

January 17, 2024

Notice: STERIS IMS Canada Inc. new service location, order, and payment details

Dear Valued Customer,

STERIS Instrument Management Services (IMS) is pleased to announce that we have opened a new STERIS IMS Canada Inc. repair centre at our headquarters in Richmond Hill, Ontario. Our local team is specially trained to service the most current and complex surgical devices and instruments, and other stainless products.

Our new address, order, and payment details are as follows:

STERIS IMS Canada Inc.

6-88B East Beaver Creek Road
Richmond Hill, ON L4B 4W2 Canada

Phone: 800-661-3937

Email: service_rhrc@steris.com

GST/HST Business Number: 74941 9727 RT0001

What we request from you moving forward:

For many Customers, STERIS IMS Canada Inc. may already be setup as a service and product supplier. Please make note of the following changes and new features:

1. Instrument and devices for service are to be shipped to the new STERIS IMS Canada Inc. address, as noted above.
2. Setup new online STERIS IMS MYACCOUNT (<https://myaccount.steris-ims.com/Account/Login>). MyAccount offers instant 24/7 access to your account information. Access through the online portal is simple, works directly with your web browser and requires no additional software to install. MyAccount enables you to:
 - Create Service Requisitions for items to be sent for services
 - Contact your STERIS IMS Customer Care Representative and Account Manager
 - Receive responses to inquiries about specific orders or items
 - Generate repair history reports by item or category

How to submit an order with STERIS IMS Canada Inc.:

Purchase orders and order inquiries should be submitted to the following address: Email: service_rhrc@steris.com

How to submit a payment:

Please find below electronic payment remittance instructions for STERIS IMS Canada Inc. for CAD denominated invoices.

Automated Clearing House (ACH)

If you require banking information for ACH payments, please email cashreceipts@steris.com

Your local STERIS Account Manager is also available to answer questions or place an order for you. We look forward to doing business with you and encourage you to reach out to us with any questions.

Sincerely,



Michael McGrath
Vice President, Canada