



June 30, 2015

Dear Valued Customer,

This letter is a follow-up to a letter sent December 1, 2008 announcing obsolescence of the Reliance 730 Washer.

The Reliance 730 Washer has been out of production for over twenty (20) years and many critical replacement parts for this product are no longer available. In addition, prices and lead time for the remaining parts may increase significantly due to low volume production and technological obsolescence.

As of June 30, 2015; STERIS Corporation will no longer provide contract service support for this washer.

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 Reliance 730 Washer. The recommended replacement for this product is Vision Multi-Chamber W/D.

Sincerely,

Lisa Petro
Service Product Manager
ONE of a Kind Service...It Starts with You!