

June 1, 2022

Dear Valued Customer,

This letter is to inform you effective December 31, 2023; STERIS will no longer fully support the following products:

Software Services

Product Name
ProConnect Technical Support Services <ul style="list-style-type: none">• Cycle Data Export• Remote Monitoring

STERIS will discontinue all support services for these products on December 31, 2023 with the introduction of a new connectivity platform. The support being discontinued includes software upgrades, security patches, hardware upgrades, hardware repairs and technical support.

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

- In June 2022, all Customers with ProConnect Technical Support Service Cycle Data Export and/or Remote Monitoring will be notified more than 12 months in advance of the pending discontinuation.
- Support will continue uninterrupted between June 1, 2022 – December 31, 2023 through the current support team.
- After December 31, 2023, all support for these products will cease.

The intention of this letter is to allow time for you to convert remote monitoring eligible equipment to ConnectCareSM, the new STERIS service connectivity platform, and/or create plans to replace legacy equipment that will not be connectable through the new platform.

For sites utilizing ProConnect Cycle Data Export with an existing instrument tracking system, it may be possible to upgrade to STERIS ConnectAssure Technology. Data export technology upgrades for some legacy equipment models may not be available. Please contact your STERIS Capital Account Manager for more information.

STERIS strives to provide the highest level of Customer support in the industry. As part of our ongoing effort to better serve you, we want to inform you of our policy regarding software services 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 you, 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 your local District Service Manager to arrange a meeting to develop a connectivity conversion plan for your equipment.

Sincerely,

Andrey Tsupruk
Senior Manager, Product Marketing
ONE of a Kind Service...It Starts with You!