

Towelrads

PRODUCT SECURITY UPDATE AND SUPPORT POLICY



Effective Date: 25/06/2026

Last Updated: 25/06/2026

Towelrads.com Ltd ("Towelrads") is committed to ensuring the security of its products, systems, and services. This document sets out the minimum period for which security updates will be provided for each relevant connectable product, in accordance with UK PSTI requirements.

Product	Product Category	Security Support Period	Security Update Availability
Smart Plus	Heating Element	Security support provided until the product is withdrawn from the market.	Security updates provided until the product is withdrawn from the market.
Metz	Electric Panel Radiator	Minimum of 5 years, from November 2025 to November 2030.	Minimum of 5 years, from November 2025 to November 2030.
MU-200 EA-700	Smart Thermostat	5 years from the date the product is withdrawn from sale.	Security updates are currently provided without a defined end-of-support date, in accordance with the manufacturer's security update policy.
EA-701 EA-713	Wi-Fi Receiver	5 years from the date the product is withdrawn from sale.	Security updates are currently provided without a defined end-of-support date, in accordance with the manufacturer's security update policy.