



January 31, 2016

Dear Valued Customer,

This letter is a follow-up to a letter sent September 19, 2011 announcing obsolescence of the Reliance 3400 Washer/Sterilizer.

STERIS discontinued sale of Reliance 3400 Washer/Sterilizer in 1999 and certain critical replacement parts 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 January 31, 2017; STERIS Corporation will no longer provide full contract service support for this washer/sterilizer. The policy with respect to the support of these products is as follows:

- All Customers under a parts and labor service contract with STERIS as of January 31, 2017 will receive parts and labor support on the obsolete products to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. A labor only service contract is the only option available for these products at contract renewal.
- All Customers under a labor only service contract with STERIS as of January 31, 2017 will continue to receive full labor support on the obsolete products through the end of the term of the Customer's current service contract. A labor only service contract will remain available for contract renewal.
- Any Customer requiring service on a time and material basis that is not under a service contract with STERIS as of January 31, 2017 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 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 3400 Washer/Sterilizer.

Sincerely,

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