



August 1, 2020

Dear Valued Customer,

This letter is to inform you, effective September 1, 2021, the support from STERIS will be modified on the following products as we consider them Service Mature. This refers to equipment that is no longer manufactured by STERIS and has been replaced functionally by newer equipment. In addition, due to parts availability and the age of equipment, servicing this equipment is becoming challenging.

Sonic Console

STERIS discontinued sales of these products on 9/01/2009 with the introduction of InnoWave™ PCF Sonic Irrigator.

Certain critical replacement parts for Sonic Console are no longer available. In addition, prices and lead times for the remaining parts and service contract may increase significantly due to low volume production and technological obsolescence.

The policy with respect to the support of these products is as follows:

- As of September 1, 2021, all Customers under a multi-year parts and labor service contract with STERIS will receive parts and labor support on the 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 1-year parts and labor service contract will be the only option available for these products at contract renewal.
- As of September 1, 2021, all Customers under a multi-year labor only service contract with STERIS 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 1-year labor only service contract will remain available for contract renewal.
- As of September 1, 2021, any Customer that is not under a service contract with STERIS yet requires service on a time and material basis 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 a Service Mature 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 equipment.

Sincerely,

Jessica Palagyi-Zupancic
Service Product Manager

ONE of a Kind Service...It Starts with You!