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

Product	Fluke 3540 FC Three-Phase Power Monitor
Firmware / HW	Version 1.7, released for RED compliance. Firmware versions are shown in the device UI.
Connectivity / Interfaces	Wi-Fi (client and hotspot modes), USB
Contact	privacypolicy@fluke.com

1) Product data

Physical measurements

3540 FC devices feature a color display and keypad for local operation. Configuration, measurement, and result viewing can be performed directly on the device. Fluke Connect is required to store data, and for analysis and reporting.

Measurements in electrical power distribution systems, including poly-phase topologies.

- Device features
  - Voltage, Current, Power (active, apparent, non-active), Power Factor, Frequency
  - THD voltage and current.
  - Harmonic content voltage and current.

Device identifiers

- Product noun 3540 FC Three-Phase Power Monitor, device decal.
- Serial number on device label and device UI.
- Instrument UUID, type, firmware version, protocol version and name, as part of data streamed to Fluke Connect.

Status / telemetry

- Device UI
  - Configuration status.
  - Connection status: Wi-Fi, battery state.
  - Logging status, streaming / local logging.
- Fluke Connect
  - **Status:** battery level, session state, study type, topology, time stamp.
  - **Data payload:** voltage, current, frequency, active power, power factor, THD voltage, THD current, harmonic content (current).

Events & diagnostics

- PISEL logs (user readable).
- System logs (encrypted; only Fluke can decrypt, within the scope of technical support). These contain internal events and troubleshooting information.

Configuration values

- Measurement and logging settings are kept in flash memory for re-use.

- Device configuration (regional and language settings, PIN, Wi-Fi passphrase, calibration) is kept in flash memory.
- Both of the above are resettable to factory defaults by button press during startup and via the device UI.

Estimated volume (typical)

- Logging sessions up to approx. 300 MB per week.
- Device has built-in eMMC flash, approx. 3.5 GB for data buffering and local logging session storage.

Collection Frequency

Measurement data aggregation period 1 sec, for the configurable duration of an active session or until halted by user interaction (local device UI).

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

2) Data formats

On device – proprietary binary data format in device memory.

On device:

- Measurement data in proprietary format.
- PISEL and encrypted system logs, text.

On export – Fluke Connect:

- Measurement data from Fluke Connect web in .xls and .csv.

In transit:

- Remote Monitoring sessions: MQTT streams to Fluke Connect (AWS).
- Local Logging sessions: file transfer to Fluke Connect (AWS), proprietary format.
- ASCII protocol via USB interface for calibration and verification. Not exposed to end users.

3) Storage & retention

- On-device storage is ~3.5 GB for logging session data, capable of holding several local logging sessions.
- **Cloud:** Fluke Connect, AWS hosted in USA.
- **Retention**
  - Local logging sessions are stored until removed by user.
  - Remote monitoring sessions: data live streamed or buffered for max 1 hr on connectivity issues. In buffering mode, oldest data is overwritten after 1 hr.
  - Configuration stored until change by user or factory reset.
  - PISEL logs are retained until factory reset.
  - System logs are retained beyond factory reset, to also allow for debugging firmware update workflows. There are ~20 files allocated to contain log data, with a maximum of 1 MB per file. If the size limit is met, a second new file is allocated and the old one is kept for one iteration.

4) User access, export & erase

- **Transfer system logs**

    - System logs are intended for use by technical support. The logs are encrypted (from firmware version 1.7 and newer) and can only be decrypted by Fluke.
    - Via USB stick. The Fluke Connect app cannot receive system logs.
- **Transfer PISEL logs**
    - Via USB stick. The Fluke Connect app cannot receive PISEL logs.

Export data:

- Log in at **connect.fluke.com** > Measurements > Active Sessions OR Saved Sessions > select session > select Export Session Data from the burger menu.
- Data available in csv

Produce report:

Not applicable. Reports can be pulled from Assets.

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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