



# THE ALTERNATE Source

VOLUME 1,

SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

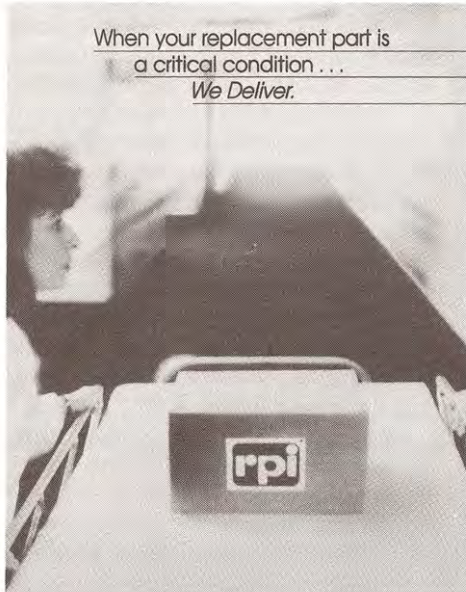
NUMBER 1

## SERVICE, QUALITY & SAVINGS - an RPI tradition

As RPI enters our 18th year of service, we dedicate this premiere issue of *The Alternate Source* to you, our loyal customers who have made our business what it is today. By providing a way of communicating to you technical information, service tips, and news about RPI, this newsletter will assist us in serving you more effectively. With every set of new parts flyers, RPI will publish a new and exciting edition telling you more about us and discussing industry issues. We invite you to be a contributing author to "Service Tips". We will advise you of the parts that are on the way from our drawing boards to our inventories, and introduce you to the talented and hard working staff of RPI.

Thanks to you, RPI has become the international leader in supplying replacement parts to the healthcare industry. You have told us that your non-OEM parts must be of superior quality and at attractive prices. You have asked us to ship your order the same day it is received. Well, we've listened! Our reputation has been built on a foundation of quality and service, supported by a dedicated group of engineers, quality assurance and customer service team members all working diligently to make your job easier. Remember, we guarantee our parts and your satisfaction.

Never satisfied to rest on our laurels, RPI is continually striving to meet the requirements of all of our customers. This means constantly adding new parts to our inventories. It also means listening very carefully to what our customers want, and fulfilling those needs. Many of you have spoken to our General Manager, Sherry Lapidés. Often referred to as the guiding force within RPI, Sherry provides a never



When your replacement part is a critical condition...  
We Deliver.

ending spirit of energy and enthusiasm which has been infused in every member of the RPI family. We realize that we work for our customers, we are here to service their needs efficiently and effectively, and we respect them. These are people who have built their own businesses on a reputation of service and quality, and as their supplier, we have to reflect those same principles."

Sherry and her husband work as a cohesive team in the company's management. Al Lapidés brings a wealth of engineering and business experience to the office of President, and works closely with the technical services and quality control teams to develop products that are worthy to wear the RPI label. "We have earned a reputation for producing parts that are of superior quality. We realize that we cannot skimp in any aspect of the design and manufacturing process. We

all insist on shipping the customer only superior quality products."

Our new catalog reflects the progress that RPI has made over these 18 years. With the addition of over 125 parts since the last catalog, RPI is continually striving to meet the needs of our customers from every segment of the health care industry. The just published 1989-90 edition features 80 pages of parts designed to the exacting specifications of RPI engineers.

If you haven't received your copy, please call RPI Customer Service TOLL-FREE at 1-800-221-9723, and your new catalog will be rushed to you immediately. Remember, RPI's 24-hour faxline is standing by ready to receive your order, comment or request. Our fax is friendly, eager, and awaiting your call. To reach (it) simply dial 1-818-882-7028.

We want to thank all of our customers for making the past 17 years a pleasure to serve you, and look forward to many more years of progress and service. THANKS!

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# SERVICE TIPS



by Al Goldstein

Medi-Dent Co., Tarzana, California

Most of you have at one time or another run across the problem of finding the reason that the fuse of a machine blows when the power switch is turned on. In this age where the electronic equipment is getting more and more complex, this type of problem can take a lot of time to track down. It also could be expensive if you have to use many fuses in the process.

Recently I had the exact problem with a Burdick E-320 ECG. The method I applied to isolate the problem is one that I have used many times.

Test equipment requirements:

1. A variable transformer (Variac, Powerstat) with at least a 5 amp rating.
2. An AC ammeter with a 5 amp full scale and a minimum resolution of .2 amps. There are some digital clamp-on units available that work well for this application.
3. A digital multimeter. This should have a good low ohm scale so that you can resolve down to .1 ohms.

The E-320 has a .6 amp slow-blow fuse. You should avoid using any fuse with a rating that is different from that called for by the manufacturer of a machine.

First connect the Variac between the power input of the ECG and the power line and have the ammeter monitoring the current flowing through the fuse.

The idea of this technique is to set the Variac at minimum output. Set the ECG power switch to ON. Slowly increase the line voltage via the Variac while observing the line current. When the current approaches the fuse value, with the voltage input less than 120V, stop. At this point you are sure that increasing the voltage will result in the fuse blowing. Now turn the voltage to 0V. Disconnect the ECG from the Variac. This should be done prior to any work inside the machine.

The first step was to isolate the Power Supply board from the rest of the circuitry. J-108 was disconnected from the Power Supply. The procedure of applying voltage while watching the current was repeated. This time the current stayed way below the .6 amps when the Variac was at 120V. This indicated that the problem was not in the Power Supply board.

After reconnecting J-108 and using the same technique of isolating other sections of the circuitry by disconnecting cable connectors from the Input board I found that only by disconnecting the Servo board the excessive current draw was eliminated. Now I took one step more and disconnected the three galvanometers from the Servo board and still had the high current. I was now sure that the trouble was located on the Servo board.

At this point you can replace the Servo board with confidence that you have isolated the problem. *This is really important if you do not have all of the replacement boards in stock.*

## FROM OUR CUSTOMERS

*"I have great respect for RPI. There are only three organizations in the country that I respect.*

*McDonald's  
Wal Mart and  
RPI"*

*Nick Dodich, Arvada, CO  
D.A.C.O. Co.*

*"Thanks for the timely delivery of my first order. I feel that the product quality and service are excellent."*

*Pat Iadarola, Jackson Hts, NY  
Dental Equipment Sales & Service*

## Editors Note:

*Al Goldstein is owner of Medi-Dent, a company servicing medical and dental offices in the Northwest Los Angeles area. He formed the company in early 1972 after leaving Bunker-Ramo where he was Manager of Computer Development. He spent some twenty years in aerospace electronic engineering.*



Our first featured employee deserves this honor, for she is truly the backbone of our group. Fran Reno, our Office Manager, really keeps things going smoothly for all of us and is an innovative problem solver.

She is married to Mike Reno, Credit Manager for one of the divisions of Wyle Labs. They have one child, Jared, a very active seven year old. Fran has an Air Force background, as her father was a career Sergeant. A degree in Fashion Merchandising and Interior Design led her to Northrop Aircraft and then to Memorial Hospitals Association in Modesto, California, before joining RPI here in sunny Southern California in 1983.



Fran Reno, Office Manager

Fran says she enjoys golf, bowling, science fiction novels and movies and, when time permits, pursues tole painting and gardening.

Fran is also our computer expert, and can work wonders with her flying fingers. She keeps the wheels oiled in Customer Service, Order Entry, Receivables, and wherever a finger is needed in the dike.

We're certainly glad she's on our team!

## from the desk of the **PRESIDENT**

Finally I'm able to talk to all of you at one time. That's because my BOSS has decided to publish this newsletter. I've had the pleasure of meeting only some of you in my travels, but now I can say "thank you" to all. Thank's for being you and helping us to grow. You've told us what parts to make, how good or bad we've made them, and what you've liked and not liked about RPI. It's because of you that we've come to serve you well.

Through this column, I hope to talk to you about RPI, where we're going, what we're planning, and how we hope to serve you even better. I want to invite you to let me know what needs you have that we're not meeting, whether it be new parts, quality or service. Our business is to meet your needs and only you can tell us what they really are.

You will notice the column called Service Tips. This will be a regular

feature. It will always be written by one of you.

Most of you have figured out a unique way to quickly diagnose or solve an unusual problem. Please write it up and send it to us. We'll publish as many as we can. This column will allow you to share your experiences and learn from others.

Included with this first issue is our present product development plan. This plan is created from your inputs. Because of the sudden emergence of specific opportunities and requirements, it does get changed. We try to stay constantly attuned to your needs. In future issues, we will announce what will actually be introduced in the next flyer.



Al Lapides, President



**Q** What's the best time to get an order to you?

**A** Order desk hours are 8:00 a.m. - 4:30 p.m. Monday through Friday.

**Q** How do I know my order will go out the same day?

**A** All orders received by 2:00 p.m. California time are shipped that very same day. If your order comes in after 2:00 p.m., it may not go out until the next day.

**Q** What if I'm in a really big hurry to get the parts?

**A** We can ship UPS Red Label and have it to you the next day. Or it can go Second Day Air (Blue Label) or ground service. It just depends on how critical your timing is. We can also ship Federal Express or by other common carrier.

**Q** Do you have a fax machine?

**A** Yes, our faxline, 818-882-7028, is available 24 hours a day. You can transmit to us during the day or after working hours, when the rates are cheapest.

## from the **PRESIDENT'S BOSS**

Many changes have occurred in the 17 years since RPI was first started. Back in 1972 we occupied a small corner of a building in downtown Los Angeles. I came in to work in the mornings, then zoomed home to be there when the kids got home from school. All three of our children earned their first spending money stuffing, sealing, and stamping envelopes as we let you know about new parts we had added to our inventory.

The gas crunch in 1974 gave us an excuse to move the business closer to home, and we're now in our third building on the same street in Chatsworth, a suburb of Los Angeles. From having me as a sole, part-time employee, the Company has grown to a full-time staff of 13. Because we are

still growing so much, all of us seem to have overlapping jobs and provide backup and support for each other. It's a good feeling!

We have been able to meet many of you in person during our travels and attendance at various meetings. We look forward to continuing doing this and hope, likewise, that when you come to Southern California you will stop by and visit us. We'd love to have a chance to show you around our facility and to prove there are real people behind the voices you hear when you phone in your orders.



Sherry Lapides, General Manager

### Coming Up . . .

Join us at ASHE-CES meeting in Oak Brook, Illinois, October 11-13.

**RPI** THE **ALTERNATE**  
*Source*

*The Alternate Source* is published for customers and friends of Replacement Parts Industries, Inc. We encourage comments and suggestions from our readers and reserve the right to edit and publish all submissions. For further information, please contact our office at 20416 Corisco Street, Chatsworth, CA 91311, or call TOLL-FREE 1-800-221-9723.

## Did You Know?

- The heaters to fit the OCM & OCR have been redesigned to last longer and fit better?
- We carry parts to fit Hamilton and TruTrac equipment?
- The STB015 saw blade for fibreglas casts has a metallurgically treated surface which does not wear off with use?
- RPI has vacuum bags and hoses to fit Stryker cast cutters?
- RPI listens to you? Please let us know of your needs.



**WE  
NEED  
YOU!**

*The Alternate Source* encourages our readers to submit articles, questions or comments of general interest. Thanks!!

## Customer Account Numbers Speed Things Up!

Use of your customer account number will speed up the taking of your order when calling our toll-free order desk (800-221-9723) or faxline (818-882-7028). This number is printed on your invoices and packing slips in the upper right hand corner. Please have this number handy and we'll be able to process your order more quickly and efficiently. Thank you.

Remember **rpi** for

- SERVICE
- QUALITY
- CONVENIENCE
- PRICE



**replacement parts industries, inc.**

"The Alternate Source"

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