



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® Synergy Washer/Disinfectors

STERIS launched this product in 2002 and discontinued sales in 2016 with the introduction of newer advanced washer disinfectant technologies.

Prices and lead times for the remaining parts and service contracts may increase significantly due to low volume production and technological obsolescence. STERIS will continue to offer Reliance Synergy Washer/Disinfectors sold under our Certified Pre-Owned group as refurbished.

The policy with respect to the support of these OEM 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. 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.

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 product lifecycle.

There are many factors that contribute to our overall product lifecycle philosophy. Rapid advancements in technology and the ever-changing standards of care 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 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 Synergy Washer/Disinfectant.

Sincerely,

Jessica Palagyi-Zupancic
Service Product Manager

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