



THE ALTERNATE Source

FALL 1992

VOLUME 2

SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

NUMBER 5

WHAT WE SEE FOR '93

The title is pretty corny, but it did get you to read this far. What we (RPI) see for '93 is more response to you, more support for you. There have been many articles in this newsletter telling how we make decisions on what parts will be developed and when. The key ingredients always begin with your inputs, your requirements. The number of parts we develop and introduce are limited only by our finite resources of people and money.

'93 will be no different, BUT! We are increasing the resources! In '93 we plan to introduce about 60 to 70 percent more parts than in each of the previous years. You, our wonderful customers, have put us in the position to be able to add the resources needed to do this. Over the next year, people will be added in product development, shipping and warehousing, front office, and marketing. And you've given us the financial strength to make these commitments.

Our plans include adding for the first time products that fit the Dental-EZ chairs, Belmont lights, Pelton & Crane Omniclaves, and AMSCO 900 series autoclaves. There will be extensive expansion of parts for AMSCO bulk sterilizers. We will complete most of the essential parts for the Burdick EK-5A, the Air Shields incubators, the Peri Pro II, and the Castle 800/1000 series. Motors to fit the Clay Adams Dynac I, Serofuge, and Serofuge II will be introduced. We will develop a line of parts to fit the

Beckman TJ-6, so you will be able to get more than just the brushes from us. And we'll throw in a few general shop aids whenever we get the chance.

No, we don't think this is too ambitious an undertaking. With your help, it's doable. Already, a number of you are helping Phil, Andy, and John in their development work. You have always been instrumental in our product development, and this coming year looks no different.

Another major bit of help comes from our move into a larger facility next month. For the first time, we will have a large, separate product development laboratory. Until now, it has shared space with the quality control laboratory. Each will now be separate and well equipped. This should help speed the development process as well as increase our already high level of quality.

Of the people being added, two will have direct impact on new product development. One will be the new person in the product development group. That one is obvious. Not so obvious perhaps is the new person in marketing. Accelerated expansion of our customer base gives added impetus to product development as well as raising allowable limits to the resources of people and finance. Also, the added direct contacts to many of you will help product development as well as helping the marketing effort. Thanks to you we're helping each other.

SERVICE TIPS



By Bob Williman
CBET, President
Biotech
Bowie, Maryland

There are times (like now) when I have been asked to contribute to this feature for our friends at RPI, that I wish I had kept a notebook and recorded the many little-known or personally discovered equipment "fixes" that have worked so well over the past 30+ years that I have repaired medical equipment. Hopefully, from the three I will offer here, at least one will be picked-up by each reader that was not previously known to them.

Very often we technical people tend to forget that there is more to the job than just making the repair. Based on the theory that the first appearance is the lasting one, at our company we always attempt to make the equipment look better than it did when we got it for service. We have found that a few minutes taken in removing stains, old tape adhesive and other blemishes have been successful in getting the next job. The point being to make the equipment look serviced before it is even plugged in. This amounts to "a job well-done". Its reward is the next job.

You can't work on medical equipment long before having the problem of the cracked plastic case that no adhesive seems to fix, enabling a repair of the break and thereby avoiding the frequently exorbitant price manufacturers charge for plastic equipment cases. There are two primary reasons for this adhesive failure:

continued on page 4

inside

Tech Talk	2
From the Desk of The President	2
From the President's Boss.....	3
The RPI Family	3
Service Tips.....	4
What's Coming Up	4



by John Downs
RPI Product Development
Department

WORLD TALK

PELTON & CRANE LIGHT FANTASTIC II DENTAL LIGHT GAS SPRING

There seems to be some small amount of confusion about gas springs that fit the Pelton & Crane LFII dental light. The problems seem to center around when do you need side rails, when don't you, when do you need anchors, etc. The result is you always get the parts you ordered; you don't always get the ones you need. We'll try and help reduce the confusion on this one.

The original LFII series dental light was introduced in 1979 utilizing a gas spring to maintain position of the light. Two different gas springs are used to accommodate the two methods of mounting the lights. The 190# spring (RPI Part #PCS601) is used in the ceiling and track mount lights. The 170# spring (RPI Part #PCS602) is used in the unit and wall mount lights.

There have been many changes in the design of the light. In 1988 the autoclavable light handles were developed, and the gas spring tension was increased. To accommodate this, a longer gas spring was used, changing the tie bar and anchor design. The 175# spring (RPI Part #PCA653) is used in the unit mount with plastic handles. The 185# spring (RPI Part #PCA654) is used in the unit mount with metal handles. The 195# spring (RPI Part #PCA655) is used in the ceiling and track mount with plastic handles. The

210# spring (RPI Part #PCA656) is used in the ceiling and track mount with metal handles. These are complete assemblies which include both the gas springs and the tie bars necessary for installation. Without these tie bars, the newer gas springs cannot be installed.

RPI also supplies these gas springs without tie bars. They are the PCS647 (175#), PCS648 (185#), PCS649 (195#) and the PCS650 (210#). These can be used when replacement is in a light that already has the tie bars. The gas spring assemblies, as well as the springs without tie bars, can be found on page 81 of our current May 1991 catalog.

Disassembly of the light is necessary to determine which gas spring to use. The year the light was manufactured and information on who repaired it last might help. Pelton & Crane designed these lights using the correct gas spring in each light.

The newest design change by Pelton Crane has been to go to a mechanical spring with adjustable friction. The mechanical spring comes in two compressed free lengths: one for the unit mount and another for the ceiling and track mount. These mechanical springs are in development now and will be available soon from RPI.

Hopefully this information will shed a little light to make your choice easier.

from
the
desk
of
the



Al Lapides, President

PRESIDENT

In June, the Supreme Court made a momentous decision which will directly affect all of you and RPI, too. This was a case of the Eastman Kodak Co. vs. an independent service company (ISO) in the copier field. Kodak had refused to sell parts to the ISO, which had been servicing Kodak copiers.

The ISO claimed that Kodak was in effect a monopoly and therefore should be forced to sell parts to them. Kodak claimed they were not a monopoly, as they only have a small share of the copier marketplace. Until June, that was an acceptable argument in the courts. But this time, the Supreme Court changed the definition of monopoly. Their decision said that Kodak may be correct from an original sales standpoint, but not from a maintenance standpoint. For Kodak copier owners, Kodak represents a monopolistic position.

This decision is important whether you're an ISO, the service department of a supply company, or the clinical engineering department of a hospital. We don't know what the long term impact will be. We do know that the door has been opened for all of us.

PERSONNEL NOTES & NEWS

FAREWELL TO . . . Fran Reno, our Office Manager for many years, who left RPI in July to move to another state . . . **Marie Schaumann**, Accounts Receivable Supervisor, who has gone on to another line of work.

WELCOME TO . . . Lillianne Chowdry, who has taken Marie's place in Accounts Receivable, . . . and to **Monica Kadik**, who has joined our front office staff.

CONGRATULATIONS TO . . . Cindy Smith, who has been promoted to Supervisor, Order Entry and Customer Service.

You Asked For Them—You Got Them YOUR OPINION COUNTS

In response to your requests, the following new parts are in inventory, ready to be shipped the day your order is received. Please see the enclosed catalog insert pages.

Burdick — Page 24C — 4 new parts, including boards and resistors, to fit the EK-5A.

Instrumentation Laboratories — Page 63A — 7 new parts, including tubing, o-rings and an in-line diode, to fit the blood gas analyzers Models 1300, 1302, 1304, 1306, 13.

Pelton & Crane Autoclaves — Page 78 — 14 new parts to fit the OCM, OCR, OCR+ and magnaclave. Includes switches, door handle, short version heating element, main valve nut, cap, stem & body, thermostat and more.

from the
**PRESIDENT'S
BOSS**

We've all heard the saying "What goes around comes around." How true this is for RPI. Corisco Street is only two blocks long. It was put in specifically to service the huge Sears warehouse operation here in Chatsworth, which has a railroad siding on its other side.

We first moved to Corisco Street in November of 1974. For the first two years after RPI was started in 1972, we were in a small building near downtown Los Angeles. The area was deteriorating, the gas crunch hit, and it was decided that we would move the company closer to home. We subleased 1500 square feet of a 7200 sq. ft. building at 20338 Corisco Street in Chatsworth, a suburb of Los Angeles. And we rattled around for quite a while with all that room to spare, until we realized one day in 1983 that things were starting to get a little cramped.

A unit of 3800 sq. ft. was available just down the street at 20432 Corisco Street. So we packed up our inventory, computer, desks and files and off we went, one block west. When the unit next door became available we cut a door in the concrete wall and found ourselves rolling around with room to spare in 7600 sq. ft., part of which we then subleased out.

Almost five years ago, in late 1987, a free-standing building of 6400 sq. ft. became vacant in the middle of the block. It seemed like just the right spot for us, so we fixed it up and moved on over in February of 1988. We've been here now for almost five years. And guess what?!

Here we grow again. Some time around the end of October or



Sherry Lapidès, General Manager

beginning of November we will move again — to (surprise of surprises) 20338 Corisco Street. Except that now we have the whole 7200 sq. ft. on the original lower floor, plus about 2400 sq. ft. on a mezzanine, for a total of approximately 9600 sq. ft.

It's not necessarily true that bigger is better, but in this case it may be. In our bigger facility we will be able to serve you better, with larger new lab areas for Product Development and Quality Control, more room to store all those new parts Al wrote about, and more space for our shipping, receiving and assembly areas so we can continue to get your orders out on time as promised.

So I guess the old saying holds true once again. And for those of you who never got around to changing our street address in your records, you can leave it alone now.

We'll keep you posted about the timing of our move. And please remember, no matter where we are, if you are anywhere near Los Angeles, we'd really like to have you give us a call and come on around. We'd love to get to know all of you a whole lot better. And, besides, it really is fun to put names, faces and voices together.

We're looking forward to the move with a great deal of anticipation. The new quarters will give us a chance to do our job serving you even better, and that's what we're here for.



My name is Oscar Valle. I was born in El Salvador, Central America. I completed all my schooling, including high school, in El Salvador.

My mother, my brother, my sister and I moved to Plainfield, New Jersey, in 1978 looking for a better future due to the political instability in our native country. In New Jersey my first job was to work in the assembly line making womens' purses. Then, I had the opportunity to work for Johnson & Johnson in the warehouse department, where I acquired very good experience in stock control, shipping and receiving, etc.



I started working for RPI in March, 1988. I work in the warehouse department here, doing shipping and receiving, packing and stocking. I feel very proud to work for RPI and I am very happy to be of service to our customers.

I have three children, one boy 10 years old, one girl 8 years old and another boy 6 years old. My off duty time I dedicate completely to my family, playing sports, going to the park, etc.

The MDT Valve Caper

Since many of you have long memories and don't forget our promises, we have to explain what's happening in our quest for designing metering valves that fit the Chemclave machines. We have now been working on the project for over two years. We can duplicate the valve, but we can't make it good enough to meet our warranty policy. The basic design concept does not lend itself to production techniques. So, we have just begun a parallel program to design an entirely new valve to negate the original design problems. We think our new concept has a good chance of working. But the only promise we'll make at this time is to keep you up to date on what's happening.

From Our Customers

"We have been very happy with everything."

Terry Ried
Durr Fillauer Medical
Tukwila, Washington

SERVICE TIPS

continued from front page

1. There are many different formulations for plastics and there is no universal adhesive for all of them.

2. All plastics contain "plasticizers" which are softening oils that over a period of time leak out of the plastic and release any adhesive except the "solvent type" that melts the plastic leaving a "suture line" behind and an ugly repair.

At Biotech we have discovered a plastic repair, hard as steel, that is virtually undetectable. We take those little hardened nails used to install wood paneling, the ones with the tiny serrations and cut the heads off of them. We then heat them with a propane torch until they glow red hot and while someone is holding the plastic in perfect alignment, melt them into the back side of the case across the break where they can't be seen. We have also used small screws, stainless steel wool and paper clips for this purpose. It takes a little practice to get the "touch" of doing this right, so try it on some plexiglass or other plastic scrap first. Watch out for the fumes from the plastic when doing this as some are toxic! To finish off the job take a soldering gun or iron and melt the adjacent plastic

displaced by the nail over it to electrically insulate it and complete the imbedding process. It's just like installing rebar in concrete and saves the high cost of a new case for the next portable monitor-defibrillator that gets dropped.

3. Some years ago it was discovered that "for each action there is an equal and opposite reaction". This principal, while beneficial in the development of many devices, has also destroyed a few! Next time that you are about to install a semiconductor in a circuit and snip off the excess lead wire first...don't! The same force that makes the end of the lead go flying across the bench also is felt at the junctions inside the semiconductor and damages the new device you are installing. Solder first, then snip off the excess wire. If this is not possible, place a hemostat or pliers between the cutter and the device to absorb the force.

Editor's Note: Bob Williman founded Biotech Service Co. in 1971, following electronics training in the Air Force and field repair work for Bendix Field Engineering Corp. and Marquette Electronics, Inc. He was named "Bowie, Maryland, Businessman of the Year 1991-92."

What's Coming Up?

Watch the mails for our new catalog, which we hope to have out around the beginning of December. In addition to all of the parts we have added since May 1991, we expect to introduce the following new parts:

- **Adec** — delivery systems — 32 new parts and 11 service kits.
- **I.L.** — 943 Dilutor — Seals & O-rings 1300-1302-1304-1306-1312 Blood Gas analyzers; 6-8 new parts.
- **Pelton & Crane** — Magnaclave — 6 more parts.

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



replacement parts industries, inc.

"The Alternate Source"

P.O. Box 5019, Chatsworth, CA 91313-5019

ADDRESS CORRECTION REQUESTED

BULK RATE
U.S. POSTAGE
PAID
CANOGA PARK, CA
PERMIT NO. 250

NEW PARTS PAGES INSIDE