November 9, 2026

Dear Valued Customer,

This letter is to inform you that, effective December 9, 2026, support from STERIS for the following product will transition to Service Mature:

SYSTEM 1™ SYSTEM 1E Processing System (Model P6500)

STERIS discontinued sales of the SYSTEM 1E Processing System (Model P6500) on April 16, 2026, following the introduction of the SYSTEM 1E 6700 Processing System (Model P6700). Certain critical replacement parts for the P6500 are no longer available or may have extended lead times. In addition, prices and lead times for remaining parts and service agreements may increase significantly due to low-volume production and technological obsolescence.

The continued support of this product is as follows:

- As of December 9, 2026, all Customers under a multi-year parts and labor service contract with STERIS will receive parts and labor support on the products to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. STERIS may be limited or unable to support third-party software/OS patches and security updates. A 1-year parts and labor service contract is the only option available for these products at contract renewal.
- As of December 9, 2026, all Customers under a multi-year labor-only service contract with STERIS will continue to receive full labor support on the obsolete products through the end of the term of the Customer's current service contract. STERIS may be limited in its ability to support third-party software/OS patches and security updates. Subject to product serviceability and available resources, a 1-year labor-only service contract may remain available for contract renewal.
- As of December 9, 2026, any Customer not under a service contract with STERIS that requires service on a time-and-materials basis will receive parts and labor services based on available resources at prevailing market prices, with no guarantee of parts availability. STERIS may be limited or unable to support third-party software/OS patches and security updates.

Cybersecurity Support

As part of our cybersecurity lifecycle management program, **SYSTEM 1™ SYSTEM 1E Processing System (Model P6500)** will enter a Cybersecurity End of Support phase effective December 9, 2026.

As technologies age and component manufacturer support becomes limited, STERIS can no longer commit to providing routine cybersecurity maintenance for this product, including cybersecurity patches, software or firmware updates, vulnerability remediation, or security-related enhancements. Technical remediation of vulnerabilities identified after End of Support may not be feasible due to product, technology, development, supplier, testing, or validation limitations. Where a vulnerability cannot be technically remediated, available risk mitigations or compensating controls may be recommended, as appropriate. Customers who choose to continue operating the product after End of Support should assess the risks associated with continued use within their operating environment and implement appropriate environmental and compensating controls in accordance with their organization's risk management processes.

End of Support does not eliminate applicable STERIS regulatory and postmarket responsibilities. Cybersecurity information that may affect product safety, effectiveness, or intended performance will be evaluated in accordance with applicable postmarket and regulatory processes to determine whether Customer communication, risk mitigation recommendations, regulatory reporting, correction or removal, or other regulatory action is warranted. Because cybersecurity risks and technology support may change over time, STERIS recommends that Customers develop a plan to transition to a currently supported solution.

Cybersecurity Risk Statement for End of Support Products
After End of Support, STERIS may be unable to provide cybersecurity patches, vulnerability remediation, or security feature enhancements for these products. As a result, the displays may remain exposed to potential security vulnerabilities and may continue to operate using outdated or insecure protocols or interfaces, such as RS-232 control.

Customers are responsible for evaluating the residual cybersecurity risk associated with continued use of unsupported products and for implementing appropriate compensating controls consistent with their internal risk management processes. The Customer must assume and manage all cybersecurity risks resulting from the use of unsupported devices.

End of Sale and End of Support do not affect STERIS's ongoing FDA post-market obligations.

Recommended Actions for Our Customers

Replacement of Service Mature Products
To help maintain operational performance and long-term serviceability, we encourage you to consider upgrading to the supported SYSTEM 1E 6700 Processing System (Model P6700). Your STERIS Sales Representative can help develop a transition plan to replace your existing equipment.

Customer Technical and Physical Security Controls
We encourage you to review your internal policies and risk management strategies to ensure continued patient safety and regulatory compliance and to maintain a secure and safe environment. STERIS recommends that medical facilities implement an information security program based on NIST, HITRUST, or another industry-recognized security framework to ensure robust administrative controls. To reduce potential cybersecurity risks, STERIS recommends implementing the following compensating controls:

- The display's communication ports are for serial control and/or firmware updates only. Leave them disconnected if they are not being used for this purpose.
- Firmware updates should only be done by authorized STERIS personnel.
- On surgical displays, the cable cover should be attached to block access to the ports.
- Confirm appropriate security controls are in place for any device(s) controlling the display via RS-232 (serial control).
- The fiberoptic port, if present, can be used for communication with a STERIS integration system, in addition to transmitting video. If the display's fiber input is connected to an integration system, confirm appropriate security controls are in place for the integration system.

STERIS is committed to providing industry-leading Customer support. Our product decisions are guided by factors such as parts obsolescence, advancements in technology, evolving standards of care, and regulatory requirements. We continually invest in innovation and best practices to enhance operational performance while keeping patient safety at the forefront.

We recognize the impact that a Service Mature notification may have on your operation. To help ensure your operating needs are met, please contact your STERIS Sales Representative to develop a transition plan for your existing equipment.

Sincerely,

M.J. Lantz
Global Associate Product Manager – Equipment Service
STERIS