November 9, 2026

Dear Valued Customer,

This letter is to inform you that, effective December 9, 2026, support from STERIS will be modified for the following product, as we consider it Service Obsolete:

SYSTEM 1™ endo Liquid Chemical Sterilant Processing System (Model P6800 ONLY, no touch screen)

STERIS discontinued sales of this product on May 7, 2019, with the introduction of the P6900 Model of the SYSTEM 1™ endo Liquid Chemical Sterilant Processing System (with touch screen). Certain critical replacement parts for this product are no longer available.

The continued support of this service obsolete 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 may continue to receive full labor support on the service obsolete products through the end of the term of the Customer's current service contract, subject to available resources and product serviceability. STERIS may be limited in its ability to support third-party software/OS patches and security updates. A 1-year labor-only service contract will 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 may receive parts and labor services based on available resources and product serviceability 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™ endo Liquid Chemical Sterilant Processing System (Model P6800 ONLY, no touch screen)** 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 will not provide cybersecurity patches, vulnerability remediation, or security feature enhancements for these products. As a result, the product may remain exposed to potential security vulnerabilities and may continue to operate using outdated or insecure protocols or interfaces.

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 Obsolete Products
To help maintain security and performance, we encourage you to consider upgrading to a supported product. 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:

- Leave any unused communication ports or interfaces disconnected where applicable, and limit access to authorized personnel.
- Firmware updates should only be done by authorized STERIS personnel.
- Physical access to the product's communication ports and interfaces should be restricted to authorized personnel.
- Confirm appropriate security controls are in place for any external devices or systems connected to the product.
- Confirm appropriate security controls are in place for any connected integration system or other external systems, where applicable.

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 provide products and services that enhance operational performance while keeping patient safety at the forefront.

We recognize the impact that a Service Obsolete notification has on your operation. If you have questions or would like to learn more about available replacement products, please contact your STERIS Sales Representative.

Sincerely,

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