Pre-Contractual Data Information: Connected Product (EU Data Act)

Product	9118A-256/SLU, 9118A-ITB-256/SLU
Firmware / HW	Various (HW: sodium heat-pipe furnace, digital temperature controller)
Connectivity / Interfaces	RS-232 serial and IEEE-488 (GPIB); API documented in user guide
Contact	privacypolicy@fluke.com

1) Product data

- **Physical measurements:** Furnace temperature measured by the internal control sensor; range 550 °C to 1100 °C (sodium heat-pipe furnace for aluminum/silver/copper freezing-point measurements)
- **Device identifiers:** Model number and firmware version; serial number on the rear label
- **Status / telemetry:** Current set-point, measured furnace temperature, heater power (duty cycle), and stability status
- **Events & diagnostics:** Over-temperature/cutout protection status; no dedicated error-code query beyond the parameter commands
- **Configuration values:** Set-point, zone/gradient control parameters, scan rate, cutout setting, communication parameters, and calibration parameters
- **Other:** None accessible beyond the configuration values above

Estimated volume (typical): <1 KB per RS-232/IEEE-488 query/response; no continuous or background logging

Collection Frequency: On-event only (front-panel actions and RS-232/IEEE-488 queries)

For general operational guidance, please refer to the product's user manual.

2) Data formats

Users read live values on the front-panel display and can query measurements and settings over the RS-232 serial and IEEE-488 (GPIB) API; there is no on-device file export.

- **On export:** ASCII text over RS-232/IEEE-488 (no CSV/JSON/XML file export). The command set is documented in the 9116A/9118A manual's Digital Communication Interface chapter.
- **On device/in transit:** ASCII serial/GPIB strings terminated with a carriage return; no on-device file storage, no removable media, and no network interface.

3) Storage & retention

- **On-device storage:** Yes. Non-volatile memory retains configuration (set-point, zone/gradient parameters, communication parameters) and calibration constants; no time-series measurement logging.
- **Cloud / servers:** No. No network or cloud connectivity; no data is transmitted to Fluke servers.
- **Retention:** Configuration and calibration constants are retained indefinitely until changed; live measurements are not stored (transmitted on demand only).

- **Deletion/anonymization:** Calibration constants can be reset by the user; no personal data is collected, so no anonymization applies.

4) User access, export & erase

- **Where:** Front-panel display and control keys (local), and the RS-232 serial or IEEE-488 (GPIB) remote command interface.
- **How:** Read values on the display, or connect a PC and issue remote query commands (or use Interface-it) to retrieve measurements and settings.
- **Export formats:** ASCII text strings via RS-232 or IEEE-488.
- **Limits/rate-limits:** Throughput is limited by the RS-232 baud rate or GPIB bus speed; no removable-media or network export.
- **Request erasure:** Reset configuration/calibration constants via the front-panel menus; no personal data is stored to erase.

5) Data Sharing with Third Parties

To the extent Fluke has access to the relevant data, you may authorize a third party to access such data by contacting Fluke using the details set out above, specifying the recipient and purpose of the data sharing. You may view and revoke authorized data transfers at any time via the same contact details.

Where data is stored locally on your device or within your own environment and is not accessible to Fluke, you are responsible for granting third-party access directly.

6) Terms of service, contract term & termination

As provided in the quote, order form, or agreement between you and Fluke. If you purchased the product through a distributor or reseller, the terms of service, contract term and termination are as agreed between you and that seller.

7) How Data Holder uses the data

If Fluke has access to any data generated through your use of a Fluke connected product or related service, this will be used in accordance with the applicable agreement between you and Fluke, through which you purchase Fluke's products or services. The relevant Fluke entity details will be specified in the quote or order form as applicable.

Fluke may engage third parties to act as service providers and perform certain tasks on its behalf, such as processing or storing data generated in connection with your use of a Fluke connected product or related service. For more information, please visit **https://www.fluke.com/en-us/fluke/privacy-policy**

8) Trade secrets

No trade secrets are contained in the data.

9) Right to lodge a complaint

If you have a complaint relating to your Fluke connected product or related service, or the Data Act in general, you can contact Fluke using the details set out above. You also have the right to lodge a complaint with the relevant competent authority designated under Article 37 of the EU Data Act, in the Member State of your habitual residence, place of work or establishment.

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