



Information on Connected Products and Related Services

Information on product data for STILL forklift trucks and intralogistics equipment

Hardware type	Type of product raw data	Format of product raw data	Estimated volume of product raw data	Retention period of product raw data
MCU2, TCU, RCU, Rx50 MCU, MCU3, FMID, S1, S2, KCU, KAP, TDU	Vehicle usage data (including analyses of driving and lifting, analyses of travel distances, driving times and load conditions, analyses of the impact of load on driving behavior)	JSON	< 350 KB/Day	3 months
MCU2, TCU, RCU, Rx50 MCU, MCU3, FMID, S1, S2, TDU	GPS data (including location, travel routes)	JSON	<350 KB/Day	3 months
MCU2, TCU, RCU, Rx50 MCU, MCU3, FMID, S1, S2, KCU, KAP, TDU	Vehicle event data* (including login/logout information)	JSON	<1KB/Event	3 months
MCU2, TCU, RCU, Rx50 MCU, MCU3, FMID, S1, S2, KCU, KAP, TDU	Shock events* (including time, vehicle location, load condition)	JSON	<1KB/Event	3 months
MCU2, TCU, RCU, Rx50 MCU, MCU3, FMID, S1, S2, KCU, KAP, TDU	Vehicle status data* (including operating hours, maintenance intervals)	JSON	<1KB/Event	3 months
Vehicle-Battery via KEU	Battery and charging data* (including state of	JSON	<10 MB/Day	3 months

	charge, charging times, battery condition, battery usage duration, temperature information, charging management)			
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The aforementioned product data of the connected products is generally generated continuously and in real time; product data marked with an * is generated only on an event-based basis and not continuously. The product data of the connected products is stored on servers of STILL or of companies affiliated with STILL only to the extent that such data are generated and transmitted in accordance with the respective configuration and that the corresponding software or function has been ordered and activated.

Relevant Models

STILL (02/2026)		Card Reader PIN/Rfid with data processing			Connectivity Unit with data processing		
Truck Series New	Control Unit	TDU	FMID	KAP	S2	KCU	KCCU
RX50 / RXE 10-16	MCU3			x		x	
RX 60 60-80	MCU2		x		x		
RX 20 14-20	MCU3			x		x	
RX 60 25-35	MCU3			x		x	
RX 60 35-50	MCU3			x		x	
RCE 25							x
RCE 35							x
RCE 15							x
FXH 33	MCU3	x			x		
RX 70 40-50 (Diesel/Treibgas)	MCU2		x		x		
RX 70 60-80 (Diesel)	MCU2		x		x		
RX 70 20-35 (Diesel/Treibgas)	MCU2		x		x		
RCD 15							
RCD 50							
RCD 180							
RCD 25 35							

LXT/LXW 120	MCU3			x		x	
FXH 20-25 /N / SXH 20		x			x		
FXD 20 /N		x			x		
FXV 14-16 /N		x			x		
EXU 16-22 /-H 18-20		x			x		
EXH 20-30 /-S 20-25 /-SF 20-25		x			x		
EXH 14-20				x		x	
EXD 18		x			x		
EXD18/20 C				x		x	
EXD S SF 20				x		x	
EXV-CB 06-16		x			x		
LTX 70-80		x			x		
EXV 14-20/-SF/i/D / EXP 14-20		x			x		
OPX20-25, OPX20-25PLUS		x			x		
OPX-L 20/OPX-D 20		x			x		
OPX-L		x			x		
LTX 50		x			x		
LTX-FF 05+10		x			x		
OXV 07/08/10		x			x		
EXV 10-16 C				x		x	
FM-X10 - FM-X25	MCU2		x		x		
FXR 14C-16C				x		x	
EK-X 10 / OP-X		x			x		
EK-X / EK-X M		x			x		
NXV		x			x		
MX-X		x			x		
PXV		x			x		

<u>Explanation</u>	
TDU	Truck Data Unit (Card reader)
KAP	KION Access Permission (Card reader)
FMID	FleetManagementIdentification (Card reader)
S2	STILL LTE (4G) Modem
KCU	KION LTE (4G) Modem
KCCU	KION LTE (4G) Modem

Information on related service data

Related service	Type of product data	Frequency of collection of product data	Storage/Retention period	Type of related service data	Estimated scope of related service data
Service for transferring driver and vehicle configuration (currently FleetManager 4.x & Smart Portal)	Vehicle usage data, GPS data, vehicle event data, shock events, vehicle status data	Event-based	Storage of the configuration on the product for as long as the configuration is active; storage of the event data until transmission to the communication server	Authorized driver IDs (PIN/RFID), driver settings (lifting of vehicle restrictions yes/no, speed limits, expiry date, light setting), auto log-out time, pre-shift check yes/no, pre-shift check type, PIN code length, time zone	Depending on the number of drivers <64 KB / vehicle configuration

				configuration, alcohol test configuration	
Service for transmitting and controlling vehicle battery charging configurations (currently Smart Portal)	Battery and charging data (including state of charge, charging times, battery condition, battery usage duration, temperature information, charging management)	Event-based and continuous during the charging process	Storage of the configuration on the charger / KEU for as long as the configuration is active; storage of the event data until transmission to the communication server	Charging control configuration (including limits and priorities)	<10 MB/Day

The data mentioned for related services are not trade secrets of the data holder or other third parties.

STILL, as the data holder, expects to use readily available data itself in order to conduct cross-customer analyses for data-driven benchmarking and to offer corresponding products, to use the data as training data for AI algorithms, to improve its own products and services on the basis of the data, and to offer customer service and support services based on the data. STILL, as the data holder, also intends to permit third parties to use the data for the aforementioned purposes agreed with the user; such third parties may in particular include other companies of the KION Group. The term of any data usage agreements concluded between the parties is governed by the respective agreements. The processing of any personal data remains subject to applicable data protection laws, in particular the GDPR.

For connected products and related services that generate machine data, data access may be available in accordance with Regulation (EU) 2023/2854 (Data Act).

To request the generated data that are available to the data holder or the deletion of such generated data (if applicable to your product) you can get in touch with the support support@still.eu or submit a request online. Users of FleetManager 4.x should report their issues to their respective responsible network partner. For an online request please follow the steps below:

1. Ensure you have a network connection and access to a web browser.
2. Visit the manufacturer's portal: <https://still-smart.com/>
3. Go to Support → Data Inquiry.
4. Complete the data request form, providing the truck's serial number and relevant proof of ownership (e.g., purchase order or lease agreement).

After submitting your request, you will receive a ticket number for your records. Customer service will provide further information as required.

Under Regulation (EU) 2023/2854 (Data Act), users also have the right to lodge a complaint with the competent authority designated pursuant to Article 37 of the Data Act.

Note: The serial number is located on your truck's information plate.

Via the aforementioned contact channels, users may request that the data mentioned above that are available to the data holder be made available to a third party designated by the user or that any data transfer established at the user's request be terminated.

For general questions regarding the connected products or related services, users may contact their respective sales partner. Data access-related requests under Regulation (EU) 2023/2854 (Data Act) must be submitted via the contact channels described above.