Product Security Policy

Paxton is committed to the safety and security of our products and services.

Although we design in security measures and test our products during development, the cyber security landscape is ever evolving. In order to keep pace, we make continuous security improvements on our products and conduct security tests on a periodic basis to ensure the ongoing resilience of our product range.

For our customers' protection, Paxton does not disclose, discuss, or confirm security issues until patches or releases are available.

In keeping with the above, we advise our customers to install the latest software releases to remain as secure as possible.

Paxton Security Updates Policy

All Paxton products receive software security updates for at least two years after their last date of manufacture (subject to technical and other limitations). After that time, we strive to provide software security updates for as long as we can.

The table below shows software security update periods for Paxton products that currently fall within this 2-year support period.

Product range	Product name	Serial number range	Software updates to end of
Net2	Pro and Lite software	All	2026*
	Net2 plus	2195022 and above	2026*
	Net2Air Bridge	6151935 and above	2026*
	IO boards	4819565 and above	2026*
Paxton10	Software and server	All	2026*
	Door controller	All	2026*
	Video controller	All	2026*
	Paxton10 Wireless Connector	All	2026*
	Paxton10 Cameras	16783538 and above	2026*
Entry	VR and Standard Panels	4819655 and above	2026*
	Touch panels	All	2026*
	Standard Monitor	6588156 and above	2026*
	Premium Monitor	All	2026*
	Audio Monitor	All	2026*
Paxlock	PaxLock Pro	7665919 and above	2026*

*Product still current and will be supported for two years from end of manufacture.

Please note this is not an indication of the life of your products and is independent of the product warranty.