



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.

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
HH70	July 2017	5 years
GRV9517UAC34-A-SA (Smart Hub 2)	May 2018	8 years
Home Hub 6.0 – Type A (BT Smart Hub)	Mar 2016	8 years
WE410443 (Wi-Fi Disc)	Nov 2018	8 years
Smart Baby Monitor 2.8 inch	Feb 2019	3 years
Smart Baby Monitor 5 inch	Feb 2019	3 years
Whole Home WiFi	Dec 2016	3 years
F368 (Whole Home Wi-Fi 6)	Aug 2021	3 years

Model (name)	Sales start	Minimum period of support
Mini Whole Home WiFi	Aug 2019	3 years
F398 (Whole Home Wi-Fi Premium)	Oct 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
DTR-T2100 (TV Box)	Oct 2013	10 years
DTR-T4000 (TV Box UHD)	Mar 2015	8 years
DIW3930 (TV Box Mini)	Mar 2022	5 years
RTIW387 (TV Box Pro)	Mar 2021	5 years
LRDD6391BF (Hybrid Connect)	Aug 2020	5 years