

# SKF Product Support Plan (PSP)

## SKF Microlog Analyzer



### SKF Product Support Plan

SKF is committed to customer support excellence. The goal of a SKF Product Support Plan (PSP) is to help you increase and optimize your return on investment in SKF products. This includes extending the life of their product and facilitating the success of their program. This allows you to compete in your industry, save downtime and be on the cutting edge of technology.

SKF Product Support Plans give you full confidence that your equipment is maintained to the SKF quality standards. Condition monitoring products are an investment and there is no better way to protect your investment for years than with a SKF Product Support Plan.

### Greater peace of mind

- Telephone technical support
- Web-based technical support
- Live chat technical support
- Firmware maintenance releases and updates
- Hardware repairs, modifications, and proactive maintenance
- Unlimited calibration
- Annual Preventive Maintenance (APM) service
- Hardware loaner units
- Courier return shipping after repair or maintenance
- SKF Knowledge Centre subscription
- SKF Technical Support Self-Help Portal access



## Customer benefits – SKF Microlog Analyzer

Customer benefit (select benefit for additional information)	Out of warranty	Factory warranty	SKF Product Support Plan (PSP)
 <a href="#">Telephone technical support</a>	Fee applies	180 days after purchase	✓
 <a href="#">Web-based technical support</a>	Fee applies	180 days after purchase	✓
 <a href="#">Live chat technical support</a>	---	---	✓
 <a href="#">Firmware maintenance releases and updates</a>	---	90 days after purchase	✓
 Systems check	---	✓	✓
 <a href="#">Hardware repairs, modifications, and proactive maintenance</a>	---	Defects only	✓
 <a href="#">Unlimited calibration</a>	---	---	✓
 Proactive process for replacement of battery (during Annual Preventive Maintenance)	---	---	✓
 Lens replacement (if needed)	---	✓	✓
 Replacement of connectors (if needed)	---	✓	✓
 External and internal cleaning	---	---	✓
 <a href="#">Annual Preventive Maintenance (APM) service</a>	---	---	✓
 <a href="#">Hardware loaner units</a>	---	---	✓
 Replacement firmware (download)	---	✓	✓
 Replacement product manuals (CD or download)	---	✓	✓
 Priority handling	---	---	✓
 <a href="#">Courier return shipping after repair or maintenance (freight only)</a>	---	---	✓
 <a href="#">SKF Knowledge Centre subscription</a>	---	---	✓
 <a href="#">Web-based e-Learning courses</a>	---	---	✓
 <a href="#">SKF Technical Support Self-Help Portal access</a>	---	---	✓

# Benefits description – SKF Microlog Analyzer

## Telephone technical support

Receive unlimited technical support from SKF Condition Monitoring personnel via telephone.

- **Within USA, Canada, and Mexico**

Monday through Friday, 5:00 AM to 4:00 PM PST  
Call +1 (800) 523-7514 (toll-free USA), or +1 (858) 496-3627

- **Within Latin America**

Monday through Friday, 8:00 AM to 4:00 PM BRT  
Call +55 11 4619 9230

- **Within Europe, Middle East, Africa**

Monday through Friday, 8:00 AM to 4:00 PM CET  
Call +46 31 337 65 00

- **Within Asia Pacific**

Contact your local SKF sales office, or visit [www.skf.com](http://www.skf.com)

## Web-based technical support

### Live chat technical support

Keep technical support at your fingertips with our live chat support tool provided only in the self-help web portal at [www.skf.com/cm/tsg](http://www.skf.com/cm/tsg).

### Firmware maintenance releases and updates

These new additions to the firmware provide enhancements and / or new functionality and are identified by a new version number. Firmware upgrades include improvements in stability and performance, and keep your SKF products current. Based on hardware systems compatibility, firmware upgrades may not be available for some products. You will be notified proactively by e-mail when an upgrade is available for download on our website at [www.skf.com/cm/updates](http://www.skf.com/cm/updates).

### Hardware repairs, modifications, and proactive maintenance

All labor and material costs for SKF to repair your equipment are covered by your SKF Product Support Plan (except in case of abnormal use). Accessories are not included in the SKF Product Support Plan.

To return a product for repair or calibration, it is necessary to request a Return Authorization (RA) number first. To request a Return Authorization number, which is to be included in your product shipment to SKF, contact your local SKF Office in your country. For USA, complete the on-line request form on our website or contact us via e-mail at [CoMoRA-USA@skf.com](mailto:CoMoRA-USA@skf.com). For further information about sending your product in for repair, please refer to the [Product Repairs](#) section on our website.

### Repair Depots for the SKF Micrologs

- Condition Monitoring Center (CMC) San Diego – Factory
  - North America, Canada, Mexico, some South America, South Africa, some India and some Asia Pacific
- Condition Monitoring Center (CMC) Livingston – United Kingdom
  - Europe, Middle East, Africa
- SKF Malaysia Repair Center
  - Asia Pacific
- SKF India Repair Center
- SKF Argentina Repair Center
- SKF Brazil Repair Center
- SKF Colombia Repair Center



## Benefits description – SKF Microlog Analyzer

### Unlimited calibration

Product calibration is available as frequently as your company requires certification to meet your ISO compliance standards for equipment maintenance. SKF can also provide “before and after” readings in accordance with ISO 10012:2003 upon request.



Sample of regular calibration form



Sample of ISO10012:2003 form

### Annual Preventive Maintenance (APM) service

Ensure the reliability of your data collection and assist in extending the life of your product. Includes a full system functionality check and shaker test, 69 point Automatic Test Equipment (ATE) test, route verification, replacement of damaged connectors, and battery replacement\*. All contacts will be cleaned and repaired, keypad cleaned and repaired, pop-out lens polished or replaced, ISO calibration. Calibration readings before and after maintenance are also taken in accordance with ISO 10012:2003.

\* Batteries for legacy products are available only while supplies last (maximum one battery per year).

### Hardware loaner units

A similar type or “like-kind” product will be provided, upon request, on a temporary basis while your product is at a certified repair depot.

### Courier return shipping after repair or maintenance

Your product will be returned to you via Priority Air shipping at no charge.

NOTE: International shipping does not include Duties or Taxes.

### SKF Knowledge Centre subscription

This on-line knowledge portal provides engineers, operators, and managers with asset maintenance and reliability expertise. Hundreds of white papers, interactive services, tutorials and more are available 24 hours a day. Subscribers can also take advantage of web-based [SKF E-learning training courses](#). SKF Product Support Plan holders will request subscription by using the form provided in the PSP thank you letter. You will be allowed to register one person per equipment and one person per 5 clients of software.



## Benefits description – SKF Microlog Analyzer

### SKF Technical Support Self-Help Portal access

The SKF Technical Support Self-Help portal is a knowledgebase containing hundreds of in depth technical support articles, frequently asked questions(FAQ), training videos, product user manuals, application notes and more. The portal has been formatted for certain mobile devices for convenient, on the go access to self-help material. Simply visit the site from an [Andriod or Apple mobile device](#). SKF Product Support Plan holders can request login credentials by visiting the portal at [www.skf.com/cm/tsg](http://www.skf.com/cm/tsg) and clicking on the register tab. registered users have exclusive access to Live chat support and more.

### For more information

If you have any questions relating to a SKF Product Support Plan, please contact your local SKF office, otherwise, please contact the appropriate regional SKF Product Support Plan administrator below:

Region	Contact person	Telephone	Contact information
USA	Tammi Erickson	+1 (858) 496-3689	<a href="mailto:csg-usa@skf.com">csg-usa@skf.com</a>
Canada	Sylvie Giroux	+1 (416) 299-2877 or +1 (800) 465-5885	<a href="mailto:Sylvie.Giroux@skf.com">Sylvie.Giroux@skf.com</a>
Latin America	Contact your local sales office		<a href="http://www.skf.com">www.skf.com</a>
Europe, Middle East, Africa	Contact your local sales office		<a href="http://www.skf.com">www.skf.com</a>
Asia Pacific	Contact your local sales office		<a href="http://www.skf.com">www.skf.com</a>



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