

With ProConnect



Equipment Alarms



STERIS Technician proactively contacts Customer and reviews ProConnect App to diagnose/order parts



STERIS Technician arrives **INFORMED and READY** with parts



YOU'RE UP and RUNNING!

When Every Minute Counts,
ProConnect
Means Less Time Offline.

Standard Service



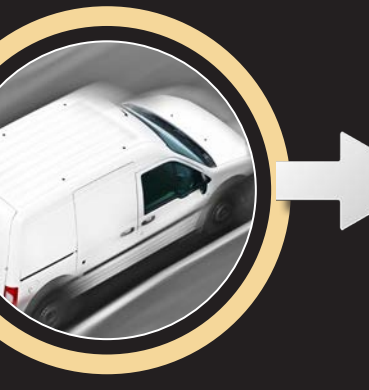
Equipment Alarms



Customer contacts Service



Service Technician calls Customer to diagnose Alarms



Technician travels to Customer to **CONFIRM DIAGNOSIS**



Technician orders required parts



Technician returns to install parts and return unit to operation



YOU'RE UP and RUNNING!

When Something Needs Maintenance, How Long Can You Afford to be Without Your Valuable Reprocessing Equipment?