



January 17, 2024

Dear Valued Customer,

This letter is to inform you, effective January 1, 2025, STERIS will no longer fully support the following products as they are considered Service Obsolete. These products are no longer manufactured by STERIS and have been replaced functionally by newer products.

Part Number	Product Description
CER-1 OPTIMA 120V	Single Endoscope Reprocessor (120v)
CER-2 OPTIMA 120V	Dual Endoscope Reprocessor (120v)
78399-706	CER-1 Glut
78399-707	CER-1R Rap
78399-708	CER-1P OPA
78399-709	CER-2 Glut, 110V
78399-710	CER-2R Rap, 110V
78399-711	CER-2P OPA, 110V

Until the effective date, current service support policy is as follows:

- Customers under a parts and labour service contract with STERIS will receive parts and labour support to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. Renewal of service contract will not be offered at the end of current contract term.
- Customers that receive service from STERIS on a time and material basis will receive parts and labour services based on the resources available at prevailing market prices, with no guarantee of parts availability.
- Due to non-renewal of licensing for products identified as Service Obsolete, loaner products will not be available for distribution to Customers.

STERIS provides a variety of replacement solutions (see below) for effective endoscope reprocessing which offer several advantages over the CER OPTIMA™ line of automated endoscope reprocessors (AER). To find an AER that meets your facility's needs, or to ask any additional questions, please contact your local STERIS Account Manager.

Liquid Chemical Sterilant Processing Systems

- SYSTEM 1E® Liquid Chemical Sterilant Processing System

High Level Disinfectant Automated Endoscope Reprocessors

- DSD EDGE™ Automated Endoscope Reprocessor
- ADVANTAGE PLUS™ Automated Endoscope Reprocessor
- ADVANTAGE PLUS™ Pass-Thru Automated Endoscope Reprocessor

STERIS strives to provide the highest level of Customer support in the industry. We continue to incorporate advancements in technology and shape best practice standards to better serve our Customers and provide solutions to the market that put patient safety at the forefront.

Thank you for your continued support.

Sincerely,

Michael McGrath
Vice President, Canada