



March 25, 2024

Dear Valued Customer,

This letter is to inform you effective December 31, 2027, STERIS will no longer have an ability to support the following product as we consider it Service Obsolete; the age of the technology creates challenges with parts supply and obsolescence. This means a specific device is no longer available and repairs cannot be guaranteed. Migrating to a new replacement unit is recommended for obsolete units.

Reliance® Synergy Washer/Disinfectors

Certain critical replacement parts for this product are challenging to source consistently due to supply issues and technological obsolescence.

Resulting from the technology obsolescence, STERIS will be unable to support new service contracts for this equipment.

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 an obsolescence notification has on your operation. To ensure your operating needs are met, please contact a STERIS Account Manager to arrange a meeting to develop a cost-effective program to replace your existing equipment.

Sincerely,

Tumi Oredein
Equipment Service Product Manager