



December 1, 2022

Dear Valued Customer,

This letter is to inform you, effective December 1, 2023, STERIS North America will no longer fully support the following product as we consider it Service Obsolete:

Pathogon™ UV Disinfection System

Certain critical replacement parts for Pathogon UV Disinfection System are no longer available. In addition, prices and lead times for the remaining parts and contracts 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 December 1, 2023, all Customers under a parts and labor service contract with STERIS will receive parts and labor support on the obsolete product 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 labor only service contract is the only option available for this product at contract renewal.
- As of December 1, 2023, all Customers under a labor only service contract with STERIS will continue to receive full labor support on the obsolete product 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 December 1, 2023, 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.

Sincerely,

Jessica Palagyi-Zupancic
Service Product Manager
ONE of a Kind Service...It Starts with You!