



April 18, 2018

Dear Valued Customer,

This letter is to inform you that effective April 18, 2018; STERIS Corporation will no longer fully support the following products:

Crestron Based Rack ORI Systems (please use the link to see list of affected equipment)

[Service Obsolescence - Crestron Based Rack ORI Systems](#)

STERIS discontinued sale of this product in October 2015. Certain critical replacement parts for this product are no longer available. In addition, prices and lead time for the remaining parts may increase significantly due to low volume production and technological obsolescence.

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

- All Customers under a parts and labor service contract with STERIS as of April 18, 2018 will receive parts and labor support on the obsolete 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 labor only service contract is the only option available for these products at contract renewal.
- All Customers under a labor only service contract with STERIS as of April 18, 2018 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 labor only service contract will remain available for contract renewal.
- Any Customer requiring service on a time and material basis that is not under a service contract with STERIS as of April 18, 2018 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 that an obsolescence 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 Crestron Based Rack ORI System.

Sincerely,

Lisa Petro
Service Product Manager
ONE of a Kind Service...It Starts with You!