

SKF Product Support Plan (PSP) EMEA/LAM/APAC countries

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
- 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)
 Telephone technical support	Fee applies	180 days after purchase	✓
 Web-based technical support	Fee applies	180 days after purchase	✓
 Live chat technical support	---	---	✓
 Firmware maintenance releases and updates	---	90 days after purchase	✓
 Systems check	---	✓	✓
 Hardware repairs, modifications, and proactive maintenance	---	Defects only	✓
 Unlimited calibration	---	---	✓
 Proactive process for replacement of battery (during Annual Preventive Maintenance)	---	---	✓
 Lens replacement (if needed)	---	✓	✓
 Replacement of connectors (if needed)	---	✓	✓
 External and internal cleaning	---	---	✓
 Annual Preventive Maintenance (APM) service	---	---	✓
 Hardware loaner units	---	---	✓
 Replacement firmware (download)	---	---	✓
 Priority handling	---	---	✓
 SKF Technical Support Self-Help Portal access	---	---	✓

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**
Monday through Friday, 8:00 AM to 4:00 PM MYT
Call +60 67 99 21 21

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.

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.

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 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

- Celestica Rochester - USA
– US, Canada
- Celestica Valencia - Spain
– Europe, Middle East, Africa, other international countries
- SKF Malaysia Repair Center
– Asia Pacific
- SKF India Repair Center
- SKF Argentina Repair Center
- SKF Brazil Repair Center
- SKF Colombia Repair Center
- SKF Mexico Repair Center
- SKF Chile Repair Center
- SKF Peru 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.

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.

Hardware loaner units

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





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 [Android or Apple mobile device](#). SKF Product Support Plan holders can request login credentials by visiting the portal at 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, or go to www.skf.com.

[skf.com](https://www.skf.com)

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