



January 1, 2025

Dear Valued Customer,

This letter is to inform you that effective **February 1, 2025**; the support from STERIS will be modified on the following product as we consider them Service Mature:

Medisafe SI PCF Units from July 2010

STERIS discontinued sales of this product on **June 1, 2019**, with the introduction of **Innowave™ PCF Sonic Irrigator**. 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 this product is as follows:

- As of **February 1, 2025**, all Customers under a multi-year parts and labor service contract with STERIS will receive parts and labor support on the product to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. A 1-year parts and labor service contract are the only option available for this product at contract renewal.
- As of **February 1, 2025**, all Customers under a multi-year labor only service contract with STERIS will continue to receive full labor support on the obsolete product through the end of the term of the Customer's current service contract. A 1-year labor only service contract will remain available for contract renewal.
- As of **February 1, 2025**, 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 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,

Tumi Oredein
Service Product Manager, IPT