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

Product	9172-A-256, 9172-A-R-256, 9172-C-256, 9172-DW-256, 9172-E-R-256, 9172-F-256
Firmware / HW	Various (firmware version readable via *IDN?; HW: digital temperature controller, metrology well insert; built-in reference-probe input)
Connectivity / Interfaces	RS-232 serial (DB-9); API documented in user guide
Contact	privacypolicy@fluke.com

1) Product data

- **Physical measurements:** Well temperature measured by the internal control sensor; base unit temperature range up to 425 °C (built-in reference input additionally spans −200 °C to 962 °C)
- **Device identifiers:** Model number, serial number, and firmware version (via *IDN? query, e.g. response “HART,9172,0,1.00”)
- **Status / telemetry:** Current set-point, measured temperature, scan rate, stability status, cutout state
- **Events & diagnostics:** Cutout condition (hard/soft), status registers (cleared via *CLS), and configuration/reference-hardware state (*OPT?)
- **Configuration values:** Set-point(s), scan rate, stable-limit alarm, cutout limit, calibration dates, and reference/sensor calibration parameters
- **Other:** Password-group protection settings for setpoint/cutout/reference/program/system groups (access-control configuration, not user data)

Estimated volume (typical): <1 KB per RS-232 SCPI-style command/response; no continuous or background logging

Collection Frequency: On-event only (front-panel actions and RS-232 queries), or continuous temperature transmission once the interface is set up per the manual

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 API; there is no file export from the well itself.

- **On export:** ASCII text responses to SCPI-style commands over RS-232 (no CSV/JSON/XML file export). The full command set is documented in the 917X Metrology Wells technical guide, Digital Communication Interface chapter.
- **On device/in transit:** ASCII serial strings over RS-232; no on-device file storage, no removable media, and no network interface on the instrument itself.

3) Storage & retention

- **On-device storage:** Yes. Non-volatile memory retains configuration (set-points, scan rate, cutout limits) and calibration dates/parameters; no time-series measurement logging on the instrument.
- **Cloud / servers:** No. The instrument itself has no network or cloud connectivity; no data is transmitted to Fluke servers.
- **Retention:** Configuration and calibration data are retained indefinitely until changed; live measurements are not stored on the instrument (transmitted on demand or continuously per interface setup only).
- **Deletion/anonymization:** Calibration parameters can be reset/recalibrated by the user; no personal data is collected, so no anonymization applies.

4) User access, export & erase

- **Where:** Front-panel display and keypad (local), and the RS-232 serial remote command interface.
- **How:** Read values on the display, or connect a PC with a serial cable and issue SCPI-style query commands to retrieve measurements and settings.
- **Export formats:** ASCII text strings via RS-232.
- **Limits/rate-limits:** Throughput is limited by the RS-232 interface; no removable-media or network export from the instrument.
- **Request erasure:** Reset configuration/calibration parameters via the front-panel menus; no personal data is stored on the instrument 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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