



Product Support

BT offers a **minimum period** of product support service as listed in this document for BT branded devices **from the sales start** of the product. Product support includes necessary firmware updates and fixes for critical vulnerability as required. BT constantly monitors the releases of known vulnerabilities. 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 list below for its specific minimum period of support. The model number can be found printed on the label under your device.

To keep your device up to date and to get the best performance, BT either informs you about the availability of a new firmware version (make sure to update the firmware when it's available), or we will automatically update your device (make sure to keep your device regularly switched-on).

Model (name)	Sales start	Minimum period of support
GRV9517UAC34-A-SA (Smart Hub 2)	May 2018	10 years
Home Hub 6.0 – Type A (BT Smart Hub)	Mar 2016	11 years
WE410443 (Wi-Fi Disc)	Nov 2018	10 years
DIW3930 (TV Box Mini)	Mar 2022	5 years
RTIW387 (TV Box Pro)	Mar 2021	6 years
LRDD6391BF (Hybrid Connect)	Aug 2020	8 years
F5394 (BT Smart Hub 3 SH31B, SH32B)	April 2026	5 years
WE610242-H2-SA (BT Complete Wi-Fi Plus SW30A)	April 2026	5 years

No longer for sale

Model (name)	Sales start	Minimum period of support
Smart Baby Monitor 2.8 inch	Feb 2019	6 years
Smart Baby Monitor 5 inch	Feb 2019	6 years
Whole Home WiFi	Dec 2016	8 years
F398 (Whole Home Wi-Fi Premium)	Oct 2019	4 years
F368 (Whole Home Wi-Fi 6)	Aug 2021	3 years
DTR-T2100 (TV Box)	Oct 2013	12 years
DTR-T4000 (TV Box UHD)	Mar 2015	10 years
HH70	July 2017	5 years
Mini Whole Home WiFi	Aug 2019	3 years
BT Essentials Wi-Fi Extender 300	Nov 2016	3 years
AP699GE8C2.CW158 (11ac Dual-Band Wi-Fi Extender 1200)	Dec 2014	3 years
BT Mini WiFi Home Hotspot 600	Dec 2015	3 years
VOICE-HUB	June 2024	3 years