, you know this is not so. I often wonder why doctors and dentists spend so much money on equipment and so little time caring for it. This is why I always teach P.M. procedures to office personnel in every office I have ever serviced. Let's take a look at my usual program for the Dent-X racks.

Film slippage - what is it and how does regular P.M. correct it? When the film no longer moves through the rollers correctly or not at all, this is known as "film slippage". After a period of time, rollers have a tendency to swell because of the solution in which they operate. Rollers also swell if they become overheated. What's more, overheating will decrease the life of your solution. (The correct temperature for the solution is 83°F/28.2°C.) Foreign material and silver build up or a slick roller surface also will cause film slippage. If the roller surfaces do not match, film will not move through them correctly. Since intra-oral film is smaller than panoramic or cephalometric, it has less roller contact and more potential for slippage.

Following is my recipe for success when it comes to a P.M. schedule for the racks. The daily routine can be taught to the doctor's office staff so they can do it themselves. If fact, you may give the staff a copy of this article to place close by the equipment for quick reference.

DAILY • Start each day by checking the solutions. Replenish if necessary. • If the processor has an auto replenisher, check the levels. Replenish if necessary. • Be sure to turn water "ON". • It's best to use a cleaning film three times a day - in the morning, at noon time and just before

going home. • Perform temperature check. <u>Supplies needed:</u> Temperature probe and cleaning film. There are sev-

"I often wonder why doctors and dentists spend so much money on equipment and so little time caring for it. This is why I always teach P.M. procedures to office personnel in every office I have ever serviced."

eral brands of cleaning film on the market. Dent-X and Kodak both make them, but I recommend the Air Techniques cleaning film.

WEEKLY . Remove the developer transport rack and rinse under warm water. Use a spray cleaner to help loosen foreign material or buildup on the rollers. Use a Scotch-Brite® pad or comparable nylon scrub pad. It's important to restore the finish on the rollers. Silver build up and slick and/or foreign material must be removed. Respray if necessary and rinse thoroughly, since any spray cleaners left behind can cause contamination within your chemical solutions. • Install racks. (It's best to air dry.) • Replenish solutions. • Repeat the same procedures for the fixer rack. • Run cleaning film. • Perform temperature check. Supplies needed: Temperature probe, scrub pad and spray cleaners. Dent-X and Air Techniques both offer spray cleaners, but I recommend the cleaner put out by Gendex.

BI-WEEKLY • Repeat WEEKLY cleaning schedule for transport racks. • Drain solutions. Rinse the pans. Use spray cleaner on pans. Use scrub pad to wipe clean. Be sure to rinse thoroughly. (It's best to air dry.) • Reinstall racks and replenish solutions. • Run cleaning film. • Conduct temperature check. Supplies

needed: Same as for the WEEKLY cleaning.

MONTHLY • Inspect washer/dryer rack. Clean if necessary. Joak all three racks and both pans in the soaking cleaner. You can soak the developer and fixer racks right in their pans and run the processor at the same time. Be sure to disconnect to replenish solutions and remove the replenish tubes from their pans. • Use spray cleaner on replenisher tubes and brackets as well as the drain plug/thermostat assembly. • Rinse the pans and racks first so the cleaners can go right to work. Drain the soaking cleaners right into the processor the same way you would drain the chemicals (this will help clean the lower portion of the main frame) or soak the racks and pans in tubs, either way is ok. Just be sure to agitate the racks in their designated tubs. Follow the cleaner's instructions. Use soaking cleaner at least every 3 months. For the washer/dryer rack, do not wait any longer than 3 months. • Remove build up on the rollers with the scrub pad. Rinse racks and pans to avoid contamination. (It's best to air dry.) • Reinstall racks. • Lube the four bearing points on the washer/dryer rack as well as the main frame's 10 oil ports which are located on the left. (It is important to maintain well lubed drive chain, sprockets and idler gears for good performance.) • Use a cleaning film after each cleaning. • Perform temperature check. Supplies needed: Same as for the WEEKLY cleaning as well as a soaking cleaner and three tubs. Dent-X and Kodak make a soaking cleaner, but I recommend a product called Rapid Klean made by Premier. It is not recommended that you use Formula 2000 Cleanser by Air Techniques on the Dent-X (Philips) rollers because it is a much stronger solution than is needed and may damage the rollers and the plastic gears.

WHAT'S

YOU ASKED FOR THEM, YOU GOT

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

CENTRIFUGES

Clay Adams - Sero-Fuge I® & Sero-Fuge II®

RPI PART #CAB083 OEM PART #0541-613-000 (42054129)

REPLACEMENT BRUSH Fits: Governor brush assembly



RPI PART #CAL092 OEM PART #0526-609-000 (42052601)

RUBBER STRIP LINER - 6 PLACE HEAD

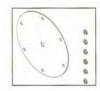
Fits: Head assembly Models: Sero-Fuge I only



RPI PART #CAS090 OEM PART #0541-614-100 (42054121)

BASE-RUBBER SEAL (NEW STYLE)

Includes (6) statoseals
 Fits: Bottom of guard
 Models: Sero-Fuge II only



STERILIZERS

American Sterilizer – Eagle® 10 & 10 Plus

RPI PART #AMC167 OEM PART #P422922-153

CONDENSATION COIL WITH COMPRESSION FITTING Fits: Reservoir Assembly

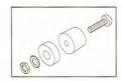


RPI PART #AMF166 OEM PART #N/A

FRONT-RUBBER FOOT ASSEMBLY

2 per package
 Mounts to bettom front :

Mounts to bottom front assembly



The following are registered trademarks: Dent-X®, AFP Imaging Corp; Dynac® I & II, Becton, Dickinson and Company; Eagle®, AMSCO International Inc.; M7 Speedclave®, Midmark Corporation; Midmark®, Midmark Corporation; Omni Clave® OCM & OCR, Pelton & Crane, Co.; Scotch-Brite®, 3M Dental Products; Sero-Fuge®, Becton, Dickenson and Co.; and, Validator®, Siemens/Pelton & Crane, Co.

RPI PART #AMF180 OEM PART #N/A

REAR-RUBBER FOOT ASSEMBLY

• 2 per package Mounts to bottom rear assembly



RPI PART #AMG161 OEM PART #P426637-261

DOOR GASKET (11")

Fits: Door



RPI PART #AMG163 OEM PART #P93910-142

PRESSURE GAUGE

Fits: Door Assembly



RPI PART #AMG172 OEM PART #P400027-717

WATER GUARD

Fits: Chamber



RPI PART #AMH162 OEM PART #P136807-855

HEATING ELEMENT

· 1500W, 9-1/2 OHMS

 Includes hardware Mounts to bottom of chamber



RPI PART #AMH164 OEM PART #N/A

HARDWARE

Fits: Heating element RPI Part #AMH162



RPI PART #AMS179 OEM PART #P93910-148

DOOR SWITCH

Mounts to door bracket assembly



RPI PART #AMT165 OEM PART #P93910-915

FILL TUBE Fits: Chamber



RPI PART #AMV169 OEM PART #P418335-216

SAFETY VALVE

Mounts to chamber

Cracking pressure 42 PSI
1/2M x 1/2F

RPI PART #AMV170 OEM PART #P93910-910

VALVE SOLENOID ASSEMBLY-

FILL/VENT Fits: "T" and "L" fittings





YOUR OPINION COUNTS THEM

STERILIZERS

Pelton & Crane -Validator® 8, 10, Plus 8 & Plus 10

RPI PART #PCC176 OEM PART #1881106

CONDENSATION COIL WITH COMPRESSION FITTING

Fits: Reservoir assembly



RUBBER FOOT ASSEMBLY

· 2 per package

Fits: Bottom and rear assembly

RPI PART #PCF180 OEM PART #N/A

FRONT LEVELING FOOT

2 per package

Fits: Bottom front assembly

RPI PART ##PCH095 OEM PART #019813

HEATER & PLUG ASSEMBLY

Fits: Heater plate (Validator 8 only)

RPI PART #PCH096 OEM PART # 019769

HEATER & PLUG ASSEMBLY

Fits: Heater plate (Validator 10 only)

RPI PART #PCR085 OEM PART #19698

WATER RESERVOIR WITH RIGHT ANGLE BARB FITTING

Mounts to right side of chamber

RPI PART #PCS170 OEM PART #1539936

BLACK COVER SCREW

 12 per package Fits: Outer cover

RPI PART #PCV105 OEM PART #1881007

SAFETY VALVE

Cracking pressure 38 PSI
1/2MPT x 1/2FPT

Mounts to chamber

RPI PART #PCW177 OEM PART #1539563

MANIFOLD WASHER (SILICONE)

Fits: Manifold assembly

RPI PART #PCW178 OEM PART #24982

RESERVOIR WASHER (SILICONE)

Fits: Plastic reservoir assembly



RPI PART #PCC159 **OEM PART #004302**

CATCH BLOCK ASSEMBLY

Fits: Left chamber flange

RPI PART #PCC161 OEM PART #004149

DOOR CAM

Fits: Door

RPI PART #PCH163 OEM PART #004151

DOOR HINGE BLOCK

Fits: Right chamber flange

RPI PART #PCP165 OEM PART #004024

HINGE PIN Fits: Hinge Block

RPI PART #PCT144

OEM PART #4234

DRAIN TUBE

Fits: Reservoir

STERILIZERS Pelton & Crane - OCR®

RPI PART #PCC160 OEM PART #004444

CATCH BLOCK ASSEMBLY

Fits: Left chamber flange

RPI PART #PCC162 OEM PART #004356

DOOR CAM

Fits: Door

RPI PART #PCH164

OEM PART #004351

DOOR HINGE BLOCK

Fits: Right chamber flange

RPI PART #PCP166 OEM PART #004433

HINGE PIN

Fits: Hinge Block

RPI PART #PCT145

OEM PART #2285 (Serial # 1001-5670)

DRAIN TUBE

Fits: Reservoir

RPI PART #PCT146

OEM PART #4397

(Serial # 5671 and above)

DRAIN TUBE

Fits: Reservoir



If You Haven't Yet Noticed... RPI Has a NEW Phone System!

This summer, RPI said "good bye" to our ancient telephone system, and went live on a new telephone



system, bringing us into the modern era of voice mail and digital communications. It was a sad, but necessary change, as we could no longer find spare parts to repair the old and worn phone instruments, which had been out of production for over 10 years. What an irony, as that is the very business we are in...except we supply replacement parts for healthcare equipment. (Perhaps RPI has discovered another business opportunity?)

Our goals in making this change are to have a reliable phone system that will allow us to continue to provide excellent service to our customers. When you call RPI, you are now greeted by an automated attendant, which provides you with three basic options: To Place an Order/Customer Service, Technical Support, and Accounting. You can also dial the Operator to be directed to a specific individual or department, dial a specific extension directly, or tap into the company directory for a menu of names.

For after-hours ordering, we now have a second option to our 24-hour faxline. You now can call RPI after hours, and place your order through our voice mail ordertaking system, which provides you with voice prompts for all information necessary. All orders placed after business hours will be shipped the next business day, and of course, as always, all orders placed before 2:00 p.m. (Pacific Time) will be shipped the same day.

We will continue to make adjustments in the system as we learn of its capabilities and understand how better to adapt them to meet your needs and ours. We greatly appreciate any suggestions or comments you may have to help us improve the system and ensure that we are providing the best customer service possible.

American Sterilizer	Clay-Adams	Midmark®	Pelton & Crane
Eagle®10 Series	Dynac® I & II	M-7 Speedclave®	Validator®
Fill Filter Fill Tube	K-2 Relay Transformer	Thermometer Fill Vent Lever	Solenoid Valve Repair Kits
Sight Tube	Motor Gasket Sero-Fuge® I & II Rectifier	Indicator Lights Steam Trap Assy	Fill & Reservoir Filter Assemblies
Door Switch Heating Element			Heating Elements
Steam Trap Assy	Brush Carrier Assembly		Cable Assembly - Temperature/Pressur
	Cover Assembly Rubber Strip Liner		Overheat Thermosta
	Governor Assembly		

Clinical Engineering Can Save Hospitals Money

(Continued from front page)

a hospital, the greater are the hospital's savings.

Clinical Engineering contributes to this by minimizing equipment downtime, maintaining equipment so that it provides accurate actionable results, and recommending equipment that will allow medical practicioners to provide the highest quality and most expedient care. Keeping that equipment up, so that patients do not have to stay in the hospital one extra day to wait to have a diagnostic test or procedure performed, saves large sums of money for a hospital.

Let us assume that the weighted average cost of a hospital bed day (between ICU, telemetry and Med/Surg) is \$900. For a population of 50,000 Medicare beneficiaries (a reasonable number for a mediumsized hospital), helping to reduce the average length of stay for that population by 0.10 days can result in annual savings over \$900,000 (0.10 bed days x \$900/bed day x 10,000 admissions/year).

Among other things, savings of this magnitude require considerable coordination of vendors, back-up equipment, planned maintenance, and a good understanding of how care is coordinated and provided in their facility. If Clinical Engineering can show their administrator that they can accomplish this, they will certainly be providing additional value to their hosptial.

From ... the President's Boss

(Continued from page 2)

We ended our trip on a high note, literally, with a pack trip on horseback into the Wind Range of the Bridger Teton National Forest in Wyoming, camping at the 10,500' elevation, with patches of snow around us. It was a wonderful experience and we came home filled with awe once again at the beauty of the country we live in, and that of our neighbors to the north.

Although the first few days back at work were a little hectic, we came back rested and eager to face new challenges, especially the new telephone system. I still have not mastered all of the buttons.

Many interesting developments are occurring in the industry, with new organizations being formed, new meetings and shows to attend, new people to meet and old friendships to renew all the time. We hope to continue to hear from all of you, letting us know what parts you need, how we are doing in our efforts to continue to support you, what we're doing right, what other things we can do, and especially important, how we can improve on what we are doing now. By helping us to help you, we all win.

REQUEST YOUR FREE
Exploded View
Of Parts to Fit the
Pelton & Crane® OCM & OCR
Door and Chamber Assembly
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Fax Your Request (818) 882-7028





was born in Guadalajara, Jalisco, Mexico and came to this country when I was about 12 years old. I served in the United States Army with the 82nd Airborne Division in Fort Bragg, North Carolina.

I enjoy most outdoor sports especially hiking, cycling, running, rapelling from towers and mountains, hunting, scuba diving, fishing and soccer. When I have the time, I like to do a little bungee jumping. But I think that the most fun of all is when my wife, Alicia, and my two boys, Jonathan and Alberto, join in the actitivies with me. Being with my family is what it's all about.

For the past year and a half, I have been working in RPI's Shipping and Warehouse department where I make sure that all of your orders are packaged and shipped correctly.

Recently, I was promoted to assist parttime in both the Purchasing and Accounting departments. Some days I wear three different hats, but that's what makes it so exciting to work at RPI. I'm always doing something different and learning more and more each day.

A Big RPI Welcome To...

Darla Clark, Deanna Jackson and Jim Wisniewski. Darla is the new Accounts Receivable Supervisor. Deanna is the newest member of the Customer Service Team. And, Jim (aka "The Dental Guy") is our new Product Engineer. He has over 18 years experience in the dental industry with a strong background in service and repair.

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Call: (800) 221-9723, Fax: (818) 882-7028, or

E-Mail: moreinfo@rpiparts.com

They're Here! **RPI** Parts to Fit **American Sterilizer** Eagle® 10 Series

To help you help your customers extend the life of the Eagle 10 Series sterilizers, RPI is introducing the following most frequently requested replacement parts: Condensation coil with compression fitting, door gasket, pressure gauge, valve solenoid assembly (fill/vent), safety valve, water guard, and of course, the rear and front foot assemblies. For complete details, see the center-fold section of this newsletter, "What's New".

But RPI's not stopping here. You can expect even more parts to come by year end. Watch for the RPI announcements coming your way.

Flash...This .Just In **New GMPs From FDA**

The new GMPs were released on October 4. We have not seen them yet, but have seen the news release. The results are nowhere near as bad as we thought they might be. It appears that the FDA listened to the comments from all of you, and particularly those from organizations like ECRI, Healthtech Publishing Co., IAMER and ISNI.

The news release states, "The regulation does not cover people who service and refurbish medical devices outside the control of the original manufacturer. Servicers and refurbishers will be addressed in a separate rulemaking, with another opportunity for public comment."

It appears that the FDA has left a separation line between refurbishing and remanufacturing. Remanufacturing is subject to the new regulations. It seems that refurbishing is not. Our understanding is that refurbishing means that there has been no change in the basic design of the device and no change in its intended use, i.e., nothing done to the device so it can be used for some purpose other than what the FDA originally approved.

We'll see what follows for servicers and refurbishers. Meanwhile, it looks as though the FDA is listening. We'll let you know as more information becomes available.



Testing A Solenoid Coil

The main reason for failure of a solenoid is excessive heat. A sign of impending solenoid failure may be a peculiar odor, followed by the discovery of melted insulation. A chattering noise could also signal solenoid failure. When a solenoid is thought to be faulty, the following should be done:

After disconnecting the power source, test the solenoid coil by attaching an ohmmeter (set to a low resistance range) across the coil terminals. A relatively low reading (a few thousand ohms or less*) should be observed on the meter if the coil is good. It should not read zero ohms, as this indicates that the coil windings are shorted to each other, probably as a result of melted insulation. If the ohmmeter reads infinity, it means that the coil is open and defective.

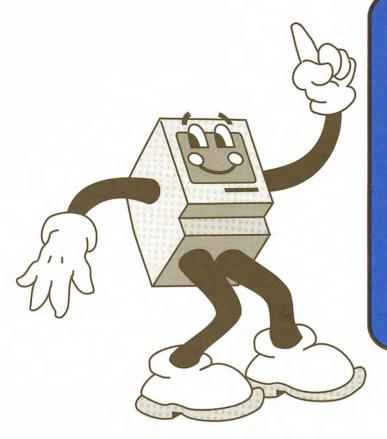
Source: "Hydraulics & Pneumatics" May 1994

*Editor's note: Exact coil size will determine proper resistance.

"One time conversion kit is complete and easy to install."

"Your chambers are the best I've ever

A big RPI THANK YOU to all of our customers who called to tell us how much you liked all of the new parts to fit the Pelton & Crane Omni Clave® OCM and OCR models, including the thermostat conversion kit, the chambers, the outer casings and the reservoirs.



RPI IS NOW ON-LINE!

REACH US ON THE
INTERNET AT
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OR
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moreinfo@rpiparts.com



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Forwarding and Return Postage Guaranteed Address Correction Requested

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