

LENOVO STATEMENT ON SUPERFISH

RESEARCH TRIANGLE PARK, NC – February 19, 2015: At Lenovo, we make every effort to provide a great user experience for our customers. We know that millions of people rely on our devices every day, and it is our responsibility to deliver quality, reliability, innovation and security to each and every customer. In our effort to enhance our user experience, we pre-installed a piece of third-party software, Superfish (based in Palo Alto, CA), on some of our consumer notebooks. The goal was to improve the shopping experience using their visual discovery techniques.

In reality, we had customer complaints about the software. We acted swiftly and decisively once these concerns began to be raised. We apologize for causing any concern to any users for any reason – and we are always trying to learn from experience and improve what we do and how we do it.

We stopped the preloads beginning in January. We shut down the server connections that enable the software (also in January), and we are providing online resources to help users remove this software. Finally, we are working directly with Superfish and with other industry partners to ensure we address any possible security issues now and in the future. Detailed information on these activities and tools for software removal are available here:

http://support.lenovo.com/us/en/product_security/superfish

http://support.lenovo.com/us/en/product_security/superfish_uninstall

To be clear: Lenovo never installed this software on any ThinkPad notebooks, nor any desktops, tablets, smartphones or servers; and it is no longer being installed on any Lenovo device. In addition, we are going to spend the next few weeks digging in on this issue, learning what we can do better. We will talk with partners, industry experts and our users. We will get their feedback. By the end of this month, we will announce a plan to help lead Lenovo and our industry forward with deeper knowledge, more understanding and even greater focus on issues surrounding adware, pre-installs and security. We are confident in our products, committed to this effort and determined to keep improving the experience for our users around the world.

Superfish may have appeared on these models:

G Series: G410, G510, G710, G40-70, G50-70, G40-30, G50-30, G40-45, G50-45, G40-80

U Series: U330P, U430P, U330Touch, U430Touch, U530Touch

Y Series: Y430P, Y40-70, Y50-70, Y40-80, Y70-70

Z Series: Z40-75, Z50-75, Z40-70, Z50-70, Z70-80

S Series: S310, S410, S40-70, S415, S415Touch, S435, S20-30, S20-30Touch

Flex Series: Flex2 14D, Flex2 15D, Flex2 14, Flex2 15, Flex2 Pro, Flex 10

MIIX Series: MIIX2-8, MIIX2-10, MIIX2-11, MIIX 3 1030

YOGA Series: YOGA2Pro-13, YOGA2-13, YOGA2-11, YOGA3 Pro

E Series: E10-30