

Towelrads

STATEMENT OF COMPLIANCE



Effective Date: 05/08/2026

Last Updated: 05/08/2026

The Product Security and Telecommunications Infrastructure (PSTI) Act establishes security requirements for internet-connected consumer products. This statement outlines how Towelrads products comply with the applicable security requirements.

The following products comply with the applicable PSTI security requirements:

- Smart Plus
- Richmond Plus
- Metz
- MU-200
- EA-700
- EA-701
- EA-713

Security requirement	Compliant	Compliance details
No default passwords	Yes	Devices do not have a default password. Users are required to create their own password when registering an account.
A vulnerability disclosure policy must be provided for all products.	Yes	Details of how to report a security vulnerability can be found in our Vulnerability disclosure policy .
Information must be provided on how long products will receive important security updates.	Yes	Security update support periods for applicable products are published in our Security Updates and Support Periods policy . Firmware update notifications are provided through the mobile application, and app updates are available through the Apple App Store and Google Play Store.

Approved by: Calum Walsh, Managing Director

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