



THE ALTERNATE Source

FALL 1991

VOLUME 2

SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

NUMBER 1

The OEM/Alternate Source Debate Finding a Win/Win Approach

RPI recently sent a letter to many of you concerning an attempt by Midmark to restrict your ability to purchase alternate source parts for repairing Midmark equipment.

To summarize, Midmark sent a memo to all of its dealers stating that all parts not bought from them were inferior. They claimed their insurance coverage (and thus their liability) is void on equipment failures where non-Midmark parts are used, and that use of non-Midmark parts can result in dealer termination.

RPI legal counsel has sent a letter to Midmark requesting they retract the memo for several reasons. First, it is unlawful to call other parts inferior without proof. Next, their potential liability is independent of whatever insurance coverage they choose. And finally, dealer termination for use of alternate source parts is unlawful restraint of trade.

The principles involved are very important to all of you, and to your customer or end user. The legal issues only cover your rights.

What is most important is that medical devices be maintained at design performance levels with optimum quality, cost and availability for on-line performance. It is your responsibility to meet these requirements, and if that means using some alternate source parts, so be it.

The irony is that most of the

original equipment manufacturers (OEMs) don't seem to understand the long term benefits of your using alternate source parts. You are the unpaid salesman for all of the medical and dental devices you are required to maintain.

When your "customer" needs to replace or buy a piece of equipment, your ability to maintain and keep it on line becomes a factor. You most probably have more regular contact with the user/buyer than does the OEM's paid salesman. Since the real business of the OEM is the device it sells, it's in his best interest to allow you to do the best job you can.

Here's the kind of thing that can happen. The doctor needs a new examination table. He asks what you think about Midmark. You respond that Midmark makes a good examination table, and so does Hamilton. You tell him it's easier for you to get parts for the Hamilton table, and therefore you can assure better maintenance.

You have probably influenced that buy.

Those OEMs who understand these basics, who support you with training and encourage your use of the best source of parts will realize long term gains. They may give up some small short term revenues, but think of how popular their equipment will become. And both they and we won't have to spend a lot of time and money fighting each other. It's a win/win/win approach.

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RPI Makes Commitment to

RECYCLING

This is the first issue of "The Alternate Source" to be printed on recycled paper, and it reflects RPI's commitment to an overall recycling program. That program includes recycling glass, plastic, computer paper, white office paper, aluminum cans, cardboard, and styrofoam packing materials we receive from other companies. Also, RPI now uses packing materials that are photodegradable. If you have any recycling suggestions, please let us know, and we will be glad to pass them along.



Al Lapides, President



from
the
desk
of
the

PRESIDENT

The issue of being able to freely choose to do our own maintenance and to buy alternate source parts is important to all of us. It is not an issue of whether OEMs should be doing service work, but whether we should be free to make the decision that best fits our needs. Our biggest problem is that most OEMs tend to look at all of us as "the enemy," which forces ill will and confrontation.

OEMs are generally larger and more powerful than each of us. Because of that, the Association for Independent Medical Service, Inc. (AIMS) was formed about three years ago. Its purpose is to allow freedom of choice in maintaining and servicing medical equipment. It was motivated into existence because of the number of lawsuits that had arisen between OEMs and third party servers. While many of the suits have been ruled in favor of the independents or have been settled out of court, the pressure from the OEMs seems to continue unabated.

This kind of problem also exists in the computer industry and they have formed the National Computer Service Network (CSN) to achieve the same end. The two organizations are negotiating a merger that will probably be approved in February 1992. This should result in an organization capable of fighting for the already established legal rights against tying arrangements, extended warranties, and restrictions on parts and diagnostic service tools. Hopefully this organization will also be helpful in educating OEMs to the mutual benefits of an open and competitive industry.

**No one does it better
than RPI
The Alternate Source**

**QUALITY
SERVICE
SAVINGS
CONVENIENCE**

Andy Sandelski, part of RPI's Product Development Team since 1988, became ill recently while travelling to his home town of Chicago to see the first baseball game at new Comiskey Park. He is with his family in Chicago now, recuperating and getting fatted up for his return to California and RPI sometime in October.

Many of you have expressed concern for Andy, and those messages are being sent on to him. He sends his regards and thanks for the good wishes.

And by the way, though he didn't make it to Comiskey Park for that first game, he has seen his White Sox play three times since.

We hope to see him back in action soon here at RPI.

SERVICE TIPS



Steam Autoclave Pressure Leak Testing

E.J. Corr

Doctor's Equipment Service Company Plano, TX

One of the more insidious problems that crops up is a slow leak in one of the system's valves. It may not be large enough, or consistent enough, to be obvious during your testing.

Fortunately, there's an easy check that works with all self-contained units (those with a water reservoir for filling and venting).

Pull the machine's cover, ALWAYS. Fill the reservoir, then fill the autoclave chamber (or allow sufficient time for the "Automatic" metering tank to fill).

Measure the remaining water level in the reservoir from any convenient reference. For example, I measure the distance from the top edge of the reservoir tank down to the water level, for any of the Pelton & Crane OCM/OCR/Sentry/Magnaclave machines. Make a note of this distance and start the autoclave cycle.

During the run, listen first for proper operation of the Air Purge bellows, ie. RPI part number PCB001. Initially quiet, it will build to vigorous bubbling/hissing, then (at approximately 210 degrees F) it will quickly reduce to a slow venting of steam and water

droplets — approximately one drop a second at 270 degrees.

NOTE: The temperature controlled air purge valve must NOT close completely.

Next, as the temperature climbs above 212 degrees, monitor the water level in the reservoir. You're looking for a rise greater than 1/4 inch; that's your cue to shut the machine down because you have a valve leak.

Sometimes you can see a fill valve leak as a column of, not bubbles, but what I can best describe as "syrup" coming back through the chamber-fill port near the bottom of the tank.

A rise of 1/8 inch is typical for any of the above models with rectangular reservoirs. The 1/4 inch limit means that chamber is starting to boil dry, and now it's your job to isolate and fix the problem.

E.J. Corr has a BS in Engineering Science and has design and management experience that includes R&D on one of the first infrared thermal scanning mammography systems. In the independent medical service business since 1975, he specializes in rush calls and covers a broad spectrum of diagnostic and laboratory equipment.

from the
**PRESIDENT'S
BOSS**

Well, we did it! After months of intensive effort, as well as some prodding, pushing and cajoling, we finally got our new catalog out. And thanks to our wonderful customers, it is our largest ever.

We added more than 150 new parts since the previous catalog in 1987. That represents a tremendous amount of work on the part of our whole organization. Special thanks go to our Product Development Manager, Phil Goldstein, and his staff, which includes Andy Sandelski, John Downs, and former staff member Steve McConkay, who is now owner of Medi-Dent Company.

Getting the catalog ready for print meant getting new page layouts, cross-checking part numbers, reworking the table of contents and a myriad of other details. It also included looking at the pricing of each item and analyzing it for usage, cost, and list and net prices if bought from the OEM, then deciding whether to hold the price steady or change it. We were able this year to hold the line on, and even lower, a number of prices.

There are several new features in the 1991 catalog. One is the information on the inside front cover, "Three Ways to Use Your RPI Catalog." This shows different



Sherry Lapidès, General Manager

ways to determine if the part you need is listed inside.

The second feature is the "Equipment Guide Chart" on page 2, which lists the equipment for which we carry parts, listed by both OEM and by type of equipment.

The third feature was added in response to requests by several of our customers. We now show OEM part numbers next to the RPI part numbers in the body of our catalog. We hope this helps you to identify the parts you need. Our complete Cross Reference section for OEM and RPI parts can still be found in the back of the catalog, on pages 98-104.

We keep trying to make our catalog as easy to use as possible. If you have any suggestions for the next one, please let me know; we start work on it in the Fall.

For now, we want you to know your response to the 1991 RPI catalog made all the work worthwhile. July was our best sales month ever—thank you.

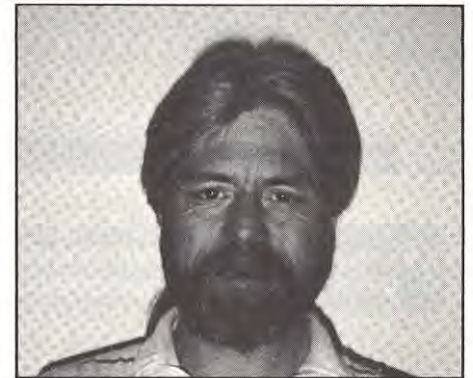


Dennis Covarrubias

Although I was born in Southern California, being an Air Force brat gave me the opportunity to travel a great deal while I was growing up. My father transferred every couple of years, so I was fortunate enough to be able to see most of the United States and a lot of Europe during my teens.

After graduating from high school in Omaha, I went to the University of Nebraska to major in Business Administration.

My first taste of a manufacturing environment came with an inventory control position I held with a small power tool manufacturer in Kansas City, Missouri. It was there that I was introduced to purchasing.



I got a little tired of the "midwest winters" and moved back to California in the late 1970s. My career in purchasing began at a couple of manufacturing companies in the Los Angeles area, including one of the largest makers of lawn and garden equipment in the country.

I started work at RPI in 1987, and truly enjoy the family-like atmosphere we have here.

As with most jobs, purchasing has its ups and downs, and it is always a challenge. We are always striving to supply you with the highest quality parts at the best possible prices, and I can't think of a bigger challenge than that!

In my spare time, I enjoy camping and playing pool and poker. My 9-year-old son also keeps me busy with baseball practice and Nintendo.

WE WANT YOU . . . To Get Our Latest Catalog

In mid-June, we sent out our largest catalog ever. We have received some of these catalogs back due to address changes, business closures, etc.

It is our job to make sure that you, our current and potential customers, have the opportunity to review this catalog. Therefore, if you have not yet received yours, please contact our Customer Service Department to request another.

If you got a catalog that was addressed

to the wrong person, or if you received more copies than you needed, please let us know so we can modify the mailing list in order to meet your needs.

Also, if you need additional copies for your organization, just let us know and we will be more than happy to send out as many as you need.

You can reach us with your request on our toll-free number (800-221-9723) or use our fax (818-882-7028).

ONE STOP PARTS SHOPPING
1-800-221-9723

Did You Know?

If you mount the RCH027 with the terminals to the rear of the chamber rather than to the middle, you will extend the life of the heater. This holds true for the OEM heater as well. The reason: this concentrates the heat directly under the bulk of the water inside the chamber.

The copper shield is not needed when using the PCH023 and PCH024. They are already shielded. Leaving the copper shield in place can, under unique circumstances, impede heat transfer. If you do leave the copper shield in place, be sure to transfer the overtemp switch to the RPI heater. This will help insure against overheating.

DID YOU SEE . . .

When new parts are added to the RPI inventory, we (obviously) want our customers to know. While most of the new parts listed in our 1991 catalog were announced earlier in the year, there are a few that did not get a formal introduction. So without further ado...

- Page 10 — **Air Shields:** bulbs, bulb sockets, lens caps and slide switches.
- Page 66 — **MDT (Harvey):** teflon tubes, red silicone sleeveings and hose clamps.
- Page 81 — **Pelton & Crane (Dental):** gas springs, drift kits, insulators and gas spring assemblies.

FROM OUR CUSTOMERS

"Excellent source for hard-to-get parts. We represent 70 manufacturers and buy many parts direct. Your prices are very competitive. You may expect more orders from us in the future."

*Wayne Coffman
Coffman Dental*

"Our equipment varies greatly and some is obsolete. You have helped greatly in keeping them running right! Thanks."

*Dennis Dwyer
Dydirg Incorporated*

You Asked For Them— You Got Them

YOUR OPINION COUNTS

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

Air Shields — page 12A

Brushes to fit Baxter centrifuges
— page 17A

Lamps — page 47A

What's Coming Up

Our next newsletter and catalog supplements are due out in late November. We are planning to add more quality repair parts to fit:

- **Air Techniques** X-Ray film processors;
- **Clay Adams** centrifuges (Readacrit & Dynac II)
- **Pelton & Crane** dental lights.

Watch the mail for more information.

Call Toll Free 1-800-221-9723 • FAX (818) 882-7028



replacement parts industries, inc.

"The Alternate Source"

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