PRODUCT SUPPORT

EE Ltd, One Braham, Braham Street, London, E1 8EE, UK

EE offers a minimum period of product support service for EE branded devices from the sales start of the product. This information is part of our compliance to the Product Security and Telecommunications Infrastructure (PSTI) legislation which came into effect on 29 April 2024.

Search your device's model number in the lists below for its specific minimum period of support. The model number can be found printed on the label under your device.

List A

For devices in List A, EE offers **a minimum of five years** of product support service to its customers **from the sales start** of the product. Product support service includes necessary firmware updates to EE devices and fixes for critical vulnerability as required. EE constantly monitors the releases of known vulnerabilities.

To keep your device up to date and to get the best performance, always make sure to update the firmware whenever a new version is available. EE informs you about the availability of a new firmware version.

Model	Sales start
QTAD52E	Feb 2021
D412C57	Oct 2021
NR5103	Jul 2021
HH20C	Oct 2023
EE72E	July 2023
EE71	July 2020
EE62D	Feb 2024
HH10E	Mar 2024
HH70C	Aug 2024
EX73C	April 2025
HH72C	Feb 2026

List B

For devices in List B, EE offers **a minimum period** of product support service as listed below **from the sales start** of the product. Product support includes necessary firmware updates to EE devices and fixes for critical vulnerability as required. EE constantly monitors the releases of known vulnerabilities.

To keep your device up to date and to get the best performance, EE will automatically update your device (make sure to keep your device regularly switched-on).

Model (name)	Sales start	Minimum period of support
GRV9517UAC34-2-A-SA (Smart Hub SH20A)	May 2023	5 years
LRDD6391BF (Hybrid Connect)	Aug 2020	8 years
GRV9517UWAC34-A-OT (Smart Router)	Apr 2020	6 years
F5394 (Smart Hub "Plus" SH31B, SH32B)	Sep 2023	5 years
WE410443 (Smart WiFi)	Apr 2020	8 years
WE610242-H2-SA (Smart WiFi "Plus" SW30A)	Sep 2023	5 years
DIW3930 (TV Box Mini)	Mar 2022	5 years
RTIW387 (TV Box Pro)	Mar 2021	6 years
X17-K33 (Home Phone Adapter)	Aug 2024	2 years
X17-K43 (Home Phone Adapter)	Sep 2024	2 years
SH40J	July 2024	5 years
SW40J	July 2024	5 years
ERV46BE247B-H2-SA (Smart Hub 7 Plus SH35A)	Dec 2025	5 years
WE81024B-H2-SA (WiFi Extender 7 Plus SW35A)	Dec 2025	5 years
SH40J-X (Smart Hub 7 Max SH4XJ)	Oct 2026	5 years