



December 1, 2022

Dear Valued Customer,

This letter is to inform you, effective December 1, 2023, the support from STERIS North America will be modified on the following product as we consider it Service Mature:

Reliance® EPS Endoscope Processing System

STERIS launched this product in 2002 and discontinued sales in 2022 with the introduction of newer advanced endoscope reprocessing technologies.

Certain critical replacement parts for Reliance EPS Endoscope Processing System are no longer available. In addition, prices and lead times for the remaining parts and service contracts may increase significantly due to low volume production and technological obsolescence.

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

- As of December 1, 2023, all Customers under a multi-year parts and labor service contract with STERIS will receive parts and labor support on the product to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. A 1-year parts and labor service contract will be the only option available for this product at contract renewal.
- As of December 1, 2023, all Customers under a multi-year labor only service contract with STERIS will continue to receive full labor support on the obsolete product through the end of the term of the Customer's current service contract. A 1-year labor only service contract will remain available for contract renewal.
- As of December 1, 2023, 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 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 product lifecycle.

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. We shape best practice standards to not only better serve our Customers but provide solutions to the marketplace that put patient safety at the forefront.

We recognize the impact a Service Mature notification has on your operation. To ensure your operating needs are met, please contact your STERIS Sales Representative to discuss replacing your Reliance EPS Endoscope Processing System.

Sincerely,

Jessica Palagyi-Zupancic
Service Product Manager

ONE of a Kind Service...It Starts with You!