



February 1, 2024

Dear STERIS Valued Customer:

This letter is to inform you that effective June 27, 2025, STERIS will no longer support the following product:

Reliance EPS™ Endoscope Processing System

STERIS discontinued sales of this product in 2022 with the introduction of newer advanced endoscope reprocessing technologies.

In November 2023, your facility was notified that the support from STERIS North America will be modified to Service Mature status.

Our records indicate your facility has a Reliance EPS Endoscope Processing System under service contract.

Unfortunately, due to the age, the small quantity in operation, and supply issues for a critical ingredient, it is no longer viable to produce the below dedicated Reliance EPS Endoscope Processing System consumables. There are no replacements for these products and the Reliance EPS Endoscope Processing System cannot properly function without them. The last day STERIS will accept orders is February 29, 2024, or as soon as inventory has been depleted.

- Reliance™ DG Dry Germicide or Reliance™ HLD
- KLENZYME™ Enzymatic Presoak and Cleaner
- CIP 200™ Acid-Based Process Research Cleaner
- VERIFY™ Processor Indicator for Reliance EPS Endoscope Processing System

Moreover, since the required consumables will no longer be available for this equipment, STERIS is unable to service this product. As such, as of June 27, 2025, or 18 months after the last chemistry date, STERIS will no longer provide service, replacement parts, or consumables for the Reliance EPS Endoscope Processing System.

No new service contracts for this equipment will be initiated. Existing service contracts, which expire after June 27, 2025, will be modified. STERIS provides a variety of replacements AERs to support effective endoscope reprocessing that offer several improvements and advantages over the Reliance EPS Endoscope Processing System. We recommend that your facility begins the budgeting process for a replacement AER immediately. Your STERIS representative will contact you to provide additional information or assist with selecting a replacement AER.

These decisions are never easy because we recognize the impact they have on your operation. We are providing advanced notice to ensure you have ample time to order a replacement.

Sincerely,

Tumi Oredein
Equipment Service Product Manager