

Product Lifecycle Policy:

Andersen Sterilizers (Andersen) defines the guaranteed **Useful Life** of our sterilization systems as 10 years from the date of original invoice. Continued use of the system along with Andersen's field service support may be possible through 15 years. There are distinct product lifecycle phases defined as Useful Life (up to 10 years), Mature Life (10-15 years) and No Longer Serviceable (beyond 15 years). It has been Andersen's experience that well-maintained equipment that follows a preventive maintenance schedule and follows part replacement recommendations of the manufacturer is safe and effective beyond 10 years. With that in mind, Andersen has developed **field service stages** that are aligned with each product life-cycle phase. Andersen will only support (e.g., service equipment, sell supplies, and train operators) sterilization systems purchased directly through Andersen or an authorized Andersen distributor.

Andersen Sterilizers field service program is designed to support equipment from product installation through eventual replacement of systems. The goal of the field service program is to help customers plan for future service stages and eventual purchase of newer equipment. Within the process, there are three key stages:

SERVICE ACTIVE (USEFUL LIFE 0-10 YEARS): This stage is when products are installed through the Useful Life phase (10 years of use). The 10-year timeframe is determined based on the ability of Andersen to guarantee the availability of spare parts and ensure reliable, safe, and effective sterilization cycles. Andersen provides options for service contracts upon installation which include preventive maintenance and part replacement for key components based on manufacturer's recommendations.

SERVICE MATURE (MATURE LIFE 10-15 YEARS): This stage is when systems have been operating beyond Useful Life and into Mature Life and may require extensive repairs to ensure safety and effectiveness. Continued annual preventive maintenance is required for these systems to ensure safe and effective sterilization cycles. **Andersen Sterilizers requires annual preventive maintenance to purchase ethylene oxide (EO) gas refill kits.** Customers are advised that the replacement parts may not be available beyond the SERVICE ACTIVE (10 years of use) stage, accelerating the system to NO LONGER SERVICEABLE or SUPPORTED.

NO LONGER SERVICEABLE (>15 YEARS): Andersen recommends system replacement after 15 years and will no longer provide field service support. **Andersen Sterilizers will not provide ethylene oxide (EO) gas refill kits for sterilizers that are no longer serviceable; replacement of the sterilizer will be required for continued support.** As previously

mentioned, the inability to provide replacement parts may accelerate the system to this stage prior to 15 years.

Revision History			
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Signatures:

<u>Content Approval:</u>		I have approved the content of this document	
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