



July 10, 2012

Re: Notice of Service Obsolescence: EO Monitors

Dear Valued Customer,

This letter is to inform you that effective immediately, STERIS Corporation considers the EO Monitor to be obsolete. This product has not been sold by STERIS for 4 years and with the small number of units in the field the technical expertise required to effectively support these units is no longer resident within STERIS's service organization. For any units currently under contract we will honor that contract until the point of renewal or November 2, 2012, whichever comes first. We will no longer renew any service maintenance contracts for this equipment.

While we regret to inform you that STERIS is exiting the servicing of these units, we are pleased to provide you with an alternate service solution to continue to meet your repair and maintenance needs. The supplier for the EO Monitors, Microsensor Systems, will continue to support this product with repairs and loaner monitors, if needed. Should you have maintenance needs, we recommend contacting the supplier directly at:

Gerry Flanagan  
Sensora Corporation  
62 Corporate Court  
Bowling Green, KY 42103  
1-270-745-0099

As you consider your future low temperature processing needs, I would like to recommend our AMSCO® V-PRO® maX Low Temperature Sterilization System. Please contact your STERIS Account Manager for more information on this product.

Finally, on behalf of all of the employees at STERIS, I would like to express our most sincere thanks for having been given the opportunity to serve your facility by supporting this product and your low temperature sterilization process over the years.

Sincerely,

Sarah Campbell  
Service Product Manager  
STERIS Corporation