



THE ALTERNATE Source

FALL 1990

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SERVING THE NEEDS OF THE HEALTHCARE INDUSTRY SINCE 1972

NUMBER 5

LET'S HEAR IT FROM YOU

"Those who enter my store to buy support me. Those who come to flatter please me. Those who complain teach me how I may please others so that more will come. The only ones who hurt me are those who are displeased but do not complain. They refuse me permission to correct my errors and thus improve my service." This is a quote from Marshall Field of great retail fame. RPI has openly plagiarized this credo. We think it is the basis for any successful business no matter what it is.

The key to this quote is the last two sentences. No matter how hard we try, we all can make a mistake now and again. If we don't know we've made the mistake, we simply perpetuate it. When that happens, everyone loses ... you, me and your customers.

You've seen in all of the issues of this newsletter some rather nice comments that have been given us by some of you. There is even an exceptionally nice one in this issue. The basis of these kudos is what everyone here at RPI is working for — better service to you, higher quality parts, and better prices. Every time we get one of these kudos from you we know we've taken one more step toward achieving our goals.

But those of you who let us know when we're not meeting your needs help us even more. You help us improve the quality of our products and services. You let us know when we've made those mistakes that we're not aware of. And when we already do know about them, you help confirm this awareness. Not only that, but your inputs normally give us more than one clue toward solving the problem.

What happens when you perceive we're not meeting your need and you don't tell us about it? Here's an example of how everyone loses. About four years ago, sales to one of our larger customers started dropping off. When sales had almost disappeared, we called the customer to find out why. The answer was that our quality on a single part didn't meet their requirements. Rather than telling us about this, they simply stopped buying everything. We were losing sales to them, and they were losing price advantage, rapid delivery, and lower parts inventory investment. Everybody was losing. We found that their problem wasn't unique. The part needed improvement. We made the changes and regained the customer. It turned into a win-win-win situation, because all of the rest of our customers benefitted also.

This story is a simple one, often repeated in all businesses. The subject that we're really talking about is communication. We need to talk to each other so that we can all win. We need to hear what you want and don't want, and what you like and don't like. This is the only way that we can meet your needs.

Protronics

Mr. Al Lapidis
RPI, Inc.
P.O. Box 5019
Chatsworth, CA 91313-5019

Dear Sir,

I am a long time user of your products. I have come to depend that your parts function well, your delivery is prompt and your technical support is expert. In fact I am able to use the "JIT" (just in time) method of acquiring parts for those reasons. Although your prices are good, they are of secondary importance since the first three qualities I mentioned are hard to find in one supplier --- at any cost.

The point is, as I was reading the lead letter to "Dear RPI" in the Summer 1990 issue of THE ALTERNATE SOURCE, I was reminded of my own recent problems associated with your PCT007. I had two P&C OCR's in the shop at the time, both in need of new heat controllers. I was having a problem getting either of the new PCT007's to work reliably in either of the autoclaves. I went as far as to order a third PCT007. It fared no better. I then talked with one of your staff and he suggested the heater circuit in one of your autoclaves from different offices with the same exact problem!

Now, three items:
Firstly I learned my long held belief that your products and staff perform as close to flawlessly as any could, is as correct as ever. Secondly I hope that you continue to print service tips in your newsletters. I feel it enhances an already great service.

Lastly, please extend my thanks to your entire staff for the superlative job they are doing!

Sincerely,

Stuart Vealey
Stuart Vealey, CBMET

1438 Battle Creek Rd.
Charlotte, Michigan 48813
Phone (517) 343-4495

CUSTOM ELECT

inside

Dear RPI	3
Did You Know?	4
From the Desk of The President	2
From the President's Boss	3
Service Tips	2
The RPI Family	3
What's Coming Up	4

SERVICE TIPS



Stryker Cast Saw and Autopsy Saw

By Brian Statter
Medi-Call Orange, California

These two devices share three common problems:

1. Will not start
2. Overheating
3. Loss of power at blade

Following are the potential causes and methods of identifying those causes.

1. Will not start
 - a. Broken wire in line cord — visual check and ohmmeter
 - b. Defective on/off switch — visual check and ohmmeter
 - c. Worn out motor brushes — visual check
 - d. Open spot in armature — check with ohmmeter
 - e. Open spot in field winding — check with ohmmeter

CAUTION: When replacing line cord or field assembly, be very careful to position all wires away from the armature. Make sure field assembly is not reversed. This will reverse armature rotation causing cam to unscrew.

2. Overheating
 - a. Bad main bearing — remove shaft cover assembly. Run the saw for about two minutes. If neck assembly gets hot, main bearing is bad.

EDITOR'S NOTE: Brian was born in England and came to the U.S. in 1954. He and his partner, Cliff Hudson, founded Medi-Call in Los Angeles in January 1963. Brian moved the company to Orange four years ago. His son, Dave, became a partner with Brian when Cliff retired earlier this year.

- b. Loose cam, needle bearing, and link — visual check for snug fit (can cause very noisy rattle in saw)

CAUTION: When replacing main bearing, always replace rear bearing. Also, check main bearing for rotating in housing. If bearing is rotating, remove and score inner housing at main bearing location in three spots with center punch to hold bearing still.

3. Loss of power at the blade
 - a. Worn cam, needle bearing, link, or shaft — visual check
 - b. Worn shaft pin (blade will not lock properly) — visual check
 - c. Collar, lockwasher, and nut installed in improper order — visual check
 - d. Shaft has side or up and down play — visual and manual check

CAUTION: Shaft side play is caused by worn shaft or shaft bushing. Up and down play is caused by lack of spacer washers. When replacing shaft bushing, be sure to replace oil seal. Use locktite on head screws to stop loosening while in use.

from
the
desk
of
the



PRESIDENT

In every business or personal life there are "firsts." The first customer, the first product, the first goof, the first day of school — you get the idea. Well, we made our first product announcement goof. In our last flyer, we introduced the valve cores that fit the MDT Chemclaves. We have been working on these for years. The design is tough, and manufacturing is even tougher. As you can imagine, we invested a lot in time and money to bring these products to you. Finally, we learned how to make them, and how to get the teflon on properly while controlling dimensions within specifications.

They were done and we were excited. We rushed them out in the flyer to let you know we got there. But we still continued our testing before we would ship any to you. That testing showed that even with a well-made valve core, even if the unit had been properly cleaned, you could still get leakage. We found that you have to match the valve core to the valve housing. The angles of the mating parts must be in close tolerance to each other.

So, we've done what we've never done before. We won't sell a new part we've announced. It won't work properly without a matching valve housing. We're developing the housing now. You'll be able to get the metering valve with the first flyer of next year. Those will work well. They will meet your demanding quality standards. Thanks for your patience. We know you want parts that work.



No one does it better
than RPI
The Alternate Source

QUALITY
SERVICE
SAVINGS
CONVENIENCE

from the
**PRESIDENT'S
BOSS**



Sherry Lapidès, General Manager

Summer is over, and it seems as if it just arrived yesterday. As I write this, it's the beginning of October. Halloween decorations are in all the stores and Christmas things are appearing already. The days are still warm, but growing shorter, and I know that the end of Daylight Savings Time is almost here. That is a point of reference now, just as the beginning of school used to be when our kids were little.

Fall seems to bring renewed energy, following the "lazy" days of summer. We're excited about some of the new things that have happened recently — a new PC and lots of software for the Product Development Department; a comparator and all sorts of gadgets for Ron Cain to work with in our never-ending quest for quality control, and the best parts we can supply to you. We are excited, too, about the parts we're coming out with for the Air Shields transport incubators. We appreciate the input from all of you who asked about parts for this equipment and other equipment. This renewed energy will be carried over to our catalog, also. We're working on the new one now, and should have it ready shortly after the first of the year, so we'll be able to discard this one and all of its loose pages.

That's what is so much fun about this business. There's always something to look forward to — introducing a new line of repair parts, adding to an existing line, getting ready for another newsletter or catalog, and attending the meetings, where we have a chance to talk with each other in person. At this time we're looking forward to the AAMI meeting in Grand Rapids, the Ashe Clinical Engineering Section in Bal Harbour, and the Midwinter Dental Meeting in Chicago. If you spot us at any of these meetings, please come up and say 'Hi.' We'd love to meet you all.

In the meantime, although it really is a bit early, all of us here at RPI hope you will have wonderful holidays and that the new year will bring a new era of peace and goodwill to all.



ANDREW SANDELSKI

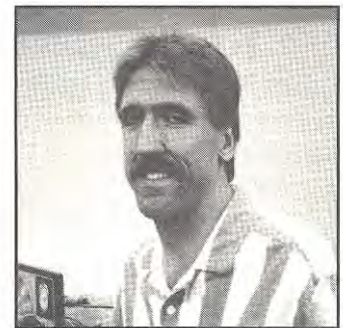
My journey to RPI started 2,000 miles away in a friendly little town called Chicago. After completion of high school I knew it was time then to make a career decision. My interest always was in the area of medicine and technology, so I decided to continue my education at Purdue University in West Lafayette, IN. Four years and about a hundred sleepless nights later I earned my degree, B.S.E.E. (Bachelor of Science in Electrical Engineering), with concentrated studies in Clinical Engineering.

I started my engineering career at Rush-Presbyterian St. Luke's Medical Center in an internship program and later became the Clinical Engineering Supervisor. Upon leaving my position at R.P.S.L.M.C. I took on a new role as an engineer working as Parts Manager and Quality Control at Cook County Hospital in Chicago. In between these positions I acquired some troubleshooting experience working for peritoneal dialysis and hemodialysis companies.

Once finished with these undertakings, I felt that not only was it time for a different aspect of clinical engineering but also a change in climate. So when Sherry and Al Lapidès made me an offer, it was suntan lotion in hand and good-bye to the snowy midwest — I was on my way to California.

Once in my new setting it was time for different endeavors. The challenges and opportunities are endless at RPI. So instead of nursing in-service and preparation for Joint Commission, there were engineering change requests, product development plans and troubleshooting over the phone, to name just a few.

I have enjoyed my time at RPI thanks to the pleasant people I work with and the many people who call with suggestions and ideas to make my job a little easier. In the future I hope to meet in person a lot of the colleagues I converse with on the phone.



Andy Sandelski

Editor's Note: Andy Sandelski joined RPI's Product Development Department in February, 1988, just as we were moving into our new building.



Q What do I do if a box comes damaged?

A Sign for the package with a notation that the box was damaged. Open the box. If everything listed on the packing slip is there, and not damaged, do not worry about the damaged box.

Q What if something is missing or damaged?

A Please call us immediately. We will need to know your customer number, name, invoice number and date. A duplicate order will be shipped out right away.

Q Is that all?

A No, it's not quite that easy. You then need to call your local UPS office and inform them of the problem. Keep the box and its contents to show the UPS representative who will come out.* A claim will be initiated by RPI and credit for the original invoice will be given as soon as it is cleared with UPS.

*In most cases, he will take the box and contents with him.

HELP

Steve McConkay has been heading our dental product development for the last five years. Beginning in January 1991 he'll be out in the trenches with the rest of you as he becomes owner/operator of an independent service company. You all know what a wonderful job he has done in developing quality parts for RPI. We need somebody who is just as good. The primary thrust is on dental parts and background there is necessary. But there will also be work on other medical products depending on the need and workload of the development group.

The person who joins us will be

interested in and, hopefully, have some background in developing and/or manufacturing things. There needs to be a curiosity on how to make something. This person will be involved in product development from determination of what we will bring to market, through design and development, and through final test and quality control, and will have the support of professional purchasing, drafting, and quality people.

If you know of someone who might fit this bill, we'd like to talk to that person. Please let us and/or them know so that we can talk to each other. You'll be doing someone a great favor.

What's Coming Up

Our next newsletter will be coming out in January. Look for these new parts, now in development.

AIR SHIELDS (Transport Incubators CC86 & C100)
access door hinge and latch, air temp probes, elevator rails, micro filter, panel meter, motors & impellers

AIR TECHNIQUES (Peri-Pro X-Ray Film Processor)
shutter release bar, compression & extension springs & spring pin, timer & shaft idler gears, hub & pin and shutter plate assemblies, retaining ring, rubber bumper, and table top pin

MDT (autoclaves 4000, 5000, 5500, 6000)
complete metering valve assemblies

MIDMARK (Exam tables, 100 Series)
foot control, rocker and return limit switches; capacitor; reed switch kits; control panel relay kit

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 today.

AIR SHIELDS — 6 gaskets to fit C86 and C100 transport incubators (another new line of quality repair parts from RPI)

HEWLETT PACKARD — 2 Recording styli to fit EKG's 1500, 1511, 1515

MIDMARK — 10 high use parts to fit the exam tables

PELTON & CRANE — 3 asked-for parts to fit the validator 8" and 10" autoclaves

PURITAN BENNETT — 7 more parts for

the repair of the MA-1 ventilators

RITTER/CASTLE — 2 door gaskets to fit the 800, 800V, 1000, 1000R, C2250, C2260 steam sterilizers (pancake style to end the confusion between the ring style & pancake style gaskets)

30 new repair parts to make it easier, faster and cheaper for you to do your job better. Please see the enclosed sheets for prices, pictures and descriptions.

Did You Know?

The BKB006 that we've been shipping is too long? As of right now you can order this brush with the full assurance that it is the correct length.

RPI sells reagent pickup straws for use with Coulter Cell Counters (Isoton[®], Isoterge[®] and Lyse[®]). See page 25A of our catalog.

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



replacement parts industries, inc.

"The Alternate Source"

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