

September 3, 2021

Dear Valued Customer,

This letter is to inform you that effective immediately; STERIS will no longer fully support the following product:

- STERIS Standalone Nurse Core View Client** - Nurse Core View 3U medical server
- Units running Ubuntu 16.04 Operating System or earlier

STERIS discontinued sales of this product on November 18, 2020 with the introduction of HexaVue® Connect Standalone RoomVue application. The hardware for this server as well as the operating system running this application is end of life which has impacted compatibility of this device with newer supporting hardware.

The policy with respect to the support of these products is as follows:

- Effective immediately, all Customers under 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.
- Effective immediately, any Customer that is not under a service contract with STERIS yet requires service on a time basis will receive labor services based on the resources available at prevailing market prices.

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 and the ever-changing standards of care 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. 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,



Stephanie Phillips  
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