

# 1 Support Period Documentation - EMF Device

**Document Version:** 1.0

**Date:** 2025-08-26

**Product:** EMF Device (EMF-AA01GLB-A)

**Manufacturer:** E M Fluids Inc.

## 1.1 Overview

This document defines the support period for the EMF Device (EMF-AA01GLB-A) in compliance with EN 303 645 and the Cyber Resilience Act (CRA).

## 1.2 Support Period Definition

### 1.2.1 Minimum Support Period

- **Duration:** 5 years from date of first market placement
- **Start Date:** 2025-09-01
- **End Date:** 2030-09-01
- **Scope:** Security updates and vulnerability handling

### 1.2.2 Support Period Details

#### 1.2.2.1 Security Updates

- **Duration:** 5 years
- **Type:** Security-related software updates only
- **Scope:** Firmware, mobile application, and cloud service security updates
- **Delivery Methods:** Firmware Over-The-Air, BLE updates, Manual updates

#### 1.2.2.2 Vulnerability Handling

- **Duration:** 5 years
- **Scope:** Vulnerability assessment, remediation, and coordinated disclosure
- **Response Time:** As defined in Vulnerability Disclosure Policy

#### 1.2.2.3 Technical Support

- **Duration:** 5 years
- **Scope:** Security-related technical support and vulnerability reporting
- **Contact:** support@emfluids.com

## 1.3 Support Period Justification

### 1.3.1 Technical Considerations

The EMF Device is designed for long-term deployment with an expected operational lifespan that requires ongoing security support. As cybersecurity threats continue to evolve rapidly, your device requires regular security updates to maintain protection against emerging vulnerabilities. The EMF Device operates as a multi-component system consisting of firmware, mobile application, and cloud services, all of which require coordinated security updates to maintain system integrity. Since your equipment is leased and maintained by E M Fluids, this support period ensures that your investment is protected throughout the device's operational life.

### **1.3.2 Business Considerations**

The 5-year support period aligns with industry standards for IoT devices. This commitment reflects our long-term relationship with customers and demonstrates our market leadership position through comprehensive support commitment. The support period is designed to protect your business operations and ensure continued compliance with evolving cybersecurity regulations.

### **1.3.3 Risk Considerations**

Without ongoing security support, devices become vulnerable to security threats. The support period helps mitigate compliance risks associated with regulatory requirements and protects against potential reputation damage from security incidents. Additionally, this support commitment reduces liability exposure that could arise from operating unsupported devices in important applications.

## **1.4 Support Period Implementation**

Note: Support is provided as part of the lease agreement. Units are not sold and security and maintenance is managed and handled by E M Fluids Inc.

### **1.4.1 During leasing agreement E M Fluids provides**

- Regular security updates
- Critical vulnerability response
- Comprehensive technical support

### **1.4.2 Units have a 5 year support life-cycle which includes**

- Regular security updates
- Critical vulnerability response
- Comprehensive technical support

### **1.4.3 End-of-Life Preparation**

- End-of-life notifications to users
- Repair or replacement of parts and QA review
- Migration guidance and support

### **1.4.4 Post-Support Period**

- No new security updates
- No technical support
- Legacy documentation available
- User responsibility for device security

## **1.5 User Communication**

### **1.5.1 Initial Leasing**

- Support period clearly stated in product documentation
- Support period included in user manual
- Support period available on company website

### **1.5.2 Ongoing Communication**

- Annual support updates
- Security update notifications
- End-of-life notifications

### 1.5.3 End-of-Life Communication

- 6-month advance notice of end-of-support
- 3-month reminder notice
- Final end-of-support notification

## 1.6 Contact Information

### 1.6.1 Technical Support

- **Email:** support@emfluids.com
- **Website:** <https://www.emfluids.com/support>
- **Hours:** Business hours (EST/EDT)

### 1.6.2 Security Support

- **Email:** support@emfluids.com
- **Vulnerability Reporting:** support@emfluids.com
- **Response Time:** As per Vulnerability Disclosure Policy

### 1.6.3 General Inquiries

- **Email:** support@emfluids.com
- **Website:** <https://www.emfluids.com>
- **Address:** 87 Bentley Avenue, Ottawa, Ontario K2E 6T7

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