

SKF Product Support Plan (PSP)

SKF Microlog Inspector, SKF Microlog Inspector firmware only and SKF MARLIN



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
- Firmware maintenance releases and updates
- SKF Microlog Inspector firmware only plans
- Hardware repairs, modifications, and proactive maintenance
- Hardware loaner units
- Courier return shipping after repair or maintenance
- SKF Knowledge Centre subscription
- SKF Technical Support Self-Help Portal access
- Live webinar training notifications



Customer benefits – SKF Microlog Inspector, SKF Microlog Inspector firmware only and SKF MARLIN

Customer benefit (select benefit for additional information)	Out of warranty	Factory warranty	SKF Product Support Plan (PSP)	Firmware only – 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	---	---	✓	✓
 Firmware maintenance releases and updates	---	90 days after purchase	✓	✓
 SKF Microlog Inspector / SKF MARLIN firmware license transfer	---	---	✓	✓
 Hardware repairs, modifications, and proactive maintenance	---	Defects only	✓	Not applicable
 Replacement of connectors (if needed)	---	---	✓	Not applicable
 External and internal cleaning	---	---	✓	Not applicable
 Hardware loaner units	---	---	✓	Not applicable
 Replacement firmware (download)	---	---	✓	✓
 Replacement product manuals (on CD or download)	---	✓	✓	✓
 Priority handling	---	---	✓	✓
 Courier return shipping after repair or maintenance (freight only)	---	---	✓	Not applicable
 SKF Knowledge Centre subscription	---	---	✓	✓
 Web-based e-Learning courses	---	---	✓	✓
 SKF Technical Support Self-Help Portal access	---	---	✓	✓
 Live webinar training notifications	---	---	✓	✓



Benefits description – SKF Microlog Inspector, SKF Microlog Inspector firmware only and SKF MARLIN

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 US), or +1 (858) 496-3627

- **Within Europe, Middle East, 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.

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. 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.

SKF Microlog Inspector / SKF MARLIN firmware license transfer

This benefit offers customers significant cost savings on SKF Microlog Inspector upgrades by transferring a SKF Microlog Inspector / SKF MARLIN firmware license from one piece of hardware to another. By transferring a firmware license, customers may purchase SKF Microlog Inspector / SKF MARLIN hardware at a highly discounted price because the cost of the firmware is not included. SKF Microlog Inspector / SKF MARLIN Product Support Plan or SKF Microlog Inspector / SKF MARLIN firmware only, the SKF Product Support Plan coverage must be maintained for eligibility.

NOTE: SKF Microlog Inspector firmware only; SKF Product Support Plan is only available to customers who purchased the firmware only SKF Microlog Inspector.

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 SKF Product Support Plan. All units are put through 40 tests to identify any failures. To return a product for repair, 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. For further information about sending your product in for repair, please refer to the [Product Repairs](#) section on our website.

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.

Benefits description – SKF Microlog Inspector, SKF Microlog Inspector firmware only and SKF MARLIN

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](#).

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, MARLIN and MICROLOG 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 2013

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.

NOTE: International shipping does not include Duties or Taxes.

PUB CM/P2 14250 EN · November 2013

