



September 19, 2011

Re: Notice of Obsolescence: Reliance 3400 Washer/Sterilizer

Dear Valued Customer,

This letter is to inform you that effective October 1, 2011 STERIS Corporation will no longer fully support the following product:

Reliance 3400 Washer/Sterilizer

STERIS discontinued sale of this product in 1999 and certain critical replacement parts 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 that have a parts and labor service contract with STERIS as of October 1, 2011 will receive parts and labor support for the obsolete product for the contract term to the extent parts remain available with no guarantee of parts availability. A labor-only service contract will be the only option offered for the product at contract renewal.
- All Customers under a labor-only service contract with STERIS as of October 1, 2011 will continue to receive full labor support on the obsolete product through the end of the term of the current 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 October 1, 2011 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 you, we wanted to inform you of our product management plan with respect to the referenced obsolete product.

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. A recommended replacement for the Reliance 3400 is the Synergy Washer. To ensure your decontamination needs are met, please contact a STERIS Sales Representative to arrange a meeting to develop a cost effective program to replace your Reliance 3400 Washer/Sterilizer.

Sincerely,

Sarah Campbell
Service Product Manager