

Cyberattack on LOXONE: Customer Installations Protected and Safe to Use

Kollerschlag, Austria, October 19, 2026

Following a cyberattack on internal company systems detected on Sunday, October 18, 2026, LOXONE responded immediately and initiated comprehensive security measures. **We have carried out extensive investigations: customer installations and the online services relevant to their operation are not affected. Users of LOXONE technology can continue to use their systems without restriction.**

A key security factor is LOXONE's cloud-free principle: LOXONE Miniservers, the central control units of the building automation system, operate locally and independently within each building. They require neither a connection to LOXONE servers nor to the internet in order to function. From the outset, the Miniserver architecture has deliberately relied on local access and local data, with no central point of attack in the cloud. In the current situation, this is proving to be a major advantage: an attack on LOXONE's company systems does not reach the controls inside the buildings.

Cybercrime is a growing challenge for companies: "According to the Austrian Federal Criminal Police Office, more than 1,200 cases are reported on average every week in Austria alone. Our commitment to quality and reliability does not end with our products. It shows especially in moments like these, when our entire team handles a demanding situation responsibly, consistently and transparently," says Florian Wöss, President of Loxone Electronics GmbH.

Cybersecurity has been a top priority at LOXONE for years. External IT security providers continuously review the systems in technical audits, and LOXONE also collaborates with research institutions in the field of IT security. Employees regularly take part in dedicated awareness training to sensitize them to cyber risks.

In dealing with the cyberattack, LOXONE is relying on the expertise of highly qualified internal IT specialists as well as leading external cybersecurity experts and IT forensic specialists. Together, they are working with the highest priority to fully investigate the incident and secure the systems. The affected systems were isolated immediately and the relevant authorities have been informed.

Individuals whose data has been verifiably affected will be notified directly in accordance with legal requirements.

LOXONE will continue to provide transparent updates as new information becomes available. A dedicated hotline, available around the clock, has been set up for any questions.

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About LOXONE:

LOXONE is an Austrian technology company that develops intelligent control systems for buildings. Its technology automates lighting, heating, shading and access control, among other things, in homes, hotels and commercial buildings.