

Support Management Policy for End-of-Support Withings Products

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1. Policy Objective

This policy aims to define the terms of support and service for Withings products that have reached their **end-of-support date**. Our objective is to ensure a clear and transparent transition for our users while redirecting our development resources toward new products and innovations.

2. Key Definitions and Timelines

“End-of-Sale Date” means the date on which the last unit of a Withings Product is put on the market by Withings.

“End-of-Support Date” means the date after which Withings will no longer offer support to Withings Products through customer service. The End-of-Support Date is five (5) years after the End-of-Sale Date.

“End-of-Support Withings Product” means a Withings product that has reached the End-of-Support date. The list of current End-of-Support Withings Products is as follows:

Scales
<i>Smart Kid Scale</i>
<i>Wireless Scale</i>
<i>Smart Body Analyzer</i>
Watches and Activity Trackers
<i>Activity Pop/Steel</i>
<i>Steel Gold</i>
<i>Activité</i>
<i>Go</i>
<i>Pulse O₂ / Ox & Pulse</i>
<i>Blood Pressure Monitor</i>

<i>BPM +</i>
<i>BPM Wireless/Wired</i>
<i>Sleep Trackers</i>
<i>Sleep Sensor Accessory</i>
Other
<i>Home</i>
<i>Aura Connected Alarm Clock</i>
<i>Smart Baby Monitor</i>

3. Technical and Software Support of the Withings product

A. Support **before** the End-of-Support Date

- Updates: critical updates (security) and bug fixes will be deployed as necessary, provided the Withings Product is technically capable of receiving them;
- Compatibility: compatibility with mobile operating systems (iOS/android) will be maintained, except in the event of major, unforeseen, and irreversible changes to said systems;
- Assistance: technical assistance via email or chat will be maintained according to standard conditions.

B. Support **after** the End-of-Support Date

- Functionality: the End-of-Support Withings Product will continue to function with the existing application and cloud services. However, Withings cannot guarantee continuous and uninterrupted operation in the event of external changes (major mobile OS updates, changes in security standards);
- Assistance: technical assistance will be limited to helping with the use of existing features and resolving basis issues, based on available documentation;
- No new features: no new features, third-party integrations or security updates will be developed or deployed for the End-of-Support Withings Product.

4. Documentation and Resources

To ensure user autonomy, Withings commits to maintaining freely available online the following resources for a duration of **five (5) years** after the End-of-Support Date:

End-of-Support Policy

- **Help Center:** Product help pages (FAQs, setup guides, troubleshooting guides) will remain accessible online on support.withings.com,
- **User Manuals (also called Product Installation Guide):** Complete user manuals are available for download on support.withings.com (PDF format).

Documentation and Resources will not be updated anymore after the End-of-Support Date

5. Repair and Replacement Options

A. Warranty

The standard legal warranty or, if applicable, the commercial warranty applies to all products, **regardless of their End-of-Support status**, provided they are still within the applicable legal or commercial warranty period.

B. Repair and Spare Parts (Post-Warranty and before the End-of-Support date)

Any repair or replacement will be subject to stock availability and will be evaluated on a case-by-case basis. Service fees may apply.

C. Upgrade Program

To encourage the transition to our next-generation products, Withings reserves the right to offer a **Trade-In program**, providing preferential rates for the purchase of a new replacement model. The terms and eligibility for this program will be communicated individually upon a support request for an End-of-Support Withings Product.

6. End-of-Support Communication

Withings commits to informing users at least **six (6) months** prior to the End-of-Support Date through a clearly visible notification on the withings.com website.