Avia software lifetime policy

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Introduction
This document details how firmware is expected to be kept issue-free for the duration until the endof-life of the door lock. As per the ETSI Appendix A responses the end-of-life will be 10 years from date of manufacture unless upstream providers (Nordic and Apple) cease supporting the software components we use before then.

Update policy
There will always be a single 'latest' release of the firmware for any Avia product / model number. Any security patches, bug fixes, etc will always be applied to the latest firmware resulting in a new latest release. Updates will be applied by the user through the Avia app. Through standard Apple App Store / iOS processes the user is prompted to install the latest version of the app (if one is available) every time it is started. That app contains the latest version of the firmware per model number. The app then checks that all connected devices have the latest firmware. If a device is found which doesn't have the latest firmware the app prompts the user to apply that update.

Update timeframes
There are four potential reasons why Avia might want to release new firmware, each of those had different criteria around the release time frames.

> Security fix - whether a specific issue found with the Door Lock, or an upstream update (from Nordic or Apple) to fix a security issue. The target is that these will be released (through a new version of the App) as soon as a fix is tested, within 90 days of notification to Avia.

> Bug fix (no security impact) - whether a specific issue found with the Door Lock, or an upstream update (from Nordic or Apple) to fix an issue. The target is that these will be released (through a new version of the App) within 90 days of notification to Avia.

> Upstream SDK update - the target is the firmware to update to the new SDK will be released within 180 days of the SDK being formally released by our provider.

> Enhanced functionality - there is no target time-frame around releasing new functionality
All releases no matter why they are being put together will only take place once they have passed extensive testing to ensure reliability and security of the lock is maintained. Best efforts will be made to achieve the targets however reliability will not be compromised to do that.