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

Product	FLK-FEV500/CCS2
Firmware / HW	ALL
Connectivity / Interfaces	[USB]
Contact	privacypolicy@fluke.com

1) Product data

- **Physical measurements:**
  - DC output voltage
  - DC output current
  - Insulation resistance
  - Ground bond resistance (Rlo)
  - Residual voltage
  - IMD (Insulation monitoring device) test results
- **Device identifiers:**
  - **Model code:** FEV500
  - **Product variant:** SKU CCS2
  - Serial number
  - Firmware version
  - Calibration date information
- **Status / telemetry:**
  - Battery level
  - GPS synchronization status
  - Operating mode
  - Test status
- **Events & diagnostics:**
  - Warning messages
  - Error messages
  - Fault conditions
- **Others:**
  - CCS low level communication results
  - SLAC results
  - ISO15118 or DIN70121 communication results
  - Test reports pass / fail results.

Estimated volume (typical): Depends on the amount of data captured on the device – max size of database up to around 350 MB.

Collection frequency: physical measurements – during active test execution, test results – at completion of test steps and test sequence, communication data (slac, iso15118, DIN70121) – during communication test, warnings – on event, configuration settings – on user change.

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

2) Data formats

- **On export:** Test results and project data are exported to TruTest™ using a versioned AVRO-based data schema. Service data and diagnostic logs can also be downloaded from the device; these files are encrypted and accessible only through internal Fluke support tools.
- **On device/in transit:** Proprietary application data represented as Apache Avro records and transferred over USB-C using the FEV500–TruTest serial protocol.

3) Storage & retention

- **On-device storage:Yes**
  - Internal memory stores test results, project data, measurement records, configuration settings, and service logs. Data retention is capacity-based and does not automatically overwrite the oldest data after a fixed number of days. Storage capacity is approximately 350 MB for the database under the current architecture.
- **Cloud / servers:** No
- **Retention:**
  - **Raw product data:** Retained on the device until deleted by the user or removed through storage management activities. Retention is capacity-based rather than time-based.
  - **Configuration data:** Retained until modified by the user or reset to factory defaults.
- **Deletion/anonymization:** User-initiated deletion and factory reset are supported. No automatic time-based deletion mechanism is provided. No automatic anonymization of stored data is provided.

4) User access, export & erase

- **Where:**
  - FEV500 device (on-device project and test result storage)
  - TruTest™ desktop software (data imported from FEV500 via USB-C)
- **How:** On transferring a project from FEV500 to TruTest, device data is stored in AVRO/JSON format in the user's TruTest data folder: C:\ProgramData\TruTest\Data\Measurements Users can use the Sample Database on the free version
- **Export formats:** AVRO/JSON
- **Limits/rate-limits (if any):** None.
- **Request erasure:**
  - For test results and project data exported to customer-controlled systems: customer file management applies. Data can be deleted by the customer from the PC or storage location where it is maintained.
  - For data stored on the FEV500 device: users may delete data through device management functions or by performing a factory reset.
  - Service data exports may be deleted using standard file management tools on the destination system.

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.

Notice version: 1.0 **Last updated:** 2026-08-26