RASHMIAN
WHOLSESALE DISTRIBUTORS OF CONSUMER ELECTRONICS

RASHMIAN LIMITED
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PSTI Statement of Compliance

Product identification

Groov-e Smart Wi-Fi Pet Feeder, white
Groov-e SKU GVPT04WE / GV-PT04-WE | Factory model PF13
Batch B020425 | EAN 5060060690189
Original supplied firmware identified in the factory statement V1.2.8

Manufacturer issuing this statement

Rashmian Limited, Unit J, Braintree Industrial Estate, Braintree Road, Ruislip, Middlesex HA4 0EJ, United Kingdom.

Other manufacturer

Shenzhen Chongxin Technology Co., Ltd., No. 607, Building 4, Dongjiu Innovation Park, Bulan Road, Longgang, Shenzhen, China.

Declaration

This statement is prepared by Rashmian Limited. In the opinion of Rashmian Limited, it has complied with the applicable security requirements in Schedule 1 to the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 (SI 2023/1007) in relation to the product and batch identified above.

Defined security update support period

The support period at first supply recorded in factory statement SC-PSTI-GV-PT04WE-2026 is from February 2025 until 31 December 2030. No subsequent extension is declared.

Security reporting

Email info@groov-e.co.uk
Reporting policy https://www.groov-e.co.uk/psti-policy

For and on behalf of Rashmian Limited



Kunal Patel | Director
Place of issue Ruislip, United Kingdom
Date of issue 6 November 2026

Company registration number 1280301
VAT number GB 918 1676 05

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Product security reporting policy

This policy covers security issues affecting Groov-e connected products, including the GVPT04WE Smart Wi-Fi Pet Feeder and the apps or services used with them. Anyone can report a suspected security issue. You do not need to be the purchaser.

How to report an issue

Email info@groov-e.co.uk with the subject "Product security report".

Please include the product model, a description of the issue and, where possible, the steps needed to reproduce it. Screenshots and the app or firmware version can help. Do not send passwords or unnecessary personal information.

You may report anonymously. To receive a reply and progress updates, please provide a working email address.

When we will respond

We will acknowledge your report within seven business days of receipt.

We will provide an initial status update within 15 business days of receipt, followed by further updates at intervals of no more than 15 business days until the reported issue is resolved. Updates will explain our findings, progress and any delays, including where we are awaiting information from a supplier or platform provider.

Business days mean Monday to Friday, excluding public holidays in England and Wales.

How we handle reports

Rashmian Limited, the company behind Groov-e, will assess the report and coordinate with the relevant manufacturer, app provider or platform provider where necessary. You can report an issue affecting your Groov-e product to us even if you believe it involves a third-party app or service.

Please avoid testing that accesses another person's information, disrupts services or damages equipment. If you encounter personal information, stop testing and notify us.

Security update support

The minimum security-update support period for each applicable product is published on its Groov-e product page, alongside its Statement of Compliance.

Reporting policy https://www.groov-e.co.uk/psti-policy

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