



April 28, 2015

Dear Valued Customer,

Since the introduction of the HAMO T840 washing system, many critical replacement parts for this product are no longer available. As of April 28, 2015; STERIS Corporation will only provide limited contract service support for these washers based on technology and parts availability. In addition, prices and lead time for the remaining parts may increase significantly due to low volume production and technological obsolescence.

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 HAMO Washer. The recommended replacement for this product is a washer in the STERIS Vision® W/D portfolio.

Sincerely,

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