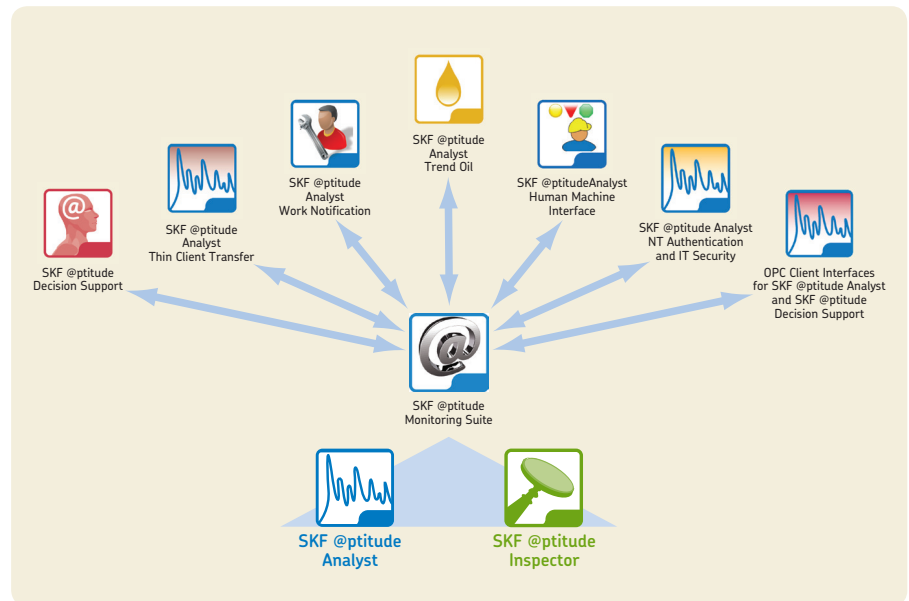


SKF Product Support Plan (PSP)

Software



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

- Unlimited telephone technical support
- E-mail/web-based technical support
- Live chat technical support
- Software maintenance releases
- Software updates
- Remote Workstation access
- SKF Knowledge Centre subscription
- SKF Technical Support Self-Help Portal access
- Live webinar training notifications
- Web-based e-Learning courses



Customer benefits – Software

Customer benefit (select benefit for additional information)	Out of warranty	Factory warranty	SKF Product Support Plan (PSP)
 Unlimited telephone technical support	Fee applies	180 days after purchase	✓
 E-mail/web-based technical support	Fee applies	180 days after purchase	✓
 Live chat technical support	---	---	✓
 Software upgrades	---	90 days after purchase	✓
 Software maintenance releases (updates)	---	90 days after purchase	✓
 Emergency database repair	---	---	✓
 Remote workstation access and troubleshooting	---	---	✓
 Replacement software (DVD/CD or download)	---	✓	✓
 Replacement product manuals (CD or download)	---	✓	✓
 SKF Knowledge Centre subscription	---	---	✓
 Web-based e-Learning courses	---	---	✓
 SKF Technical Support Self-Help Portal access	---	---	✓
 Live webinar training notifications	---	---	✓



Benefits description – Software

Unlimited 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 Europe, Middle East and Africa**

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

- **Within Latin America**

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

- **Within Asia Pacific**

Contact your local SKF sales office, or visit www.skf.com

E-mail/web-based technical support

Receive unlimited technical support by e-mail at TSG-CMC@skf.com, and through automated support using the tool provided in the self-help web portal at www.skf.com/cm/tsg.

Live chat technical support

Keep technical support at your fingertips by having access to a live, on-line chat tool provided only in the self-help web portal at www.skf.com/cm/tsg.

Software upgrades

These new additions to the software provide enhancements and / or new functionality and are identified by a new version number (such as, version 1.x to version 2.x) for a major release. As a SKF Product Support Plan customer, you will be notified prior to a release, and have priority over non-SKF Product Support Plan customers in receiving your upgrade package.

Software maintenance releases (updates)

SKF software fixes are distributed in maintenance releases. Maintenance releases (also known as “updates”) include improvements in stability and performance, and keep your SKF software current. You will be notified proactively by e-mail when a maintenance release is available for download on our website at www.skf.com/cm/updates.

Emergency database repair

Standard services are included in the SKF Product Support Plan. Services required above standard will be chargeable outside the SKF Product Support Plan coverage.

Customers take priority on database repairs through a remote connection or by sending the database to the factory. Our engineers will make every attempt to restore your valuable data. In extreme circumstances where severe damage has occurred, we may not be able to restore data.

Remote workstation access and troubleshooting

Standard services are included in the SKF Product Support Plan. Services required above standard will be chargeable outside the SKF Product Support Plan coverage.

This service allows our technical support experts to simultaneously communicate with you and your computer system by taking remote control of it. In most cases the problem can be solved right over the phone.

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 be given a promo code to activate the subscription. After registering with SKF.com, simply click on the link that will be provided in an e-mail and enter your promo code upon checkout. For more information about what the SKF Knowledge Centre has to offer, go to [Knowledge Centre](#).

Benefits description – Software

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. This portal has also been formatted for certain mobile devices for convenient, on-the-go access to self-help material. Simply visit the site from your [Android or Apple mobile device](#). SKF Product Support Plan holders can request personal login credentials by visiting the portal home page at www.skf.com/cm/tsg and clicking on the 'Register here' link.

Live webinar training notifications

Manufacturers today are under tremendous pressure to provide the highest possible quality at the lowest possible cost. Therefore, achieving maximum machine reliability is critical. The profitability of all manufacturers is reliant on the skills of its personnel and how employers and industry support these personnel to fulfil their potential.

Customers will receive email notifications on training Webinars that are coming out that they may attend. Webinars provide educational training on general condition monitoring and SKF products.

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	SKF_ProductSupportPlan@skf.com
Canada	Sylvie Giroux	+1 (416) 299-2877 or +1 (800) 465-5885	Sylvie.Giroux@skf.com
Latin America	Contact your local sales office		www.skf.com
Europe, Middle East, Africa	Contact your local sales office		www.skf.com
Asia Pacific	Contact your local sales office		www.skf.com

© SKF and @PTITUDE are registered trademarks of the SKF Group.

Apple is a trademark of Apple Inc., registered in the U.S. and other countries.

Android is a trademark of Google Inc.

All other trademarks are the property of their respective owners.

© SKF Group 2015

The contents of this publication are the copyright of the publisher and may not be reproduced (even extracts) unless prior written permission is granted. Every care has been taken to ensure the accuracy of the information contained in this publication but no liability can be accepted for any loss or damage whether direct, indirect or consequential arising out of the use of the information contained herein. SKF reserves the right to alter any part of this publication without prior notice.

PUB CM/P2 14249/1 EN · March 2015

