



June 19, 2026*

Dear Valued Customer,

This letter is to inform you that effective **April 1, 2024***; the support from STERIS will be modified on the following products as we consider them **Service Mature**:

Operating Room Integration Monitor (PMCL - 764327378/04)

****See Model Numbers below****

STERIS discontinued sales of these products on July 11, 2023. Certain critical replacement parts for this product 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.

Service Support Policy

The policy with respect to the support of these products is as follows:

- As of **April 1, 2024**, 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 are the only option available for these products at contract renewal.
- As of **April 1, 2024**, 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 or unable 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 **April 1, 2024**, 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. STERIS may be limited or unable to support third party software/OS patches and security updates.

Cybersecurity Risk Statement for End of Support Products

After End of Support, STERIS will not provide cybersecurity patches, remediation, or security feature enhancements for these products. As a result, continued use of these displays risks exposure to security vulnerabilities.

Customers are responsible for evaluating the cybersecurity risk associated with continued use of unsupported products and for implementing appropriate compensating controls consistent with their internal risk management processes.

Recommended Actions for Our Customers

Replacement of Obsolete Product

To help maintain security and performance, we encourage you to upgrade to a supported product. Your STERIS Sales Representative can help develop a transition plan to replace your existing equipment.

Recommended Customer Action

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 communication ports on the display are only for serial control and/or firmware updates. 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 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 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,

Ania Bradford
Senior Product Manager
Global Services

***Please note:** We understand the importance of clear and timely communication, and that receiving notice after a change has taken effect may be unexpected. While these updates became effective April 1, 2024, we are sharing an update to ensure you have clear visibility into current support and next steps across the Operating Room Integration Monitor portfolio.

List of Operating Room Integration Monitor Model Numbers now Service Mature

Part Number	Part Description	Status
RLM65HG4K	VIVIDIMAGE W 65 INCH 4K HG DISPLAY	SERVICE MATURE
VTLM65HG4K	REFURB VIVIDIMAGE W 65 INCH 4K HG DISPLAY (COMMERCIAL GRADE)	SERVICE MATURE
VTLVDSAM0001	REFURB - VDS 1:3 DA MODULE ASSEMBLY (VGA	SERVICE MATURE