



**April 1, 2025**

Dear Valued Customer,

This letter is to inform you effective **May 1, 2025**; STERIS can no longer support the following product as we consider it **No Longer Serviceable**. This means a specific device is no longer available and repairs cannot occur. Migrating to a new replacement unit is required for obsolete units.

#### **Reliance EPS™ Endoscope Processing System**

STERIS discontinued sales of this product in 2022 with the introduction of newer advanced endoscope reprocessing technologies. In February 2024, your facility was notified that the support from STERIS North America will be modified to Service Obsolete status. The last batch of indicators expires on **May 1, 2025**, and since the indicators are required for running a cycle, Customers can no longer run their units after this date.

Unfortunately, due to age, the small quantity in operation, and supply issues for a critical ingredient, it is no longer viable to produce the below dedicated Reliance EPS Endoscope Processing System consumables. **There are no replacements for these products and the Reliance EPS Endoscope Processing System cannot properly function without them.** The last day STERIS accepted orders was February 29, 2024.

- Reliance™ DG Dry Germicide or Reliance™ HLD
- KLENZYME™ Enzymatic Presoak and Cleaner
- CIP 200™ Acid-Based Process Research Cleaner
- VERIFY™ Processor Indicator for Reliance EPS Endoscope Processing System

Moreover, since the required consumables will no longer be available for this equipment, STERIS is unable to service this product. As such, as of **May 1, 2025**, STERIS will no longer provide service, replacement parts, or consumables for the Reliance EPS Endoscope Processing System.

No new service contracts for this equipment will be initiated. Existing service contracts, which expire after **May 1, 2025**, will be modified. STERIS provides a variety of replacement AERs to support effective endoscope reprocessing that offer several improvements and advantages over the Reliance EPS Endoscope Processing System. We recommend that your facility begins the budgeting process for a replacement AER immediately. Your STERIS representative will contact you to provide additional information or assist with selecting a replacement AER.

We recognize the impact 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 equipment.

Sincerely,

**Tumi Oredein**  
**Service Product Manager, IPT**