Software update policy

BT Redcare are a leading provider of alarm signalling devices and services which enable fire, security and more to be monitored over a secure network - keeping homes and businesses safe.

As we continually develop our products and introduce new products we aim to support and update those products accordingly if required.

There may also be a time where we take the decision to stop selling and then eventually withdrawing a product. This software update policy outlines how we intend to support a product in life and after withdrawal from sale to withdrawal of product from use.

This policy applies to BT Redcare’s Next Generation portfolio.

We would expect to provide software updates covering enhancements, bug fixes or patches for critical bugs reported to us, when required.

Software updates will be available on the BT Redcare web portal and can also be actioned through the BT Redcare helpdesk with the installer’s permission.

Software updates will contain a mix of bug fixes and new features.

We will continue to provide these updates until we notify that a product is withdrawn from sale.

Following withdrawal from sale we will provide bug fixes or patches for critical bugs for a period of 2 years or until the product is withdrawn from the market whichever is sooner.

If a software update is not available or the support period above has been reached prior to withdrawal from the market, then an equivalent product would be offered as a replacement if within the warranty period.

BT Redcare currently provide a 10-year warranty on its Next Generation portfolio.