April 1, 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 Systems (PMCL - 764327291/02)

SERIAL NUMBER	MODEL NUMBER
1	RLQ200024C
141960001	RLQ3600HUB
200011515	RL9999CSTMSM
200211513	RL9999CSTMSM
RL0010F35C53B8	RLQ2000EP82
RL0090FB486C6C	RLQ200028C
RL0090FB486CD2	RLQ200028C
RL02021201	RLVTS9999CSTMSM
RL02021202	RLVTS9999CSTMSM
RL03121301	RLVTS9999CSTMSM
RL03121302	RLVTS9999CSTMSM
RL04101201	RLVTS9999CSTMSM
RL0417201401	RLCCV2631R102
RL0417201402	RLCCV2631R103
RL0417201403	RLCCV2631R101
RL04191001	RLVTS9999CSTMSM
RL0507212101	RLVTS9999CSTMSM
RL06071201	RLVTS9999CSTMSM
RL06071202	RLVTS9999CSTMSM
RL07290901	RLVTS9999CSTMSM
RL07290902	RLVTS9999CSTMSM
RL07290903	RLVTS9999CSTMSM
RL07290904	RLVTS9999CSTMSM
RL07290905	RLVTS9999CSTMSM
RL07290906	RLVTS9999CSTMSM
RL07290907	RLVTS9999CSTMSM
RL07290908	RLVTS9999CSTMSM
RL07290909	RLVTS9999CSTMSM
RL07290910	RLVTS9999CSTMSM
RL07290911	RLVTS9999CSTMSM
RL07290912	RLVTS9999CSTMSM
RL07290913	RLVTS9999CSTMSM
RL07290914	RLVTS9999CSTMSM

SERIAL NUMBER	MODEL NUMBER
RL07290915	RLVTS9999CSTMSM
RL07290916	RLVTS9999CSTMSM
RL08291201	RLVTS9999CSTMSM
RL08291202	RLVTS9999CSTMSM
RL10126018	RLQ2000EP82
RL1016201301	RLISCCV2516R16
RL10230902	RLVTS9999CSTMSM
RL1059612201	RLSU10596122021
RL1059612202	RLSU10596122021
RL1059612203	RLSU10596122021
RL1059612204	RLSU10596122022
RL11091001	RLVTS9999CSTMSM
RL1112201201	RLVTS9999CSTMSM
RL1112201202	RLVTS9999CSTMSM
RL11171101	RL9999MISCSM
RL11896120001	RL11896120010
RL11896120002	RL11896120010
RL11896120003	RL11896120010
RL11896120004	RL11896120010
RL11896120005	RL11896120010
RL11896120006	RL11896120010
RL11896120007	RL11896120010
RL11896120008	RL11896120010
RL11896120009	RL11896120010
RL11896120010	RL11896120010
RL11896120011	RL11896120010
RL11896120012	RL11896120010
RL11896120013	RL11896120010
RL11896120014	RL11896120010
RL11896120015	RL11896120010
RL11896120016	RL11896120010
RL11896120017	RL11896120010
RL11896120018	RL11896120010
RL11896120019	RL11896120067
RL11896120020	RL11896120031
RL11896120021	RL11896120031
RL11896120022	RL11896120031
RL11896120023	RL11896120037
RL11896120024	RL11896120037
RL11896120025	RL11896120059
RL11896120025	RL11896120107
RL11896120026	RL11896120107
RL11896120027	RL11896120048
RL11896120028	RL11896120101

SERIAL NUMBER	MODEL NUMBER
RL11896120029	RL11896120101
RL11896120030	RL11896120091
RL11896120032	RL11896120059
RL11896120034	RL11896120031
RL11896120035	RL11896120031
RL11896120036	RL11896120059
RL11896120040	RL11896120059
RL11896120041	RL11896120059
RL11896120042	RL11896120059
RL11896120044	RL11896120059
RL11896120045	RL11896120010
RL11896120046	RL11896120010
RL11896120047	RL11896120010
RL11896120050	RL11896120010
RL11896120051	RL11896120010
RL11896120052	RL11896120010
RL11896120053	RL11896120010
RL11896120054	RL11896120010
RL11896120055	RL11896120010
RL11955914012001	RL11955914008
RL162157258	RLQ3600HUB
RL200830736	RL12323726017
RL200830738	RL12430888001
RL200830739	RL12430888001
RL200830740	RL12430888001
RL200830741	RL12430888001
RL201470763	RL12906499036
RL203360764	RL12906499036
RL203360774	RL13023107004
RL203360775	RL13023107003
RL203360777	RL13037957017
RL203360778	RL13037957017
RL203360779	RL13087638007
RL203360780	RL13087638007
RL203360782	RL13174360001
RL203360783	RL13174360001
RL660377501	RLQ3600HUB
RL698344802	RLQ2000NOR8
RL699986402	RLQ200024C
RL701652001	RLISCCV2516R15
RL705496401	RLCCV2571R2
RL734933401	RLQ3600HUB
RL740863701	RLQ3600HUB
RL765811701	RLQ3600HUB

SERIAL NUMBER	MODEL NUMBER
RL778862101	RLQ3600HUB
RL783991801	RLQ3600HUB
RL794592401	RLCCV2705R3RCK
RL794592402	RLCCV2705R3RCK
RL794592403	RLCCV2705R3RCK
RL794592404	RLCCV2705R3RCK
RL794592405	RLCCV2705R3RCK
RL794592406	RLCCV2705R3RCK
RL794592407	RLCCV2705R3RCK
RL794592408	RLCCV2705R3RCK
RL794592409	RLCCV2705R3RCK
RL794592410	RLCCV2705R3RCK
RL794592411	RLCCV2705R3RCK
RL794592412	RLCCV2705R3RCK
RL819333501	RLQ3600HUB
RL824513901	RLQ3600HUB
RL827313001	RLCCV2705R5
RL831390001	RLQ3600HUB
RL857588301	RLMCG2830R2ABC
RL862325301	RLJLM2259R31
RL862325302	RLJLM2259R33
RL862325303	RLJLM2259R35
RL879964401	RLQ3600HUB
RL887829001	RLQ3600HUB
RL921555701	RLCCV3116R1
RL929841701	RLCCV3117R1
RL967204101	RLQ3600HUB
RLM201470753	RL12776416014
RLM201470754	RL12924900001
RLM201470755	RL12873399005
RLM201470756	RL12854140024
RLM201470757	RL12954547043

STERIS discontinued sales of these products on April 26, 2021. 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
STERIS | Healthcare - Equipment Services
5960 Heisley Road | Mentor, OH 44060