

## Information On How to Report Security Issues

Protecting our customers from threats to their security is always an important task for Ningbo Gengmei Electric Appliance Tech Co.,Ltd. As a key player in global Networking and Smart Home markets, we will do our utmost to provide our users with secure stable products and services, 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 established processes to address them and provide timely feedback.

### Report Vulnerabilities to Ningbo Gengmei Electric Appliance Tech Co.,Ltd.

We strongly encourage organizations and individuals to contact Ningbo Gengmei Electric Appliance Tech Co.,Ltd.'s security team to report any potential security issue.

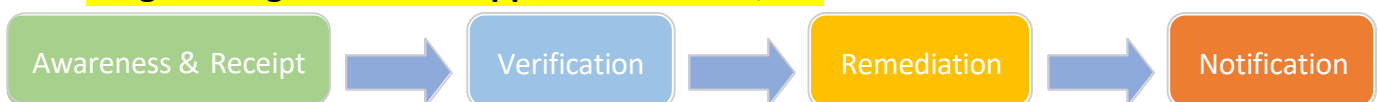
To report a security or privacy vulnerability, please send an email to [sales01@electricappliance.cn](mailto:sales01@electricappliance.cn) with the product model and software version, describe the detailed security issue to us. Ningbo Gengmei Electric Appliance Tech Co.,Ltd. will endeavor to respond to the report within <Three> working days.

Ningbo Gengmei Electric Appliance Tech Co.,Ltd. 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. Ningbo Gengmei Electric Appliance Tech Co.,Ltd. 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 Ningbo Gengmei Electric Appliance Tech Co.,Ltd.'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. Ningbo Gengmei Electric Appliance Tech Co.,Ltd. is not currently operating a vulnerability bounty program.

### How Ningbo Gengmei Electric Appliance Tech Co.,Ltd. Deals with Vulnerabilities



Ningbo Gengmei Electric Appliance Tech Co.,Ltd. encourages customers, vendors, independent researchers, security organizations, etc. to proactively report any potential vulnerabilities to the security team. At the same time, Ningbo Gengmei Electric Appliance Tech Co.,Ltd. will proactively obtain information about vulnerabilities in Ningbo Gengmei Electric Appliance Tech Co.,Ltd. products from the community, vulnerability repositories and various security websites. In order to be aware of vulnerabilities as soon as they are discovered. Ningbo Gengmei Electric Appliance Tech Co.,Ltd. will respond to vulnerability reports as soon as possible, usually within <Three> business days.

Ningbo Gengmei Electric Appliance Tech Co.,Ltd. Security will work with the product team to perform a preliminary analysis and validation of the report to

determine the validity, severity, and impact of the vulnerability. We may contact you if we need more information about the reported vulnerability.

Once the vulnerability has been identified, we will develop and implement a remediation plan to provide a solution for 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. Ningbo Gengmei Electric Appliance Tech Co.,Ltd. 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 Ningbo Gengmei Electric Appliance Tech Co.,Ltd. security team and Ningbo Gengmei Electric Appliance Tech Co.,Ltd. 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 Ningbo Gengmei Electric Appliance Tech Co.,Ltd. customers, or if the vulnerability is likely to increase public concern about the security of Ningbo Gengmei Electric Appliance Tech Co.,Ltd. products, Ningbo Gengmei Electric Appliance Tech Co.,Ltd. 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 Ningbo Gengmei Electric Appliance Tech Co.,Ltd. components is actively maintained considering security updates from April 2026 to April 2029.

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

Models	Versions	Description
EF-11*, EF-12*, EF-14*, EF-15*(Where *= blank or A - Z), EF-**(Where the first*=18,19,23,25,26,28,30,32,33,34,35,36,40,42,43,45,47,48,50,55,60,68,70,72,74,80,90,95,100,200; The second *=blank, A - Z, BF or AKF), GM2000-13*, GM2000-15*, GM2000-23*, WF2613*(Where *=blank or A - Z) WF-*S(Where *=18,19,23,25,26,30,32,33,34,35,36,40,42,43,45,47,48,50,55,60,68,70,72,74,80,90,95,100,200), WF-13****, IF-****, IF-13****, IF-3SIDES-****(Where the first *=19,23,24,26,30,32,34,36,40,42,43,45,47,48,50,51,52,55,60,68,70,72,74,80,90,95,100,200, the second *=blank or A - Z; the third *=blank or A - Z; the forth *=blank or A - Z)	V1.0	HDMI Media Streaming