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

Product	S350-25
Firmware / HW	[Various]
Connectivity / Interfaces	Ethernet (TCP/IP, 10/100 Mbit/s); optional fiber optic converter
Contact	privacypolicy@fluke.com

1) Product data

- **Physical measurements:** Non-contact infrared temperature (range 20–950°C depending on model; 0.1 K resolution; up to 1024 pixels per scan line at 90° FOV)
- **Device identifiers:** Model (S330/S335/S339/S34x/S350), serial number, IP address
- **Status / telemetry:** Internal housing temperature, scan rate, mirror rotation status
- **Events & diagnostics:** Sector alarm setpoints (high/low threshold violations), overtemperature warnings
- **Configuration values:** Emissivity, transmissivity, scan rate, sector definitions, alarm setpoints, trigger settings, IP/network configuration
- **Other:** Per-sector Max/Min/Average temperature values; analog output (0–20 mA / 4–20 mA) per sector

Estimated volume (typical): Up to 1024 pixels × 150 scans/s = ~300 KB/s at maximum scan rate

Collection frequency: Continuous (20–150 Hz scan rate); or snapshot mode triggered by external signal

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

2) Data formats

- **On export:** ASCII text (.txt, compatible with Excel/MathCad), TIFF, JPEG, zone results (.zon/.txt). Analog outputs (4–20 mA) to control systems.
- **On device/in transit:** Proprietary binary via Ethernet (TCP/IP protocol on port 2727). Protocol manual provided on CD-ROM.

3) Storage & retention

- **On-device storage:** Yes. Internal buffer holds 700 scan lines in snapshot mode. There is no long-term on-device storage.
- **Cloud / servers:** No. All data is transferred directly to customer PC via Ethernet; no cloud connectivity.
- **Retention:** On-device buffer overwrites each scan cycle; configuration is retained until changed by user via software or Telnet commands.
- **Deletion/anonymisation:** Buffer clears automatically on each new scan/snapshot. Saved data on PC is under user control.

4) User access, export & erase

- **Where:** ScanView Pro software (Windows PC); analog outputs to PLC/DCS; Telnet command interface.
- **How:** Connect PC to scanner via Ethernet; launch ScanView Pro to view/record/export temperature data.
- **Export formats:** ASCII text, TIFF, JPEG, zone results (.zon/.txt); analog mA outputs.
- **Limits/rate-limits:** Maximum Ethernet throughput 100 Mbit/s; scan data rate depends on selected scan rate and pixel count.
- **Request erasure:** No persistent user data stored on device. Data on customer PC managed by customer.

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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