



June 15, 2024

Dear Valued Customer,

This letter is to inform you that effective April 1, 2024; the support from STERIS will be modified on the following products as we consider them Service Mature:

Operating Room Video Integration System (PMCL – 764327291/01)

MODEL NUMBER
RLJLM2251R4
RLJLM2252R4FC
RLJLM2253R4FC
RLJLM2288R412
RLJLM2288R414
RLJLM2288R415
RLJLM2288R416
RLJLM2288R417
RLJLM2288R418
RLJLM2288R423
RLJLM2288R437
RLJLM2303R301
RLJLM2303R302
RLJLM2303R303
RLJLM2303R304
RLJLM2303R305
RLJLM2303R306
RLJLM2303R307
RLJLM2303R308
RLJLM2328R1
RLJLM2334R301
RLJLM2334R302
RLJLM2334R303
RLJLM2334R304
RLJLM2334R305
RLJLM2334R306
RLJLM2334R307
RLJLM2341R12

MODEL NUMBER
RLJLM2342R12
RLJLM2343R22
RLJLM2344R22
RLJLM2349R109
RLJLM2350R110FC
RLJLM2351R111
RLJLM2352R120
RLJLM2352R121
RLJLM2352R122
RLJLM2353R134
RLJLM2421R4
RLJLM2422R4
RLJLM2423R4
RLJLM2424R4
RLJLM2425R32
RLJLM2426R4
RLJLM2427R4
RLJLM2428R32
RLJLM2429R32
RLJLM2439R501
RLJLM2439R502
RLJLM2439R503
RLJLM2439R505
RLJLM2439R506
RLJLM2439R507FC
RLJLM2439R509
RLJLM2439R510
RLNMH4FEIN1
RLNMH6OCP1
RLNMH6OCP1FC
RLNMH78OCP1
RLQ2400BUV3
RLQ2400BUV4
RLQ2800BUD3
RLQ2800BUD4
RLQ2800BUD4FC
RLQ2800BUD4I
RLQ2800BUV3

MODEL NUMBER
RLQ2800BUV4
RLQ2800BUV4FC
RLQ2800BUV4UPG
RLQ36008MPH
RLQ3600BUD1FC
RLQ3600BUD3
RLQ3600BUD3FC
RLQ3600BUD4
RLQ3600BUD4FC
RLQ3600BUD4I
RLQ3600BUD5
RLQ3600BUD5FC
RLQ3600BUV1FC
RLQ3600BUV3
RLQ3600BUV4
RLQ3600BUV5
RLQ3600UPGRC2
RLSPERSKY832908
VTLP000335FC
VTLP002204
VTLP002212
VTLP002213
VTP002203
VTP002204
VTP002212
VTP002213

STERIS discontinued sales of these products on January 1, 2022. Certain critical replacement parts for this product are no longer available. In addition, prices and lead time 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 April 1, 2024, 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. STERIS may be limited or unable to support third party software/OS patches and security updates. A 1-year parts and labor service contract are the only option available for these products at contract renewal.
- As of April 1, 2024, 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. STERIS may be limited or unable to support third party software/OS patches and security updates. A 1-year labor only service contract will remain available for contract renewal.
- As of April 1, 2024, 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 may be limited or unable to support third party software/OS patches and security updates.

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 that 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,

Michael Guzzo
Service Product Manager
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