



JUNE 2004  
VOLUME 7 NO 3

The Leader in Replacement Parts for Healthcare Equipment Since 1972

## RPI Recertified Under New ISO 9001:2000 Standards

By Ira Lapides, President & CEO, Replacement Parts Industries, Inc.

*RPI is one of the first, and one of the only healthcare parts suppliers, to earn ISO 9001 certification and now we have achieved recertification under the new ISO 9001:2000 standards.*

We are pleased to announce that RPI has been recertified to the ISO 9001:2000 standards. Our company is one of the first, and one of the only healthcare parts suppliers, to earn ISO 9001 certification status. We achieved our ISO status several years ago under the 1994 standards and held our certification through the required 3 year term. Once the 2000 version of ISO 9001 was introduced, we were required to adhere to the new standards in order to become recertified. The new standards had been modified from the 1994 version to increase focus on customer feedback and satisfaction.

The requirements to become certified under the new standards are now more customer driven. The focus is really centered on developing methods that are proactive in seeking the feedback of customers, then actually acting on what the customers tell you. At RPI, we found the new ISO standards promoted our own values that were established more than 32 years ago when we first opened our doors – so the transition from the old standards to the new was really quite smooth.

The primary purpose of following ISO 9001 standards is to help ensure quality products and service, and to put in place mechanisms for continuous improvement in a company's internal systems. We found that

adherence to the standards has paid off in many ways at RPI, such as helping the company to provide an infrastructure that will support future growth, reducing scrap costs and providing consistency in our product development processes.

RPI received our ISO 9001 status under the certification body of TUV Management Service. ISO status covers all areas of a company's operations and was created as a universal basic quality management system that can be applied to any business. ISO standards have been developed by the International Organization for Standardization, a world-wide agency that creates, through its technological committees, nationally and internationally recognized standards for many areas of specialization.

Companies wishing to become certified do so voluntarily, but must adhere to strict guidelines of documentation and recordkeeping. Outside auditors are brought in to audit a company's compliance to the standards, and the company's own internal auditors monitor the company's compliance on an ongoing basis.

If your company is interested in obtaining more information about ISO, please feel free to contact me at (800) 221-9723 or (818) 882-8611. I look forward to talking with you and assisting in any way possible.

## RPI INTRODUCES NEW LINE OF PARTS TO FIT BELMONT & HEALTHCO DENTAL LIGHTS

You asked for them ... you got them. RPI is pleased to introduce a new line of parts to fit Belmont and Healthco dental lights.

Just to give you a brief history of the Belmont and Healthco dental lights. Belmont has been manufacturing dental lights for decades, during which time the company introduced the X-Calibur line of dental lights and offered four different models – the 046, 047, 048 and 049. Then in the early 1980's, Healthco offered, under their own private label, Belmont's X-Calibur. And that is how there came to be both a Healthco and a Belmont Model X-Calibur dental light.

This practice is done every now and then in our industry and it's good news for technicians since many of the parts that fit one piece of equipment also fits the other.

Please take a moment to turn to page 4 of this newsletter to review the list of parts that we have in stock and ready to ship to fit Belmont and Healthco dental lights.

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Ira Lapidus  
CEO & President  
Replacement Parts Industries, Inc.

## FROM THE DESK OF THE PRESIDENT

Every business, and every department within a business, has numbers and statistics that are primary indicators of how the business is performing. Most often, these numbers are generated and reviewed on a monthly basis, sometimes even weekly, and for overall financials, quarterly and annually. For every business, the particular statistics will vary. Some business may look at daily or weekly sales, service calls, or inventory. Others may look at financial indicators such as quick ratios or debt/equity.

At RPI, we generate a monthly "Key Performance Indicator" (KPI) report that provides data on several different areas of the business, including inventory, sales per day, orders per day, and returns sorted by reason. This gives us a good indication of our overall performance for the previous month, and the report is trended with a 12 month rolling average to help provide a look at progress and trends.

The key to these numbers, just like any other information driving your business, is what you do with the information. For instance, we hold a monthly meeting at which we review the KPI's and set action items to address concerns raised by them as needed.

This is all well and good, and quite important to do on a monthly basis, but in many cases, the water is already under the bridge if you are only looking monthly. Today's business is so fast-paced that weekly, or even daily reporting is just as important, if not more, than monthly reporting and analysis. In fact, it can help you anticipate issues and respond accordingly before it is too late or too costly.

It is therefore important to understand the numbers that drive your business, and make sure that they are visible and actionable on whatever frequency makes sense. For small businesses, one of the primary issues for success is cash flow. Therefore, looking at receivables, payables, and incoming purchases is vital, and most business software packages allow you to see these numbers daily. Depending on your business, you might also look at orders pending and scheduled ship dates as a predictor of cash flow.

I picked up a great idea at the AAMI conference a few years ago from Eric Rosow, the Director of Biomedical Engineering at Hartford Hospital in Connecticut. Eric was demonstrating a unique concept that allows a hospital administrator to essentially press a button and immediately see his daily key performance indicators, such as occupancy, average length of stay, and operating room usage on his computer monitor. This concept is known as a business "dashboard", much like the dashboard on your car that provides at a glance the KPI's for the vehicle. This dashboard was created by simply programming the

*Continued on back page*

## THE RPI FAMILY

Wow! It's hard to believe that twenty years ago I started at RPI doing evening and week-end work as a draftsman, then ended up about three years ago accepting a full-time position. My responsibilities are not a whole lot different, as a "full-timer" I'm just more available to meet the daily demands of RPI.

I am RPI's Configuration Manager, which means that I am involved in engineering and drafting of all parts, as well as illustrations for catalogs, flyers, installation instructions, exploded views, etc. And, one of my main focuses here is to maintain the documentation system to the exacting standards set forth by ISO 9000 and RPI.

I am a native Californian, having been born on the naval base at Port Hueneme, California, and have enjoyed growing up here in this beautiful state. I have four children with ages 22, 20, 12 and 5 (what a range!). My wife and I spend most of our vacation time in either Las Vegas, or in the wine country (tasting some of our great California wines).

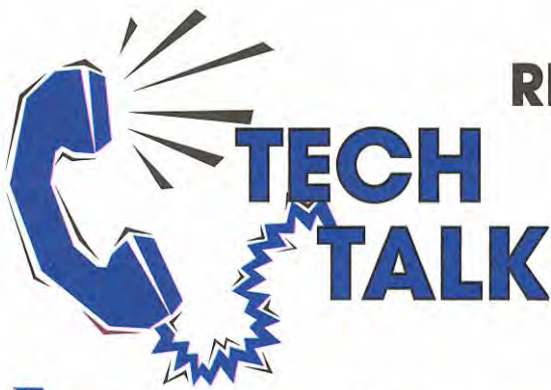
My favorite hobby is music. Whether I am listening to my enormous collection of recorded music or I am DJ-ing a birthday party or wedding, music is a big part of my everyday life. I am usually the guy that my friends call to ask "who sang this song?" or "what song included the these lyrics?". It's a lot of fun and I really enjoy it.



Randy Hunt  
Configuration Manager

I am fortunate to enjoy what I do for a living, and have been blessed to have RPI as an integral part of my world. I hope that all of you are on your way to your own personal fulfillment. Good Luck.





# REPLACEMENT CYLINDERS TO FIT MIDMARK/RITTER EXAM TABLES

*A chart to help determine which RPI cylinder to use.*

*By Mark Micucci, RPI Product Development*

For quite some time now RPI has been offering replacement cylinders to fit the Midmark/Ritter exam tables, Models 106, 111, 114, 116, 117 and 119, as well as the Power exam table, Model 311.

As an overview, these parts are a basic hydraulic solenoid controlled piston cylinder that are wired for 115V, 60 cycle operation. Working

pressure is 650 PSI with a maximum pressure of 800 PSI.

Some of our customers have told us that these cylinders fit other exam tables and may have other uses as well. To assist them in determining if these cylinders can be used elsewhere, they asked us for the measurements of these cylinders – thus the chart below. While RPI cannot

confirm exact form, fit and function for uses of these cylinders other than those that are listed in the chart below or in our catalog, we have provided the measurements of these cylinders as an aid to our customers who have asked for the information. One final note, when servicing any equipment, we recommend consulting the manufacturer's service manual if at all possible.

## RPI CYLINDERS TO FIT MIDMARK/RITTER EXAM TABLES MEASUREMENTS CHART

Exam Table Type	Base	Tilt	Foot/Back
Cylinder RPI Part #	MIC063	MIC064	MIC065
Cylinder OEM Part #	002-0001-00	002-0002-00	002-0003-00
Fits Midmark/Ritter Models	106, 111, 114, 116 117, 119 & 311	111, 114, 116, 117, 119 & 311	111, 114, 116 117, 119 & 311
Diameter (1)	2-1/8"	2-1/8"	2-1/8"
Retracted Length (2)	15.46"	13.96"	12.46"
Extended Length (3)	23.34"	20.09"	17.34"
Cylinder Length 1 (4)	12-1/6"	10-9/16"	9-1/16"
Cylinder Length 2 (5)	14.46"	12.96"	11.46"
Stroke (6)	7-7/8"	6-1/8"	4-7/8"
Mounting Hole (7)	.385 dia.	.385 dia.	.385 dia.
Ports (8)	1/2-20 UNF-2B	1/2-20 UNF-2B	1/2-20 UNF-2B

### FOOTNOTES:

- (1) Diameter – Thickness around the center of the cylinder.
- (2) Retracted Length – Measured from the center of the mounting hole to the threaded end of the shaft when retracted.
- (3) Extended Length – Measured from the center of the mounting hole to the threaded end of the shaft when extended.
- (4) Cylinder Length 1 – Length of the cylinder body.
- (5) Cylinder Length 2 – Length of the cylinder assembly measured from the center of the mounting hole to the end of the bell cap where the shaft extends.
- (6) Stroke – Difference between the Retracted length and Extended length. This is how much distance your shaft will move.
- (7) Mounting Hole – U shaped trunion mount with through hole.
- (8) Ports – Power and Return hydraulic fluid ports.





# WHAT'S NEW

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

## DENTAL LIGHTS A-dec

### Fits Cascade 6300

**REFLECTOR** - With FREE Lens Splash Shield  
RPI PART #ADR185  
OEM PART # (No OEM Part # available)

**LENS SPLASH SHIELD**  
RPI PART #ADL126  
OEM PART #28-0503-01

*Also available to fit the Cascade 6300: Power Switch, Lamp Socket Assembly, Lamp, Intensity Switch, Transformers, Circuit Breaker & Locking Tab*

## STERILIZERS Steris

### Fits System 1

**MAJOR PM KIT #1**  
RPI PART #SSK038  
OEM PART #200687

**MAJOR PM KIT #2**  
RPI PART #SSK039  
OEM PART #200975

**INFLATABLE CHAMBER SEAL**  
RPI PART #SSS037  
OEM PART #200253

**IT'S BACK IN STOCK!**  
**INFLATABLE CHAMBER SEAL**  
RPI PART #SSS001  
OEM PART #200213

*Where have the Chamber Seals been? Take a moment to read "The Inflatable Chamber Seal to fit Steris System 1 ... It's Back in Stock!", on page 5.*

## DENTAL LIGHTS Belmont/HealthCo

### Fits X-Calibur

**WIRING HARNESS** IN BALANCE ARM  
RPI PART #BEH030  
OEM PART #HLU 1130

**WIRING HARNESS** IN BALANCE ARM  
RPI PART #BEH031  
OEM PART #HLU 0350

**WIRING HARNESS** IN TRACK MOUNT  
RPI PART #BEH032  
OEM PART #HLU 1140

**FRONT SHIELD**  
RPI PART #BES034  
OEM PART #8000-02005/800-02005

**FRONT SHIELD**  
RPI PART #BES033  
OEM PART #HLU 2005

**LAMP**  
RPI PART #LMP601  
INDUSTRY PART #H-3

**POWER SWITCH**  
RPI PART #BES023  
OEM PART #8000-1001

**RUBBER SHEEL**  
RPI PART #BES002  
OEM PART #HLU 2054

**SCREW** (FRAME BACK COVER)  
RPI PART #BES006  
OEM PART #HLU 2004

**WASHER KIT** (JOINT BOLT ASSY)  
RPI PART #BEK028  
OEM PART # (No OEM Part # available)

**SPRING CLIP HOLDER ASSY**  
RPI PART #BEA001  
OEM PART #8000-2023

**SOCKET HOLDER**  
RPI PART #BEH013  
OEM PART #8000-2027

**LIGHT SOCKET**  
RPI PART #BES012  
OEM PART #HLU 2025

**GROUNDING WIRE ASSEMBLY**  
RPI PART #BEW010  
OEM PART #HLU 2026

**RUBBER WASHER**  
RPI PART #BEW016  
OEM PART #HLU 2011

**NUT (SOCKET HOLDER)**  
RPI PART #BEN014  
OEM PART # (No OEM Part # available)

## DENTAL CHAIRS Pelton & Crane

### Fits Chairman

**ROLLER MICRO SWITCH**  
RPI PART #PCS713  
OEM PART #007431

**TRAVERSE SWITCH**  
RPI PART #PCS716  
OEM PART #007429

**TILT SWITCH**  
RPI PART #PCS717  
OEM PART #007428

**LIFT SWITCH**  
RPI PART #PCS718  
OEM PART #007427

### Fits Chairman 5000

**LIFT CAPACITOR** (56-60 MFD)  
RPI PART #PCC728  
OEM PART #94-416-43

**CAPACITOR** (21-25 MFD)  
RPI PART #PCC734  
OEM PART #77 31 904

**CORRECTION LIMIT SWITCH**  
RPI PART #PCS731  
OEM PART #15-25-737

**FUSE (2A, 250V)**  
RPI PART #RPF367  
OEM PART #18-81-163

### Fits Chairman 5010

**FUSE (2A, 250V)**  
RPI PART #RPF367  
OEM PART #18-81-163

### Fits Coachman

**LIFT CAPACITOR** (56-60 MFD)  
RPI PART #PCC728  
OEM PART #94-416-43

**CAPACITOR** (21-25 MFD)  
RPI PART #PCC734  
OEM PART #019518

**MICRO-SWITCH**  
RPI PART #PCS724  
OEM PART #018420



# Service Bulletin

## Parts Update and Corrections to Catalog

Following is a list of updates on some of our parts and corrections to our catalog:

### A-dec

Syringe Button  
RPI Part #ADB021  
Update: Part no longer available.

### A-dec

Needle Valve  
RPI Part #ADS007  
Update: Water shut-off feature does a better job shutting water flow.

### Bear

Gasket  
RPI Part #BMG001  
Update: Part no longer available.

### Bear

Gasket  
RPI Part #BMG002  
Update: Part no longer available.

### Lamps & Bulbs

Lamp  
RPI Part #LMP018  
Correction: Lamp is 12V **not 20V**.

### Midmark/Ritter

Temperature Gauge  
RPI Part #RCG085  
Update: A Jam Nut has been added for use when servicing the Midmark M7 Speedclave.

### Pelton & Crane

Sight Glass  
RPI Part #PCG634  
Update: Part no longer available.

### Pelton & Crane

Fill/Vent Plunger Kit  
RPI Part PCK202  
Update: Plunger now has a rolled lip for better seat retention.

## Tech Help and Parts to fit the Hill Rom/Air Shields Stabilet and Resuscitaire Equipment

Hill-Rom/Air Shields has announced that it has discontinued all parts and technical support for the Stabilet and Resuscitaire equipment. So if you need the heating elements and heater socket harness for the Stabilet, or the heating element for the Resuscitaire, contact RPI – we have them in stock, ready to ship. What's more, we offer FREE technical assistance if you need that too. You can count on RPI for the parts you need, when you need them!

## The Inflatable Chamber Seal to fit Steris System 1 ... It's Back in Stock!

Finally, after more than a year of hard work, we have the Inflatable Chamber Seal (RPI Part #SSS001) to fit the Steris System 1 back in stock. We sincerely apologize for the long delay in our stocking this part. When we first introduced it in 2002, we were purchasing the part from a vendor that at one point had supplied this same part to Steris.

Apparently, when Steris learned of our source, they approached this vendor and offered to resume purchasing this seal again, cutting us off from our source. Unfortunately, we were not informed of this situation until we called to place another purchase order, at which point we were left with no other option but to find another vendor.

The inflatable seal is a relatively unique part, and only a few companies around the world are capable of making such an item (it is similar to the seal used for the canopy of a fighter jet). Two different companies make it for Steris. After much searching, we located another, worked closely with them on design, received samples that we sent to the field for testing, and finally went to production. It was a long time coming, but we are glad to be able to make them available to you again.

## RPI 16" x 16" Door Gasket to fit Eagle and Medallion ... Now Seamless!

We are pleased to announce that the 16" x 16" Door Gasket (RPI Part # AMG009/OEM # P074367-091) to fit the Amsco Eagle and Medallion series sterilizer is now seamless. We were not satisfied with the quality of the splice in the old style, as it was sometimes not holding as well as we would have liked. So we purchased new tooling, and are now producing molded, seamless gaskets that will be worry free to you.





8 to 4  
NO MORE

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

We knew it would happen some day, but did not know when. And when the news came, there was a tremendous feeling of shock. We knew that some day Andy Sandelski, one of our Product Development Engineers, would succumb to Marfan Syndrome, that he had already outlived the doctors' predictions, but we kept hoping against hope that things would work out for him and he would be the exception to the ravages of the disease.

In 1987, when Al and I met with Andy about leaving Chicago and coming to work for RPI, he was quite open and up front about his condition. At the age of 28, he had already had surgeries because of his health problems. We marveled at his willingness to leave his family and the doctors he felt so secure with and move to Los Angeles. After he joined RPI we spoke with several doctor friends of ours. They told us that Marfan patients rarely lived beyond the age of thirty. At Andy's 30th birthday, we had a cake for him, rather than the customary donuts.

In the 15 years he was with us here, Andy needed several operations, including one in Chicago, when he was on his way to see his family (and a White Sox game). His recuperation in Chicago was lengthy and he was eager to get back to L.A. and to his product development and technical support work. We worked hard with Blue Cross to see he received the best possible care.

We first met Marie at an RPI Christmas party. It was easy to see what they meant to each other, but, with his health issues, Andy was reluctant to go ahead with the relationship. But he finally did and their wedding, at their local Catholic Church, was lovely. And the birth of their child, Ronnie, was a very exciting event for all of us.

Our RPI family has shared many meaningful occasions. But none hit us as hard as losing Andy. His contributions to our growth, both in spirit and in product, were enormous. We will always be grateful for having known him and we will miss him.



## AL'S VIEW

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

After my near death accident that occurred several years ago while vacationing in Canada, Joan Woodlock, our vice president of marketing, had made a tee shirt for me that shows a graphic of the bottom of two feet with a tag hanging from one of the big toes and the tag reads "Lucky Me, Almost Toe-tagged, Life is Good". In a few words, it expresses all that has happened to me. Today, life is not only good; it's better than ever. I'm bringing this up because I've read the article that Paul Thomas wrote for the magazine *Medical Dealer* about his coming back from adversity. Paul explains in his article what he did to overcome a serious stroke he had suffered. My recovery period after the accident and his after his stroke basically overlapped each other's. During that time, Paul and I and our wives gave each other much support. We both learned the same lesson – adversity can make you even stronger. But it is all up to you and your support group.

Before I started RPI, I was in the executive search business. Finding people and finding out about them is a much more involved task than normal hiring. One of the first things I learned was about adversity. It came this way. I was working on a search for a major shipyard. One of the candidates I had found was with one of the most reputable yards in the country in the Northeast. In executive search, you always interview your candidates so that you can winnow them down before you present them to your client. My partner happened to be on the East coast on another search at the time and suggested he do the interviewing. His report to me was eye opening. He reported the candidate as young, bright, bushy tailed, talented, and had grown through the ranks rapidly. He was a great candidate, but he had never had his nose bloodied. We had no reading on how he would react under adverse conditions. I found other candidates who had "broader" experiences.

The moral of the story and of Paul's and my experiences is that adversity can help improve your life, and your career. But only if you learn from it. Please read Paul's column again. We all have some setbacks in life both major and minor. Use them as a positive force in your life.



## A BIG RPI Welcome To ...

The newest members of the RPI family – DeAnthony Danks and Neil Blagman.

DeAnthony joined our Shipping and Warehouse Department. His responsibilities include making sure that



your order is packaged properly and shipped the way you requested.

Neil lends his background and expertise to our Product Development Team. As such, he's hard at work developing new products and offering our customers technical assistance via phone, e-mail and fax.

## Congratulations Are In Order ...

To Lara Karaguezian. Lara is the assistant to our Purchasing Manager and spends most of her time expediting parts to get them to our customers even faster. However, for the past several months, she has been attending extensive classes to help her develop purchasing skills and strategies. Lara completed her classes with flying colors and earned a certificate. We are very proud of her achievement.

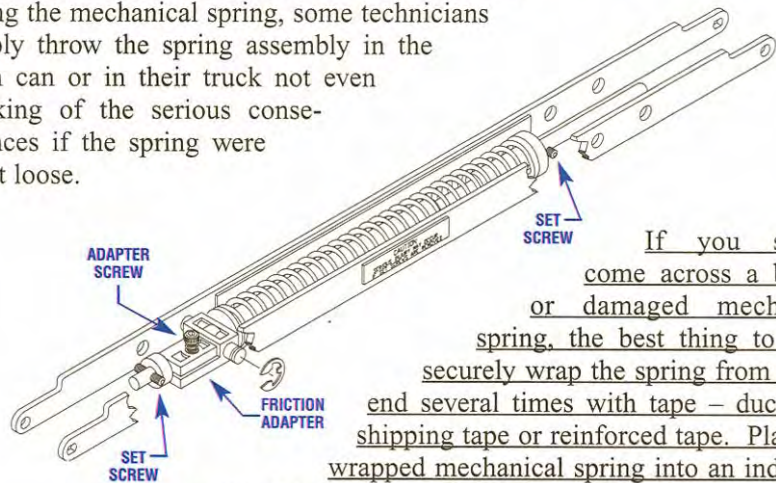


## WHAT TO DO WITH A BROKEN PELTON & CRANE LFII DENTAL LIGHT MECHANICAL SPRING

By Jim Wisniewski "The Dental Guy"  
Manager, RPI Product Development

Many of our customers ask us what they should do when they come across a broken or damaged mechanical spring in the Pelton & Crane LFII dental light.

Let's think "safety" for starters. The compressed spring has a load of approximately 175 lbs. at all times. There are two stainless steel screws that hold the friction adapter and other plastic parts in place in the assembly. The friction adapter is the main component and its job is to hold the shaft in its place, by acting as a brake at all times. This adapter can become over-stressed or damaged if over-tightened. If this happens, the friction adapter cannot effectively contain the compressed spring and its 175 lbs. load, thus placing anyone or any object in close proximity in danger. What's more, when servicing the mechanical spring, some technicians simply throw the spring assembly in the trash can or in their truck not even thinking of the serious consequences if the spring were to let loose.



If you should come across a broken or damaged mechanical spring, the best thing to do is securely wrap the spring from end to end several times with tape – duct tape, shipping tape or reinforced tape. Place the wrapped mechanical spring into an industrial strength trash receptacle. Do not ship a broken or damaged mechanical spring if any of the plastic parts are broken. This too can place people in danger.

As you see, a mechanical spring is capable of causing harm to those around it if it is not properly cared for and handled, so treat it with respect and care.

## UPDATING THE RPI POCKET-SIZE DENTAL CATALOG

Some of our customers have asked us how they can update their RPI Pocket-Size Dental Catalog with the new parts that we introduce during the year. Here's a suggestion: Write the information about the new parts on the page that appears just before the Cross Reference for each section. These pages are labeled at the top "Add New Parts on this Page", and we left lots of blank lines for you to use.





**This year's RPI PM poster is dedicated to the valve - both the electric and manual types. The poster is full of interesting facts and PM tips all related to valves. Please let us know how you like it.**

**THE RPI 2004 PM POSTER IS HERE!**



## FROM THE DESK OF THE PRESIDENT

*(Continued from page 2)*

computer system to generate a report that compiled the key statistics from a wide number of reports generated throughout the hospital. The dashboard allows the administrative staff to have vital information at a moment's notice to help them assess situations and make important decisions regarding staffing in various departments.

We have created our own dashboard at RPI, where we are able to view on one simple report our key daily indicators, including inventory levels, sales per day, receivables and payables. If any of the numbers look out of sync, we are able to respond immediately, instead of waiting for a weekly or monthly report.

For an internal department, such as clinical engineering, you might want to have your own dashboard that provides basic information such as pm's scheduled, service calls waiting and average lead time, inventory, and

other relevant statistics that are critical and actionable on a daily basis. Administrators (and their departments) might want to include a weather forecast on the dashboard to anticipate heat waves and colder weather that could impact occupancy.

Different businesses will have different numbers at which to look. Ice cream manufacturers might look at weather forecasts and dairy prices amongst other things as daily key indicators. Medical equipment refurbishers might track exchange rates and the economies of countries they export to, as well as important cash flow indicators.

*“The key to these numbers, just like any other information driving your business, is what you do with the information.”*

It is simply up to the manager to understand what drives his or her business, what decisions need to be made on a daily or weekly

basis, and ensure that accurate data is easily available to help make those important decisions. Because if you really know what makes your business tick, and you have timely information, you have a better chance of anticipating problems and making the correct decision to help your business be successful.

**CALL (800) 221-9723 or (818) 882-8611 • FAX (818) 882-7028 • E-MAIL [moreinfo@rpiparts.com](mailto:moreinfo@rpiparts.com) • WEBSITE [www.rpiparts.com](http://www.rpiparts.com)**

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