



Product Security and Telecommunications Infrastructure (PSTI) – Statement of Compliance

1. Manufacturer

Manufacturer / Brand name: Serage UK

Address: 35–37 Whitton Dene, Hounslow, Middlesex, TW3 2JN, United Kingdom

Contact for security issues: <https://serage.co.uk/security-vulnerability-reporting/>

2. Product Identification

Product name: Serage 32 Channel NVR (Non PoE) (V1)

Model code(s): SR9032N/4

Product type: Serage Network Video Recorder

Hardware/firmware version(s): V8.2.4.1-20241231

3. Security Update Commitment

This product will receive security updates for at least 5 years after the date of product discontinuation.

Security updates = fixes that address vulnerabilities which could compromise product or user security.

Functional or feature enhancements are outside this commitment.

Declared minimum security update period: 5 years after product discontinuation

4. Password Management

The product does not ship with universal default passwords.

Users must create unique credentials during initial setup.

5. Vulnerability Disclosure Policy

To report security issues or vulnerabilities: Visit <https://serage.co.uk/security-vulnerability-reporting/>

Alternative contact: Email security@serage.co.uk

All valid reports are reviewed and acted upon promptly.

6. Compliance Declaration

We declare that the above-named product complies with the UK PSTI Regulations 2023 in respect of:

Elimination of universal default passwords

Availability of a clear vulnerability disclosure route

Stated security update period

Issued by: Serage UK

Authorised representative: Jamie Chapman (Head of Technical)

Date of issue: June 2025

Jamie Chapman