



April 1, 2024

Dear Valued Customer,

This letter is to inform you that effective April 1, 2024; the support from STERIS will be modified on the following products as we consider them Service Mature:

BDV Integration System (PMCL - 764327409/02)

MODEL NUMBER
RBDV00008896340008
RBDV9999AUDIO
RBDV9999CSTM
RBDVRACK
RL11896120192
RL12655520012
RL12690393005
RL12772780014
RL12784449011
RLSU11042746001
XER10917891001
XERM0008646928005
XERM0009107948033
XERM0009107948055
XERM0009107948077
XERM0009107948078
XERM0009133813060
XERM0009403530075
XERM0009486167073
XERM0009642143058
XERM0009667394030
XERM0009667394042
XERM0009680020110
XERM0009680020120
XERM0009731073027
XERM0009757386015
XERM0009782216086
XERM0009782216098
XERM0009782216112
XERM0009782216126
XERM0009782216141
XERM0009782216156
XERM0009782216180

MODEL NUMBER
XERMRO009782216195
XERMRO009782216210
XERMRO009782216225
XERMRO009782216240
XERMRO009782216254
XERMRO009783294006
XERMRO009783415004
XERMRO009805942001
XERMRO009820174004
XERMRO009824009001
XERMRO009834045001
XERMRO009835173025
XERMRO009835173029
XERMRO009846018001
XERMRO009855492001
XERMRO009890677001
XERMRO009890677019
XERMRO009897170006
XERMRO009900411014
XERMRO009929118001
XERMRO009939295009
XERMRO009939295015
XERMRO009948351004
XERMRO009955057007
XERMRO009955896001
XERMRO009958333001
XERMRO009973638002
XERMRO010011694056
XERMRO010011694069
XERMRO010012537036
XERMRO010015076016
XERMRO010025359004
XERMRO010025786001
XERMRO010025786013
XERMRO010025786039
XERMRO010025786052
XERMRO010025786065
XERMRO010025786171
XERMRO010025786175
XERMRO010028843001
XERMRO010053482001
XERMRO010053482012
XERMRO010072594001

MODEL NUMBER
XERMR0009782216195
XERMR0009782216210
XERMR0009782216225
XERMR0009782216240
XERMR0009782216254
XERMR0009783294006
XERMR0009783415004
XERMR0009805942001
XERMR0009820174004
XERMR0009824009001
XERMR0009834045001
XERMR0009835173025
XERMR0009835173029
XERMR0009846018001
XERMR0009855492001
XERMR0009890677001
XERMR0009890677019
XERMR0009897170006
XERMR0009900411014
XERMR0009929118001
XERMR0009939295009
XERMR0009939295015
XERMR0009948351004
XERMR0009955057007
XERMR0009955896001
XERMR0009958333001
XERMR0009973638002
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XERMR0010011694069
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XERMR0010025786013
XERMR0010025786039
XERMR0010025786052
XERMR0010025786065
XERMR0010025786171
XERMR0010025786175
XERMR0010028843001
XERMR0010053482001
XERMR0010053482012
XERMR0010072594001

MODEL NUMBER
XERMR0010072594012
XERMR0010072594023
XERMR0010072594035
XERMR0010090747001
XERMR0010090988001
XERMR0010090988021
XERMR0010090988038
XERMR0010090988065
XERMR0010093943030
XERMR0010121530028
XERMR0010121530038
XERMR0010127339001
XERMR0010128038089
XERMR0010128038090
XERMR0010128038091
XERMR0010128038092
XERMR0010128038093
XERMR0010128038094
XERMR0010128411015
XERMR0010128411027
XERMR0010177374008
XERMR0010202062113
XERMR0010202062120
XERMR0010213455004
XERMR0010218891019
XERMR0010218891042
XERMR0010234985001
XERMR0010247587005
XERMR0010247587006
XERMR0010247587007
XERMR0010257552001
XERMR0010257552021
XERMR0010269116028
XERMR0010275198040
XERMR0010282488001
XERMR0010282488014
XERMR0010282488024
XERMR0010288097001
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XERMR0010288097007
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XERMR0010299525001
XERMR0010300876001
XERMR0010313953045

MODEL NUMBER
XERMR0010327192052
XERMR0010327316065
XERMR0010336872001
XERMR0010337357048
XERMR0010353862001
XERMR0010355619006
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XERMR0010368737064
XERMR0010389003054
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XERMR0010414680029
XERMR0010423653001
XERMR0010423653018
XERMR0010423653038
XERMR0010423653055
XERMR0010423653072
XERMR0010423653079
XERMR0010423653089
XERMR0010426197158
XERMR0010426197179
XERMR0010466205024
XERMR0010468434001
XERMR0010479661001
XERMR0010491924001
XERMR0010491924023
XERMR0010511682032
XERMR0010515774001
XERMR0010515895001
XERMR0010521818001
XERMR0010544320134
XERMR0010544320135
XERMR0010544320136
XERMR0010544320137
XERMR0010544320138
XERMR0010563484034
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XERMR0010598566029
XERMR0010598566071
XERMR0010610928001
XERMR0010623607030
XERMR0010650052001
XERMR0010703076001
XERMR0010708898027

MODEL NUMBER
XERMR0010715679001
XERMR0010742129001
XERMR0010752263001
XERMR0010752263033
XERMR0010759599001
XERMR0010759599002
XERMR0010777796032
XERMR0010777796053
XERMR0010779746060
XERMR0010779746065
XERMR0010779746069
XERMR0010819532001
XERMR0010821251001
XERMR0010873368023
XERMR0010950981043
XERMR0010950981047
XERMR0010975869001
XERMR0010976481001
XERMR0010976481027
XERMR0010976481053
XERMR0011004154001
XERMR0011006599014
XERMR0011006599038
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XERMR0011012305074
XERMR0011063161001
XERMR0011064291026
XERMR0011163210034
XERMR0011189662032
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XERMR0011210577015
XERMR0011215506001
XERMR0011236481001
XERMR0011256320001
XERMR0011288851001
XERMR0011295172029
XERMR0011313737004
XERMR0011315611035
XERMR0011319280001
XERMR0011335032001
XERMR0011368974001
XERMR0011484700001
XERMR0011491443001
XERMR0011496611001

MODEL NUMBER
XERMR0011499182001
XERMR0011501712001
XERMR0011523709010
XERMR0011530942001
XERMR0011617574001
XERMR0011617574020
XERMR0011619744025
XERMR0011635000047
XERMR0011635000059
XERMR0011635000071
XERMR0011640325017
XERMR0011674331023
XERMR0011679257001
XERMR0011708306001
XERMR0011708306002
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XERMR0011742980001
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XERMR0011758234073
XERMR0011758915001
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XERMR0011758915048
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XERMR0011802255007
XERMR0011816593002
XERMR0011829915001

MODEL NUMBER
XERMR0011830012001
XERMR0011830012009
XERMR0011833326011
XERMR0011852690004
XERMR0011853976025
XERMR0011854314001
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XERMR0011860017007
XERMR0011894583001
XERMR0011945918001
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XERMR0011972043329
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XERMR0012293702125
XERMR0012295102063
XERMR0012295160036

MODEL NUMBER
XERMR0012296801001
XERMR0012302320001
XERMR0012351339020
XERMR0012356244011
XERMR0012356494001
XERMR0012356494012
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XERMR0012358433003
XERMR0012359599005
XERMR0012374146041
XERMR0012435292015
XERMR0012435504001
XERMR0012435504018
XERMR0012435504039
XERMR0012443028004
XERMR0012460061001
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XERMR0012505412005
XERMR0012505473005
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XERMR0012545566012
XERMR0012545566033
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XERMR0012625275001
XERMR0012693953001
XERMR0012705551001
XERMR0012710698022
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XERMR0012777295029
XERMR0012794816008
XERMR0012818214001
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XERMR0012830820001
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XERMR0012900245001
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XERMR0012998275005
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XERMR0013121510001
XERMR0013219355005
XERMR0013354009008

MODEL NUMBER
XERMR0013452062018
XERMR0013721462001
XERMR0013721794024
XERMR0013722107001
XERMR0013723485034
XERMR0013978518029

STERIS discontinued sales of these products on January 1, 2021, with the introduction of HexaVue Integration Systems. Certain critical replacement parts for this product are no longer available. In addition, prices and lead time for the remaining parts and service contract 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 April 1, 2024, all Customers under a multi-year parts and labor service contract with STERIS will receive parts and labor support on the products to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. STERIS may be limited or unable to support third party software/OS patches and security updates. A 1-year parts and labor service contract are the only option available for these products at contract renewal.
- As of April 1, 2024, all Customers under a multi-year labor only service contract with STERIS will continue to receive full labor support on the obsolete products through the end of the term of the Customer's current service contract. STERIS may be limited or unable to support third party software/OS patches and security updates. A 1-year labor only service contract will remain available for contract renewal.
- As of April 1, 2024, 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. STERIS may be limited or unable to support third party software/OS patches and security updates.

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 a service mature 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,

Michael Guzzo
Service Product Manager
STERIS | Healthcare - Equipment Services
5960 Heisley Road | Mentor, OH 44060