



April 20, 2026

Dear Valued Customer,

This letter is to inform you that effective **January 1, 2026**; STERIS will no longer fully support the following product as we consider it **Service Obsolete**:

Operating Room Video Integration Systems (PMCL - 764327291/03)

See Model Numbers below

STERIS discontinued sales of custom Crestron-based integration systems (“Custom Integration Systems”) and has since introduced the **HexaVue™ IP & Focus Integration Systems**. Certain critical replacement parts, software, firmware updates and patches for the Custom Integration System are no longer available. In addition, prices and lead time for the remaining parts and service contract may increase significantly due to low volume production and technological obsolescence.

The policy with respect to the support of this product is as follows:

- As of **January 1, 2026**, all Customers under a parts and labor service contract with STERIS will receive parts and labor support on the obsolete products to the extent parts are available for the time remaining on the Customer’s current service contract, with no guarantee of parts availability. A labor only service contract is the only option available for this product at contract renewal.
- As of **January 1, 2026**, all Customers under a 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. A labor only service contract will remain available for contract renewal.
- As of **January 1, 2026**, any Customer that is not under a service contract with STERIS yet requires service on a time and material basis will receive parts and labor services based on the resources available at prevailing market prices, with no guarantee of parts availability.
- As of **January 1, 2026**, these Integration Systems will be incompatible with HexaVue Connect Software versions released in the future. Each HexaVue Connect Software release is validated only with currently-supported STERIS OR integration systems’ software versions to ensure compatibility. If your Custom Integration System is configured with HexaVue Connect, you will not be eligible for the latest HexaVue Connect software version updates due to incompatibility, and technical assistance for bug fixes will be limited. HexaVue Connect Software updates include security patches and new applications, among other benefits. Replacement of your Custom Integration Systems with a currently-supported STERIS OR integration system will restore technical eligibility for these updates.
- As of **January 1, 2026**, several services will no longer be provided for the Custom Integration System:
 - New software releases will not be developed. As a result, new security patches and updates, operating system updates, bug fixes, and functional enhancements will not be delivered.
 - New firmware updates will not be developed.
 - Vulnerability assessments and compatibility testing with third-party software components and operating systems will not be performed.
 - Technical assistance for cybersecurity-related issues will not be provided.

Cybersecurity Risk Statement for Obsolete Product

The Custom Integration System uses obsolete or unsupported operating systems. Obsolete and unsupported operating systems have inherent vulnerabilities. Without ongoing security updates to its operating system, the Custom Integration System becomes increasingly vulnerable to exploitation of cybersecurity vulnerabilities. Cybersecurity exploitation of an OR integration system can result in a risk of compromise to confidentiality, integrity, and availability of data and/or impact clinical workflows. Continuing to use the Custom Integration System constitutes acceptance of any and all residual cybersecurity risks associated with an obsolete product. You should evaluate whether ongoing use aligns with your risk tolerance and clinical operational requirements.

Recommended Actions for Our Customers

Replacement of Obsolete Product

To help maintain security and performance, we highly encourage you to consider upgrading to a supported STERIS OR integration system. 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:

- **Boundary Protection** – Implement robust boundary protection measures, including network segmentation and firewall configurations, to safeguard the integrity of data processed by Custom Integration Systems' recorder and HexaVue Connect. If applicable, implement strict outbound firewall rules to control which systems and services are allowed to initiate SSH connections. Limiting outgoing SSH traffic to specific trusted IP addresses or networks can help prevent unauthorized connections. Continuously monitor network segments to which the products are connected for anomalous activity and review product audit logs.
- **Network Traffic Limitation** – Limit network traffic through meticulous network and firewall configuration as detailed in the HexaVue Connect Technical and Implementation Guide to ensure secure communication channels and prevent unauthorized access to sensitive information. Employ the principle of least functionality to network traffic to and from the Custom Integration System and HexaVue Connect by Customer network and firewall configuration.
- **Domain Services Management** – Proper management of domain services, including DNS and Active Directory (AD) integration, streamlines user authentication processes and enhances system security within the hospital environment. Account management policies should employ the principle of least privilege using role-based security for any additional accounts added.
- **Access Controls** – Ensure physical security and prevention of unauthorized access to the Custom system, safeguarding patient data stored within the platform. Hospital policy needs to ensure proper authentication and physical controls for remote PCs accessible through the Custom Integration System, as applicable.
- **Retention Policies** – Retention policies for the Custom Integration System's recorder and HexaVue Connect Software, for procedure data, media, and logs, are essential for system availability and proper operation. Default retention policies for HexaVue Connect are detailed in the Technical and Implementation Guide. Custom data retention policies, if applicable, were implemented per Customer retention requirements provided to STERIS in writing at initial system installation.

STERIS strives to provide the highest level of Customer support in the industry. As part of our ongoing effort to better serve our Customers, we want to inform you of our policy regarding part/product obsolescence and our product management philosophy.

There are many factors that contribute to our overall product management philosophy. Rapid advancements in technology, the ever-changing standards of care, and the multitude of mandates regarding regulatory compliance are just a few of the market drivers that factor into our overall decision-making process. We continually strive to incorporate advancements in technology and shape best practice standards to not only better serve our Customers but ultimately provide solutions to the marketplace that put patient safety at the forefront.

We recognize the impact that an obsolescence notification has on your operation. To ensure your operating needs are met, please contact a STERIS Sales Representative to arrange a meeting to develop a cost-effective program to replace your existing equipment.

Sincerely,

Tumi Oredein
Equipment Service Sr. Product Manager

***Model Numbers now under PMCL - 764327291/03 as of January 1, 2026:**

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RLA111CP3	RLA111CP3	RLPCMON46	RLSU6698580088
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RLB510M3	RLB510M3	RLQ1320CP	RLSU7291313030
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