Matter Firmware change tracking

- Release Notes

Model	Firmware version	Log	Date
XLC-MA series	R2.0 Download	1.Support for serial-number.	09/04/2025
SPWM-MA series	R1.0.0.0	1. N/A(Initial release)	09/01/2026

- Frequently Asked Questions

1. What is the duration of security update support?

   A: The product provides technical support for products for up to **two years** after the last manufacturing date (or longer if required by law). Once the product reaches its end-of-service life, it will no longer receive firmware updates, including security patches.

2. How to upgrade the firmware?

   A: Add device to Apple Home or an Android ecosystem supporting Matter, then perform firmware upgrades through the Apple Home or Android ecosystem. For detailed steps, please refer to the user manual.

3. The new version has been uploaded to the official website, but the Matter system software does not detect an available upgrade?

   A: After uploading to the official website, it must also be synchronized to the CSA Alliance DCL ledger, which may involve delays

4. How to check if the latest firmware has been synced to the CSA Alliance ledger?

   A: Visit the CSA Alliance DCL ledger to verify.

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Link:Distributed Compliance Ledger

Vulnerability Disclosure Policy Announcement

MEAN WELL prioritizes product security as a fundamental commitment. To safeguard customers' rights and interests, we have instituted this vulnerability disclosure policy to ensure timely response and systematic remediation of security issues for Matter products.
If you discover a security vulnerability in any of the products, please follow the guidelines below to report it to us:

Vulnerability Reporting Method

• Please send an email to info@meanwell.com.cn, including detailed information about the vulnerability, such as reproduction steps, potential impact, and any other relevant explanations.
• We will acknowledge receipt of the report within **72 hours of workday** and maintain communication with you regarding the progress and resolution of the vulnerability.

Principles of Responsible Disclosure

• MEAN WELL is committed to handling vulnerability reports responsibly, ensuring strict confidentiality and prompt response to all disclosed information.
• We kindly request that security researchers or vulnerability reporters refrain from any malicious exploitation or public disclosure of the vulnerability before we have completed the remediation process.

Vulnerability Handling Timeline

• We strive to respond and resolve vulnerabilities swiftly, with a **180-day** handling period for assessment, remediation, and verification.

We appreciate your cooperation in helping us maintain the security and integrity of our products. Your feedback and collaboration are vital to protecting customer interests and continuously improving our products.

For any questions or additional information, please visit our official website or contact info@meanwell.com.cn.

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