

Product Data Information for Users of AC servos-MELSERVO (Art. 3 (2) EU Data Act)

Your AC servos-MELSERVO, a Connected Product in the sense of the EU Data Act, generates Product Data which you may access and manage in accordance with the statutory regulations, in particular the EU Data Act.

The EU Data Act allows you as a **user** (which can be any company or customer/natural person who owns, rents or leases a Connected Product) to access the retrievable **Product Data** that the **Connected Product** generates through its use. Unless the Connected Product is designed in a way for you to directly retrieve this data yourself, you may ask the data holder to make the Product Data available. The **data holder** is the one who controls access to the data. This document provides the basic information for you to understand which data is available, how it can be accessed, retrieved or erased and various other details in the context of related services data.

Regarding the terms used in this Information, we also refer to the definitions in Art. 2 [EU Data Act](#).

In accordance with Art. 3(2) of the EU Data Act we provide you, in your capacity as a user, with the following information:

1. the type, format, and estimated volume of Product Data which the Connected Product is capable of generating:

Product Data involves the following data:

Data type	Format	Estimated volume
Error data	Specific binary format	Up to 512 bytes
Operation log	Specific binary format	Up to 1230 Kbytes

2. whether the Connected Product is capable of generating data continuously and in real-time:

Capable of generating data continuously and in real-time.

3. whether the Connected Product is capable of storing data on-device or on a remote server, including, where applicable the intended duration of retention:

- a) Capable of storing data on-device
- b) Duration of retention in the product

Data type	Duration of retention
Error data	The data is stored on-device and will not be automatically erased.
Operation log	The data is stored on-device and will not be automatically erased.

4. how the user may access, retrieve or, where relevant, erase the data, including the technical means to do so, as well as their terms of use and quality of service:

a) How users can access and retrieve Product Data

Data type	How to access and retrieve
Error data	The data can be accessed and retrieved by performing specific operations from the engineering software (MR Configurator2) or a controller.
Operation log	The data can be accessed and retrieved by performing specific operations from the engineering software (MR Configurator2).

b) How you can erase Product Data:

Data type	How to erase
Error data	The data can be erased by performing specific operations from the engineering software (MR Configurator2) or a controller.
Operation log	The data can be erased by performing specific operations from the engineering software (MR Configurator2).

5. Quality of data provided

Please note that to the extent the data holder is required to make available product data to the user or a third party under the EU Data Act such data is only made available in the same quality as is available to the data holder (see Art. 4 (1) and 5 (1)). Data holder does not provide any warranty or guarantee for the data to show any specification, level of quality, quantity, or any other characteristic beyond this and disclaims any obligation, warranty or liability beyond what is explicitly required under the EU Data Act.

6. Changes to this Product Data Information Policy

New legal requirements, company decisions or technical developments may lead to changes to this Product Data Information and require us to adapt this Product Data Information document accordingly. The current version can be found on our website. Please note that external links to third-party websites or their contact information may change over time. If you find information that is no longer up to date, please let us know.
