



SB 898 “Connected Products EOL” Senator Akilah Weber Pierson, M.D.

SUMMARY

SB 898 requires manufacturers to clearly disclose, at the point of sale, how long a consumer can rely on a connected product to receive necessary updates and support, and to provide notice at least six months before and on the date of the product’s “end of life” (EOL), when technical support and updates will no longer be provided.

BACKGROUND

Millions of consumer products are now enhanced through internet connectivity. As of 2023, the average US household has 21 connected devices, and it is expected to continue growing¹. As these products become more prevalent, cybersecurity and reliability risks also rise, highlighting the need for stronger consumer protections.

These products rely on a software tether to the manufacturer for ongoing software support to function as intended. Through internet protocol (IP) connections, manufacturers provide security updates, address bugs and vulnerabilities, maintain connectivity, and sustain critical features. However, when manufacturers discontinue this support, devices can quickly become vulnerable to security threats and loss of functionality². Even common household products, such as baby monitors, can pose significant safety and privacy risks.

This is particularly important as consumers can be completely unaware that their connected products may lose software support at all, let alone when³. A Federal Trade Commission (FTC) review of 184 connected products found that nearly 89% of product webpages failed to disclose how long those products

would receive software updates or support⁴. Similarly, Consumer Reports analyzed 21 of the leading large appliance brands and found that only three disclosed how long they guarantee software updates for their products⁵. In a December 2024 survey, Consumer Reports also found that 72% of Americans believe manufacturers should be required to disclose how long they will support smart devices³.

Explicit access to this information creates an informed consumer that understands how long a product will function reliably and can plan for its inevitable obsolescence. Guardrails ensure transparency and preserves consumers’ rights to know about the products they own.

SPECIFICALLY, THIS BILL WOULD

- Define “minimum guaranteed support time frame” and “end of life (EOL).”
- Require manufacturers to clearly disclose, at the point of sale and prominently on their website, a minimum guaranteed support time frame that specifies the product’s EOL date.
- Require manufacturers to provide notice at least six months before and on the date of EOL, including what features will be lost and how to continue using the product safely.
- Ensure that leased products are updated and replaced appropriately.

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¹ *Balancing Act: Seeking Just the Right Amount of Digital for a Happy, Healthy Connected Life.* (2023, September 5). Deloitte Insights.

<https://www.deloitte.com/us/en/insights/industry/telecommunications/connectivity-mobile-trends-survey/2023/connectivity-mobile-trends-survey-full-report.html>

² *Legislators Push to Make Companies Tell Customers When Their Products Will Die.* (2026, January 22). Wired. <https://www.wired.com/story/legislators-push-to-make-companies-tell-customers-when-their-products-will-die/>

³ *American Experiences Survey: A Nationally Representative Multi-Mode Survey* (2024). Consumer Reports. <https://advocacy.consumerreports.org/wp-content/uploads/2025/03/EOL-Legislation-2-Pager.pdf>

⁴ *FTC Staff Report: Smart Device Makers' Failure to Provide Updates May Leave You Smarting.* (November 2024). Federal Trade Commission Bureau of Consumer Protection. https://www.ftc.gov/system/files/ftc_gov/pdf/smart-device-makers-failure-to-provide-software-updates-may-leave-you-smarting.pdf

⁵ Higginbotham, S., & Della Rocca, D. (2024, September 25). *When Will Your Smart Appliance Turn Dumb? A Lack of Transparency Leaves Consumers in the Dark.* Consumer Reports. <https://innovation.consumerreports.org/when-will-your-smart-appliance-turn-dumb/>