**Information On How to Report Security Issues**

Protecting our customers from threats to their security is always an important task for Fuerj. As a key player in globalNetworking and Smart Home markets, we will do our utmost to provide our users with secure stable products andservices, and to strictly protect the privacy and security of their data.

We welcome and encourage all reports related to product security or user privacy. We will follow establishedprocesses to address them and provide timely feedback.

**Report Vulnerabilities to Fuerj**

We strongly encourage organizations and individuals to contact Fuerj’s security team to report any potential security issue.

To report a security or privacy vulnerability, please send an email to **Angus.wang@fuerjia.com.cn** with the product model and software version, describe the detailed security issue to us. Fuerj will endeavor to respond to the report within 10 working days. Fuerj will need to obtain detailed information about the reported vulnerability to more accurately and quickly begin the verification process.

**Responsible Reporting Guidelines**

1. All parties to a vulnerability disclosure should comply with the laws of their country or region.

2. Vulnerability reports should be based on the latest released firmware, and preferably written in English.

3. Report vulnerabilities through the dedicated communication channel. Fuerj may receive reports from other channels but does not guarantee that the report will be acknowledged.

4. Adhere to data protection principles at all times and do not violate the privacy and data security of Fuerj’s users,

employees, agents, services or systems during the vulnerability discovery process.

5. Maintain communication and cooperation during the disclosure process and avoid disclosing information about the vulnerability prior to the negotiated disclosure date.

6. Fuerj is not currently operating a vulnerability bounty program.

**How Fuerj Deals with Vulnerabilities**

Awareness & Receipt Verification Remediation Notification

Fuerj encourages customers, vendors, independent researchers, security organizations, etc. to proactively report anypotential vulnerabilities to the security team. At the same time, Fuerj will proactively obtain information aboutvulnerabilities in Fuerj products from the community, vulnerability repositories and various security websites. In orderto be aware of vulnerabilities as soon as they are discovered.

Fuerj will respond to vulnerability reports as soon as possible, usually within 10 business days.Fuerj Security will work with the product team to perform a preliminary analysis and validation of the report todetermine the validity, severity, and impact of the vulnerability. We may contact you if we need more informationabout the reported vulnerability.

Once the vulnerability has been identified, we will develop and implement a remediation plan to provide a solutionfor all affected customers.

Remediation typically takes up to 90 days and in some cases may take longer.

You can keep up to date with our progress and the completion of any remediation activities.

Fuerj will issue a security advisory when one or more of the following conditions are met:

1. The severity of the vulnerability is rated CRITICAL by the Fuerj security team and Fuerj has completed the vulnerability response process and sufficient mitigation solutions are available to assist customers in eliminating all security risks.

2. If the vulnerability has been actively exploited and is likely to increase the security risk to Fuerj customers, or if the vulnerability is likely to increase public concern about the security of Fuerj products, Fuerj will expedite the release of a security bulletin about the vulnerability, which may or may not include a full firmware patch or emergency fix.

**Information on Minimum Security Update Periods**

The Support Period for Fuerj components is actively maintained considering security updates from Jan 2025 to Jan 2028.

https://www.fuerjia.com.cn/

\*This list is constantly being updated and subject to change without notice.

**Models Versions Description**

|  |  |  |
| --- | --- | --- |
| **Models** | **Versions** | **Description** |
| **SPK23-EU** | **V1.0** | **Fire box** |
| **SPK26-EU** | **V1.0** | **Fire box** |
| **SPK28-EU** | **V1.0** | **Fire box** |
| **SEN50-EU** | **V1.0** | **Liner fireplace** |
| **SEN60-EU** | **V1.0** | **Liner fireplace** |
| **SEN74-EU** | **V1.0** | **Liner fireplace** |
| **EMN20-EU** | **V1.0** | **Stove fireplace** |
| **ESN50-EU** | **V1.0** | **Liner fireplace** |
| **ESN60-EU** | **V1.0** | **Liner fireplace** |
| **ESN74-EU** | **V1.0** | **Liner fireplace** |
| **ESN100-EU** | **V1.0** | **Liner fireplace** |