

SKF Product Support Plans

Protecting your condition monitoring software and hardware investments



SKF Reliability Systems

Your long-term partner in supporting the effectiveness and continuous improvement of your predictive maintenance programme.

Why a Product Support Plan?

Technical support – system availability and calibration

The Product Support Plan (PSP/e) described here is available in Europe, Middle East and Africa, and is a key component of the SKF global commitment to provide the best customer and product support in the industry.

With easy access to our skilled technical professionals, repair services, loaner equipment and calibration, you can be sure of equipment availability, quality service and peace of mind from knowing that support is there when you need it.

Personal support

Correct operation of the equipment is crucial for successful interpretation of measured data and reliable predictive maintenance. The Product Support Plan provides quick and professional remote support from our condition monitoring experts, whether by phone, email or fax.

Quality performance

Since periodic re-calibration is customary with any instrument, an annual calibration service is available to help you fulfill your ISO requirements. We also provide repairs linked to everyday use of your system. No one knows our products better than we do, so you can be sure that your condition monitoring equipment will continue to function at peak performance.

Availability

To make sure that you can continue your programme without interruption, the Product Support Plan will provide you with a loaner unit to use when your condition monitoring equipment is being re-calibrated or repaired.

Investment security

With this plan, you don't have to worry that your investment will be outdated in a short period of time. Software updates will be automatically available during your contracted time, and can be quickly downloaded from our easily accessible website. Free upgrades of software and firmware are also available, depending upon the programme selected.

More than just a warranty

The Product Support Plan is much more than just an extended warranty: it includes all the services needed to provide the maximum quality utilisation of your condition monitoring equipment and software. There are two different versions available for you to choose from:

1. **The standard PSP/e**
2. **PSP/e Plus** – Includes the PSP/e services, free upgrades, plus a full, unlimited subscription to all content and services of @ptitudeXchange*.

A 50 % discount will be taken from the cost of either PSP/e version when it is purchased at the same time as the equipment/ software. For more details, see the comparison charts at right.

* Visit www.apitudexchange.com for details



Software

Service	Includes
Telephone support	Unlimited technical support provided during business hours, Monday–Friday, except holidays.
Email support	Unlimited technical support via email.
Facsimile support	Unlimited response to technical support requests and inquiries sent during contract period.
Software maintenance patch	Software maintenance patches included, if available during the plan contract period.
Software updates	Software updates available during the contract period are offered at no additional charge.
Software upgrades	PSP/e: Upgrades available during the contract period are offered at a 10 % discount from retail rate. PSP/e Plus: Upgrades available during the contract period are included at no additional charge.
@ptitudeXchange subscription	PSP/e Plus: Full unlimited access.
Knowledge base access	Access to web-based list of commonly asked questions.
Remote workstation access	Unlimited troubleshooting access via modem. Customer provides dedicated telephone line, modem, and software.
Annual preventative maintenance	Annual preventative maintenance service available at an additional charge if remote access is available.

Maintenance patches

are performance-related maintenance modifications used to facilitate the usability of existing program features and/or functionalities. Identified by a new version point fractional number (e.g. 1.30 to 1.32).

Software updates

are new additions to the software that provide minor enhancements to the usability of existing programme features and/or functionalities. Identified by a new version point number (e.g. 1.5 to 1.6).

Software upgrades

are new additions to the software that provide major enhancements and/or improvements to its features and functionality. Identified by a new version number (e.g. 1.00 to 2.00).

Remote workstation access

enables our technical support professionals to simultaneously communicate with you and your computer system, including access to your file server, check your computer configurations, and analyse your files. In most cases, the problem is resolved.

Annual preventative maintenance

is remote assistance with database indexing. Customer should schedule this service at least 30 days in advance with our Technical Support Centre.

Knowledge base access

is our web-based list of commonly asked technical and user questions for immediate assistance. This database of product information and tips is continually updated.

@ptitudeXchange subscription

On-line knowledge portal that provides information to analysts, reliability engineers, operators and managers for effective decision support to optimise asset efficiency. Visit www.aptitudexchange.com for details. (For SKF Machine Analyst PSP subscribers only.)

Hardware

Service	Includes
Telephone support	Unlimited technical support provided during business hours, Monday–Friday, except holidays.
Email support	Unlimited technical support via email.
Facsimile support	Unlimited response to technical support requests and inquiries sent contract period.
Annual calibration	One annual calibration, includes standard calibration certificate (except MARLIN® data manager).
Firmware maintenance modification	General updates included.
Firmware upgrades	PSP/e: Upgrades available during the contract period are offered at a 25 % discount from retail. PSP/e Plus: Upgrades available during the contract period are included at no additional charge.
Hardware upgrades	Upgrades available during the contract period are offered at a 10 % discount from retail price.
Repair service	Repair of failure attributed to normal use (accessories not included).
Repair turnaround	Repair/calibration turnaround time is typically less than 5 workdays (not including shipping time) return shipment via standard transport.
Loaner units	Loaner unit, subject to availability, while customer's unit is being serviced (Microlog® and MARLIN® data manager only).

Firmware upgrades

are new additions to the firmware that provide major enhancements and/or functionality. Identified by a new version point number (e.g. 1.5 to 1.6).

Hardware upgrades

are new additions or changes to the hardware that provide major enhancements and/or improvements to its features and functionality. Identified by a new version number (e.g. 1.0 to 2.0) or new model number (if upgrade path is offered).

Firmware maintenance modifications

are performance related maintenance enhancements to facilitate the usability of existing features and functionality. Identified by a new version fractional point number (e.g. 1.30 to 1.32).

Annual calibration with standard certificate

meets your ISO compliance standards for equipment maintenance (Certification to ISO 10012-1 at additional charge).

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