



From Out in Left Field ... Or, From the Desk of The New RPI President

by Ira Lapidès

The New President, Replacement Parts Industries, Inc.

As you probably read or heard elsewhere, on May 1 of this year, my parents stepped back from their full time roles as President and General Manager of RPI to part-time responsibilities focusing on strategic direction and customer relations.

At that time, I was promoted to President and CEO of RPI, Joan Woodlock to Vice President of Marketing and Customer Service, and Phil Goldstein to Director of Product Development. In addition, Hector Rodriguez was hired as our Finance and Operations Manager, taking some of my former duties, as well as my mother's.

My parents leave pretty big shoes to fill, having co-founded and managed the company since it's inception in 1972. They have built a company of strong values and culture with quality, service and integrity being the cornerstones of the business.

I am excited by the challenge of taking RPI to the next level. Our values and culture must be maintained while we grow to meet your expanding requirements.

We have developed a good foundation in 1999, implementing a new computer system and commencing efforts toward ISO

9001 certification, which we are targeting to achieve next year. We will continue to develop quality parts and look for new ways to continue to improve our service to you. And, if you should have suggestions, please feel free to contact me.

The quality of RPI parts will always be our primary concern. That is our business. We do not sell equipment, so, unlike the OEMs, if there is an issue with a part, we must respond and resolve it to the best of our abilities because parts are our business, our only business.

In fact, this was brought home to me this past August, when my son Ryan was born. As he was delivered, besides marvelling at the miracle of birth, I thought of the parts that were in the infant warmer where he was placed. I felt confident knowing that if there were RPI parts in that incubator, they were quality parts that I could trust ... trust enough to place my newborn son in that warmer.

I thought of RPI's place in the healthcare system, and how not just our customers, you who service the equipment, but healthcare professionals and their patients, must rely on our parts, and how RPI must continue to produce quality.

You might think these are strange thoughts to have during the first few hours of my son's life, and maybe you are right. But this business is in my blood, and I will work hard to make RPI the best it can possibly be.



*Ira Lapidès, President & CEO
Replacement Parts Industries, Inc.*

We Began as The Alternate Source; Now We're Your Best Source

Twenty-eight years ago, right at Thanksgiving time, we made the decision to found RPI. It was to be a company that would offer an alternative to OEMs as a source for parts for biomedical equipment. It was to be "The Alternate Source". And so we did it. We became "The Alternate Source". We started with 19 parts for tabletop sterilizers and have now grown to over 1700 parts covering a myriad of equipment. During this time a transformation took place. We changed from being "The Alternate Source" to being "The Best Source".

This happened because we are the best source. We've done this by having quality parts for you over the entire 27 years. By having the best warranty in the industry. By having the best technical support. By having the best and most responsive service available. By shipping to you on the day the order is received. By continuously developing more of the parts that you need.

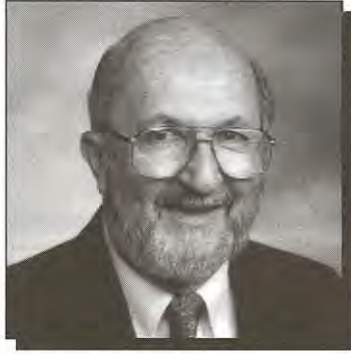
For example, let's take a look at Pelton & Crane equipment. In 1972, ten of the 19 parts in our first catalog were to fit Pelton & Crane autoclaves. They covered the Omni-clave®, the HPs and the FLs. Today we have just under 300 parts to fit

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RPI & Y2K UPDATE

With Y2K just around the corner, we wanted to take this opportunity to update you. We have checked (and double checked) with our suppliers and vendors to confirm that all of our parts and office equipment are in fact Y2K compliant, thus there should be no interruption in service from RPI or RPI parts.

FROM ... THE DESK OF THE NEW CHAIRMAN



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

They Can't Make Me!

I am not leaving! I am not going! They can only get me out of here kicking and screaming. Loudly! I have not been discarded. I have simply been "promoted" to a new and loftier position. Sherry has now added "the Chairman's Boss" to her President's Boss title (after all, Mother knows best). I'm not leaving RPI. Ira just wants me to relax and enjoy life more – away from the company.

No, this wasn't a coup. This was a well-planned transition. I even contributed to planning my promotion. Ira joined the company with over 13 years of continuing success in the health care industry. It was planned from his start here that this transition would take place. Yes, I will be around to contribute, but it will be his leadership that will take RPI to its next level of growth.

Family businesses are always faced with the problem of continuing. Many start the business for the sake of their children, have them work for Mom and Dad every summer and after school, and then give them the company. While all of our children did some work for RPI (where else can you get such cheap labor), none were allowed to join the company when they graduated from university. RPI was not founded so they could have jobs. It was founded to fill a need. When we grew large enough to need some outside advice, we invited Ira on our Board. What he saw interested him and a year later he joined us. He has performed wonderfully and has earned the presidency.

RPI is perfectly positioned to grow and support and service you in the future. Our leadership team is strong and dynamic. Ira is supported by Phil Goldstein in Product Development, Joan Woodlock in Marketing and Customer Service, and Hector Rodriguez in Finance & Operations. They are great. You'll be even better served in the future.

*Wishing You
Peace and Good Will
Throughout the New Year.*



*Sherry Lapides
Vice-President, Customer Relations
Replacement Parts Industries, Inc.*

FROM ... THE PRESIDENT'S BOSS

What Shall We Call My Column?

Twenty-seven years ago I never thought of writing this column, but here it is. We founded RPI in 1972, along with my brother and a friend of Al's. I was RPI's only employee for quite a while, until we figured we might have a real business here. I worked part-time at first, while the children were small, then went to full-time. The children helped by stuffing, sealing and stamping envelopes at night while watching TV. At a penny per envelope, they were able to pick up some extra money to supplement their allowance.

My son Ira and several of his friends worked here after school and during summer vacations. My other two children weren't especially interested. In college, Ira worked at the campus hospital and at Northridge Hospital during the summer. After receiving his MBA he worked for a local HMO for nine years.

And then, amazingly enough, he agreed to come here to work with Mom and Dad. It wasn't enough to have a 24-hour a day marriage (at least our offices were on the opposite ends of the building), but then along comes Ira with eight-plus hours a day! Well, at least the story has a happy ending. We've had no major fights (perhaps a few healthy disagreements), and rolls have been reversed. Ira is now my boss.

He assumed the presidency of RPI in May, and Al and I went on a nice long trailer trip to visit customers. When we returned, Ira was firmly ensconced in Al's office, my office was cut in half to make room for Hector Rodriguez, our new Finance and Ops Manager, and Al has another, smaller office.

We have not fully retired, just gone to a reduced work load and away from the day-to-day activities and responsibilities. We are still available to assist Ira with strategic planning and hope to meet a lot of more of you as we do some travelling.

Our deepest thanks go to all of you who have made this transition possible. I can't imagine a more wonderful way to have spent the past twenty-seven years than by meeting so many of you, either in person or over the phone. We have shared so much as we have watched the industry grow and mature.

And now you can help me once last time. What shall we call my column? It has been "From the President's Boss". But Ira is the president now, and I certainly am not his boss. If he has one, it is

(Continued on Page 3)

Your Best Source

(Continued from Front Page)

Pelton autoclaves, dental lamps, and dental compressors. Over the years, we've supported you in these products. Need a gasket to keep an HP going? RPI still has them. We've kept on making them because you might need one to keep your customer happy. Need a thermostat to fit an Omni-clave? RPI developed a retrofit kit that allows you to keep your customer from having to buy a replacement auto-clave. Need a spring to fit an old LF light today? RPI can have it to you by tomorrow. Need help trouble shooting a Validator®? Call or e-mail RPI and get answers fast. Need Trouble Shooting Guides for Omni-claves or LF lights? Get them from RPI. Bottomline, RPI has provided just about everything you have needed to help keep your customers' Pelton & Crane equipment up and running for the past 27 years.

We've always been there for you, and we'll always be there for you. This is true not only for parts to fit Pelton & Crane equipment, but for all of our product lines. We've become "The Best Source" because we are the best source. So when you need quality replacement parts and excellent service ... Think RPI!

President's Boss!

(Continued from Page Two)

his wife, Melissa, or perhaps his two year old daughter, Megan. So if I am no longer the President's Boss (and I never was Al's boss), what can we call my column? "From the President's Mom"? "From the Ex-president's Boss"? Or perhaps, "Travelling Notes"?

Therefore, we are going to have a contest to help decide on a name for my future columns. Please send us your suggestions, by letter, fax, order form, or e-mail before January 31, 2000. The winner will receive an "RPI Office-On-the-Go" pack made by Lands' End®. It's sturdy, professional and comes with several different-sized pockets for easy storage of just about everything you need when you go on your service calls. It's great. We look forward to hearing from you.

Thanks again for making all this possible. One phase of RPI has ended, but a new and better one has just begun.

THE rpi FAMILY

Hi! My name is Romina Mata, but everyone calls me Romy. I was born and raised in the San Fernando Valley where I still live with my family, Bracy and our son, Jared, who will be turning two coming this February.

I have two sisters, Jessica and Talina. We enjoy taking our kids out to the park, movies, and Chuck E. Cheese.

My hobbies used to be writing poetry and short stories, but now thanks to Jared, my day is spent watching Barney, Blues Clues and Teletubbies. Some day, I plan to go back to school to learn sign language to help hearing-impaired pre-school children.



Romy and Jared

I have been with RPI for almost three years. It's great to be a part of a company where everyone is like a family. And the customers are like old friends.

A Big RPI Welcome And Congrats To ...

The newest members of the customer service team – Ray Villagran and Maria Maneja. We're glad to have them as part of the RPI Family and we're sure you will, too, once you have a chance to meet them next time you place an order. And here's a hearty congratulations to Ron Cain who has come full circle and is now back with Quality Control. Years ago Ron was responsible for QC then moved to Product Development for six years. Now he's back in QC, making sure that you get the quality parts you need.

Thanks To Your Feedback ... It Helps To Make Better Parts

Your feedback regarding the performance of our parts is important and we appreciate hearing from you. Listed below are several parts that have been improved due to your feedback.

RPI Part #ATG615 – "U" TRANSFER ARM GEAR

The two mating parts, the "U" Transfer Arm Gear (ATG615) and the "U" Transfer Arm Bearing (ATB616), now have a nice tight "force fit". In the past, the two had a loose fit. But now they fit. You can also experience this fit with the "U" Transfer Arm Assembly (ATA625) which includes both the gear and the bearing as well as the arm as one complete "well fit" assembly.

RPI Part #ATP602 – SPRING PIN

Good news. We've made the short pin longer. The Spring Pin (ATP602) was made longer for a better fit. The Spring Pin is also included in the Shutter Release Repair Kit (ATK628) and the Main Transport Repair Kit (ATK629).

RPI Part #CAM025 & CAM027 – MOTOR ASBLY

Now there's no wobble or vibration when the motor's running. Due to a new fixture we developed, we can install the collar onto the motor (CAM025 and CAM027) without bending the collar. This is very good news for all of us because the bent collar was the cause of the wobbling or vibration.

RPI Part #DEG601 – SEAT TILT MOTOR GEAR

We repositioned the hole on the Seat Tilt Motor Gear (DEG601) so that the sides don't crack. Oh, what a relief!

RPI Part #MIF038 – FILL FILTER

Now guaranteed to slip fit in place. As you know, the OEM's filter was designed as a "force fit" piece. This forcing of the filter into place often times resulted in the filter losing some particles and finding their way into the solenoid valve thus causing failure. But not with the RPI Fill Filter (MIF038). The RPI filter simply slips into place – without having to force it. Now that's improvement!

RPI Part #PCB623 – REFLECTOR PIVOT BUSHING

Once upon a time the fit was too tight, but now it's just right. In fact, you can now install the bushing (PCB623) and tighten it by hand for a perfect fit.

WHAT'S NEW FROM RPI

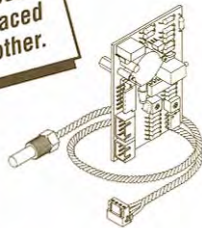
You Asked For Them, You Got Them!
Your Opinion Counts!

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

WHEN YOU NEED PARTS TO FIT PELTON & CRANE, THINK RPI!

Validator® 8, 10, Plus 8 & Plus 10 and Delta Autoclaves

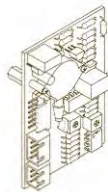
Good News!
After the initial installation of the RPI Pressure/Temperature Conversion Kit, the RPI board and sensor can be replaced independent of each other.



RPI Part #PCK149
OEM Part #N/A
PRESSURE/TEMPERATURE CONVERSION KIT

- Includes Steam Sensor Assembly (RPI Part #PCS100), Pressure/Temperature Board (RPI Part #PCB098) and Pressure Tube Kit (RPI Part #RPK282)

Models: Validator 8 & 10



RPI Part #PCB098
OEM Part #N/A
PRESSURE/TEMPERATURE BOARD

- Can only be used with Steam Sensor Assembly (RPI Part #PCS100) - Do not use with OEM steam sensor

Models: Validator 8 & 10



RPI Part #PCS100
STEAM SENSOR ASSEMBLY
OEM Part #N/A

- Includes steam sensor and connector
- Can only be used with Pressure/Temperature Board (RPI Part #PCB098) - Do not use with OEM pressure/temperature board

Models: Validator 8 & 10



RPI Part #PCP200
OEM Part #1539514
(Old OEM Part #021812)
DOOR INSULATION PAD

- White ceramic fiber paper

Models: Validator 8 & Plus 8 and Delta (AE)



RPI Part #PCP201
OEM Part #1539720
(Old OEM Part #019832)
DOOR INSULATION PAD

- White ceramic fiber paper

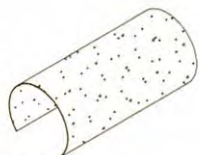
Models: Validator 10 & Plus 10 and Delta (AF)



RPI PART #RPK282
OEM Part #N/A
PRESSURE TUBE KIT

- Tube material: Silicone (translucent natural color for visual contact with the flow)
- Includes tube (ID: 1/8"; OD: 3/8", CS: 1/8", LG: 1-3/4") and (2) 4" cable tie (RPI Part #RPT083)

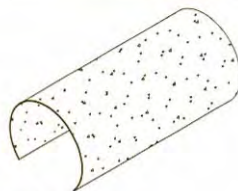
Models: Validator 8 & 10



RPI Part #RPI268
OEM Part #N/A
CHAMBER INSULATION

- 14-1/4" x 28" x 1/4" panel
- White ceramic fiber paper
- Cut to fit 8" diameter chambers

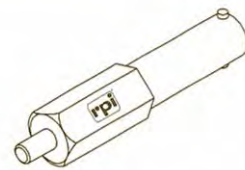
Fits: Wraps around chamber of autoclave



RPI Part #RPI269
OEM Part #N/A
CHAMBER INSULATION

- 18-1/4" x 33-3/4" x 1/4" panel
- White ceramic fiber paper
- Cut to fit 10" diameter chambers

Fits: Wraps around chamber of autoclave



RPI Part #RPT271
VALVE SEAT TOOL
OEM Part #N/A

- 3-3/8" Long x 5/8" hex
- 300 series stainless steel
- Use to remove/install air valve seats

Models: Validator 8 & 10

PARTS UPDATE FROM RPI

Here's the Latest News About The Parts You Need!

When you need parts for obsolete or new equipment, RPI has always been there for you.

Coming Soon! Parts to Fit STATIM Cassette Autoclaves®

Look for new parts from RPI to fit the SciCan STATIM Cassette Autoclave Models 2000 and 5000 by mid-next year. It's a new line for RPI and one that you have told us you want and need.

OEM Retires Sero-Fuge® I & II Repair Parts

Becton Dickinson has retired the Clay Adams Sero-Fuge I and II centrifuges and all repair parts. But not to worry, RPI has the parts to fit and keep these units going and going and going. (That Bunny has nothing on us!) You can always count on RPI even when you need parts that the OEMs don't have! Here's a listing of the parts that RPI has in stock, ready to ship.

Model Sero-Fuge I

CAC015	42054109	POWER CORD
CAC036	42052104	RUBBER CHANNEL
CAC087	0541-604-000	LID COVER ASSEMBLY
CAF109	4254116	FOOT KIT WITH HARDWARE
CAL077	42059111	LATCH ASSEMBLY
CAL092	42052601	RUBBER STRIP LINER - 6 PLACE HEAD
CAS069	42052102	HOLD SWITCH
CAT067	42052101	ELECTRIC TIME SWITCH

Model Sero-Fuge II

CAB083	42054129	REPLACEMENT BRUSH
CAC015	42054109	POWER CORD
CAC036	42052104	RUBBER CHANNEL
CAC087	42064111	LID COVER ASSEMBLY
CAC089	42054102	BRUSH CARRIER
CAC098	42053103	CAPACITOR
CAF109	4254116	FOOT KIT WITH HARDWARE
CAG091	42054103	GOVERNOR ASSEMBLY
CAK111	42054106	TIMER KNOB
CAL077	42059111	LATCH ASSEMBLY
CAM101	42054101	MOTOR (115V)
CAR096	42053102	VOLTAGE RECTIFIER
CAR097	42053101	BRAKING RESISTOR
CAS041	42059106	SAFETY SWITCH ASSEMBLY
CAS068	42054107	BRAKE SWITCH
CAS070	42054119	HI-LOW SWITCH
CAS090	42054121	BASE-RUBBER SEAL (NEW STYLE)
CAT071	42054105	TIMER

RPI Fill-Vent Valve Is Now Valve Stem & O-rings Only

We have been informed by our vendor, Imperial Eastman, that our current Fill-Vent Valve (RPI Part #RCV052) will no longer be manufactured because the tooling has worn beyond use. Since many of our customers use this valve assembly in the Midmark • Ritter M7 & 7 as well as other machines on the market including the Ritter 1200 and 1250, we needed to locate a replacement quickly.

But after a little brainstorming here at RPI, it was agreed that since 9 times out of 10 the o-rings are the only parts that really wear, a valve stem with o-rings would be all that's required to fix a leaky valve. Thus the RPI Valve Stem with O-rings and Lubricant kit (RPI Part #RCS097) was born. It's available now! Coming soon is the same type of kit but to fit the OEM valve!



RPI Valve Stem
(RPI Part #RCS097)
Replacement for Fill-Vent
Valve (RPI Part #RCV052)

Of course you could just purchase the o-rings and lubricant from us and rebuild the valve assembly yourself at a very minimal cost.

By the way, as it is not uncommon in this industry for the OEMs to protect their parts' interests via proprietary agreements with the original parts manufacturer, so is the case with the original Fill-Vent Valve. So there's a difference between the OEM's vs. RPI's valve. The difference is the OEM valve uses two different-sized o-rings and RPI's valve uses two of the same-sized o-rings. (See "Service Tips" in the RPI catalog, Section 10, Page 801, Update 10/99.)

Lots of RPI Parts to Fit Midmark•Ritter UltraClave® M9 & M11

RPI to the rescue! As of this month, RPI has over 30 parts to help you repair and maintain the M9 and M11 UltraClave steam sterilizers. Just take a look at all of the parts that RPI has in stock and ready to ship:

Model M9

MIC037	052-0173-00	CONDENSATION COIL
MIC057	N/A	COIL (FILL VALVE)
MIC058	N/A	COIL (VENT VALVE)
MIC059	N/A	COIL (VENT VALVE)
MIC060	N/A	COIL (FILL VALVE)
MIF038	002-0360-00	FILL FILTER
MIF051	016-0523-00	LEVELER FEET
MIG027	053-0366-00	DOOR GASKET
MIH048	002-0367-00	HEATER ELEMENT
MIH052	N/A	ATTACHING HARDWARE
MIK053	N/A	REPAIR KIT (FILL VALVE)
MIK054	N/A	REPAIR KIT (VENT VALVE)
MIK055	N/A	REPAIR KIT (VENT VALVE)
MIK056	N/A	REPAIR KIT (FILL VALVE)
MIP040	16-0395-01	DOOR INSULATOR PAD
MIP050	002-0357-00	TEMPERATURE PROBE ASSY
MIS039	002-0362-00	DOOR SWITCH ASSEMBLY
MIS042	002-0365-00	SOLENOID VALVE (FILL)
MIS043	002-0366-00	SOLENOID VALVE (VENT)
MIS044	002-0363-00	PULSE SOLENOID
MIS045	014-0199-00	SOLENOID VALVE (VENT)
MIS046	014-0200-00	SOLENOID VALVE (FILL)
MIT047	002-0370-00	OVERTEMP THERMOSTAT
PCN136	N/A	SPEEDNUT
PCV052	002-0359-00	PRESSURE RELIEF VALVE
RCB089	014-0193-00	AIR VENT BELLOWS ASSY
RPI268	N/A	CHAMBER INSULATION
RPT113	N/A	MAX REG THERMOMETER

Model M11

MIC037	052-0173-00	CONDENSATION COIL
MIC057	N/A	COIL (FILL VALVE)
MIC058	N/A	COIL (VENT VALVE)
MIF038	002-0360-00	FILL FILTER
MIF051	016-0523-00	LEVELER FEET
MIG028	053-0527-00	DOOR GASKET
MIH049	002-0505-00	HEATER ELEMENT ASSY
MIH052	N/A	ATTACHING HARDWARE
MIK053	N/A	REPAIR KIT (FILL VALVE)
MIK054	N/A	REPAIR KIT (VENT VALVE)
MIP041	016-0395-02	DOOR INSULATOR PAD
MIP050	002-0357-00	TEMPERATURE PROBE ASSY
MIS039	002-0362-00	DOOR SWITCH ASSEMBLY
MIS042	002-0365-00	SOLENOID VALVE (FILL)
MIS043	002-0366-00	SOLENOID VALVE (VENT)
MIS044	002-0363-00	PULSE SOLENOID
MIT047	002-0370-00	OVERTEMP THERMOSTAT
PCN136	N/A	SPEEDNUT
PCV052	002-0359-00	PRESSURE RELIEF VALVE
RPI269	N/A	CHAMBER INSULATION
RPT113	N/A	MAX REG THERMOMETER

A Letter From the Editor ...

Ok, so I'm not the editor. We don't even have an editor. I just wanted to touch base with you regarding the "long-awaited" metering valve, but first let me introduce myself. I am that evil person who developed those pesky metering valves to fit the Chemi-clave® line. And of the 18 years as a product engineer with RPI, I have spent about 10 of those years trying to develop the "perfect" valve – if there is such a thing.

Here's a quick recap. Our first endeavor into the land of metering valves was in 1989 when we attempted to manufacture the Teflon® coated valve. We were unable to mate the outer body with the Teflon coated core. Seven out of 10 failed. We never marketed that valve. Then, in 1994, we developed a metering valve with removable nipples and replaceable seals. Well, it was a good idea in theory – it just had problems filling and dumping in practice. So we scrapped it.

Along came 1998 and with it came our valve that used o-ring seals. Now this valve showed promise. It would fill and vent perfectly and it was easy to install. Our only concern was o-ring wear-out. But that concern didn't last too long because the o-rings didn't have time to wear out since they were being sliced apart by the outer body when the valve rotated from fill to dump. Another dilemma.

After reviewing the design of the o-ring grooves, we decided to experiment with the walls surrounding the o-ring. They were oval so the o-ring had a lot of room to move around (not good!). At that time we redesigned the o-ring grooves so the surrounding wall was at 90° to the horizontal axis (stay with me) of the valve. Now the o-rings were held in place. They no longer move when the outer body is rotating. One final revision took place. After the o-ring grooves were modified, we had to relocate the two roll pins in the outer body to realign the fill and vent holes.

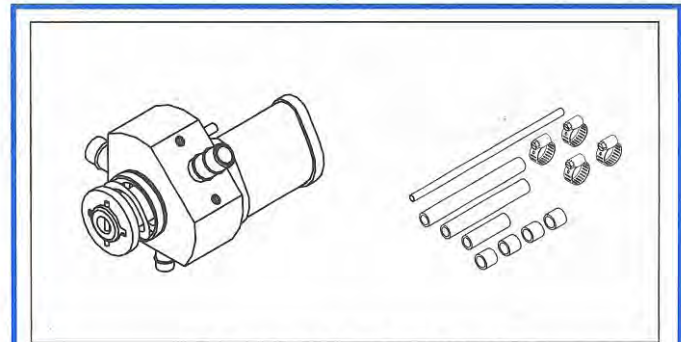
As of last month, all RPI metering valves have been brought up to spec and we are very pleased with the performance of our newest metering valve. It has been a difficult time, but, we believe, it was well worth it as we now have a metering valve of which there has never been the likes. And of what we hear from the field, our customers are equally happy!

And perhaps the best thing about the RPI metering valve is its lifetime availability of FREE o-rings. With the RPI valve, all you have to do is replace the o-rings when needed and your valve should last the lifetime of the machine. In addition, RPI offers a splash shield to prevent exhaust fluid from spraying into other areas of the machine.

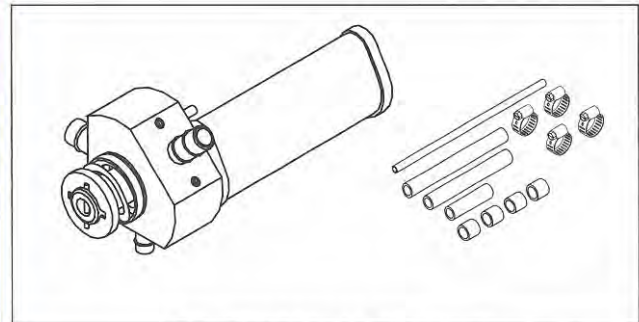
In closing, I want to take this opportunity to thank all of our faithful customers for sticking by us through a very trying (that's polite) development cycle of the metering valves. We appreciate your patience and your commitment to RPI.

Please feel free to contact me should you have questions or just want to talk about the valve. I can be reached at (800) 221-9723, ext. 128, or e-mail a note to me at phil@rpiparts.com. I look forward to hearing from you.

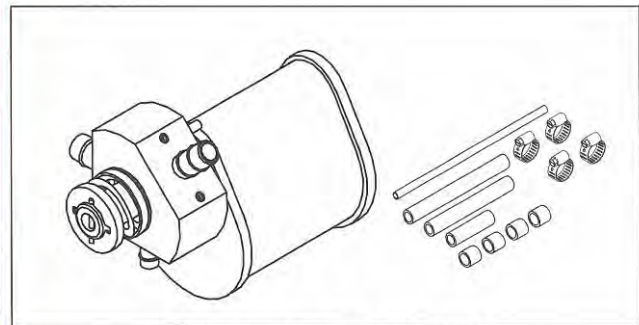
Sincerely,
Phil Goldstein
Director, RPI Product Development



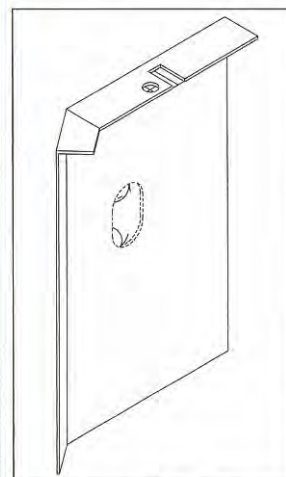
RPI Metering Valve - RPI Part #MDV010
OEM Part #2-50-0011-3 Fits Chemi-clave Model E, 4000 & 5000



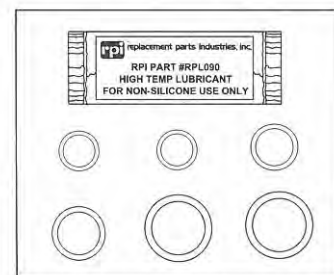
RPI Metering Valve - RPI Part #MDV011
OEM Part #2-80-0027-02 Fits Chemi-clave Model 5500



RPI Metering Valve - RPI Part #MDV016
OEM Part #2-60-0633-03 Fits Chemi-clave Model 6000



Splash Shield - RPI Part #MDS058
Fits only with RPI Metering Valves



Service Kit - RPI Part #MDK057
Fits only RPI Metering Valves
For as long as the RPI Metering Valve is installed in the Chemi-clave, RPI will provide **FREE** Service Kits.

Customer Comments

"Hi from three technicians on the other side of the world. On the island of Madagascar! We are the Malagasy Lutheran Church Health Mission and have the job of keeping 23 centers running. Seven of these are hospitals, the rest are clinics or dispensaries. We receive our parts from you through SALFA USA in MN. "Thanks" for being there when we need you. And "Thanks" for your mission being one of helping our mission. We know that when we need parts, you can be counted on to have it."

*Paul, Martin & Michel, SALFA
Medical Repair Shop*

"We at Redwood Dental deeply appreciate the excellent, prompt service with quality merchandise that you have supplied us with over the last 20 years. It has indeed been fantastic having such a superb source for many items which are not readily available to small businesses ... I have also appreciated your courteous and helpful personnel, who have many times gone above and beyond into service excellence. For instance, a number of times I have needed an obscure part you didn't supply, but a caring person took the time to direct me to a supplier that did – Awesome! I believe that reflects positively on you, Al and Sherry."

*Daniel Privat, Equipment
Redwood Dental Supply*

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TECH



TALK

A Better Board

by Andy Sandelski

RPI Product Development Department

RPI Has Done It Again! Another innovative part to make your life easier! The RPI Pressure/Temperature Conversion Kit (RPI Part #PCK149) to fit the Validator® 8 and 10 is now available. You might wonder what makes this Kit so different from the OEM's. It's simple. Once the RPI Pressure/Temperature Conversion Kit is installed, the Pressure/Temperature Board (RPI Part #PCB098) can be replaced independent of the Steam Sensor Assembly (RPI Part #PCS100)! And vice versa. That's a big cost savings when it comes time to replace either part.

Here's what we did it. We removed the steam sensor circuitry from the board and replaced it with a solid state device that performs the same function. The form and fit are exactly the same. And, there's NO special modification necessary to the autoclave for installation.

RPI Warranty ... You Just Can't Beat It!

When you order a part from RPI, you automatically get the RPI 100% Satisfaction Guarantee! If for any reason you are not 100% satisfied with any RPI part, contact us for an RGA (Returned Goods Authorization) number and we will gladly replace the part, credit your account or issue a refund. It's the best warranty in the industry. We believe in the quality of our parts and back them with an unbeatable warranty to prove it. When you buy a part from RPI, you have 27 years of quality and experience behind it. You just can't beat that!

SERVICE TIPS



Timers & Gauges

by Jim Wisniewski

RPI Product Development Department

Service Tip 1: If the timer sticks, try loosening the panel nut. If the timer sticks, the panel nut may have been over-tightened when installed. Before ordering a new timer, try loosening the panel nut and then re-test the timer. That may be all that it needs. Also, keep this in mind when installing a new timer – don't over-tighten the panel nut or it may result in a timer that sticks.

Service Tip 2: Use two wrenches when mounting a gauge. Carefully place the body of the new pressure gauge through the mounting hole in the front panel. When reattaching the pressure line to the new gauge, use one wrench to secure the bulk fitting on the gauge and another wrench to tighten the compression fittings. By holding the bulk fitting in place, the internal seal will be protected from damage and eliminate steam entering the face plate.

Dental Laboratory Parts Now Available

Life just got a little easier for those of you who repair dental laboratory equipment including: Ney Dental: Porcelain Ovens; Ray Foster: Model Trimmers; Wells Dental Inc.: Dental Engines and Foot controls; and, Whip Mix Corp.: Vac-U-Vesters. Now you can get the parts you need to fit this equipment from RPI. For a complete listing of the parts available, please see your RPI catalog under "Section 4, Dental Equipment" or contact RPI: Call (800) 221-9723 or (818) 882-8611, fax (818) 882-7028 or visit our website, www.rpiparts.com.

At this time of year, we just wanted to take a moment to thank you, and to let you know how much we appreciate your calling on us during this past year for your replacement parts needs.

We look forward to bringing you new parts, Trouble Shooting Guides, and much, much more during 2000.

From all of us at RPI, we wish you a joyous holiday season and best wishes for a happy, healthy new year.

HAPPY HOLIDAYS



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