

# SKF Electric Motor Condition Monitoring Product Support Plan

World-Class Service and Support for SKF Static and Dynamic Motor Analyzers

## Maximize uptime

You are responsible for taking care of the machinery that supports your business. You understand how important it is to perform maintenance that maximizes uptime and productivity. Shouldn't the equipment you rely on to successfully maintain your machinery be treated the same way?

The SKF Electric Motor Condition Monitoring Product Support Plan (EMCM PSP) provides the assurance your testers will always be ready to perform when you need them.

## Peace of mind

An EMCM PSP ensures your SKF motor test equipment remains in top working condition for maximum uptime and productivity. It covers preventive maintenance, including annual calibrations with pre/post data and an annual performance checkup. It also includes periodic maintenance software or firmware updates that improve performance of equipment.

Should your SKF equipment need repair (not due to abuse), the costs to repair the equipment are covered. Return shipping and insurance are also covered by the EMCM PSP. If it takes longer than five days to repair your Baker AWA-IV or Baker DX analyzer, SKF will provide a loaner unit (limited only to customers in the 48 contiguous states of the USA).

EMCM PSPs include no-charge on-line and phone-based tech support in addition to free access to a vast library of valuable on-line technical and application documentation.



## Products covered

The EMCM Product Service Plan is available to customers who:

- are purchasing a new Baker AWA-IV, Baker DX/DX-15, Baker power pack or EXP4000
- have purchased a Baker AWA-IV, Baker DX/DX-15, Baker power pack or EXP4000 still under warranty
- own a used Baker AWA-IV, Baker DX, Baker power pack or EXP4000 not under warranty or PSP, and have had their equipment inspected, calibrated and repaired by an SKF authorized service center



## SKF EMCM Product Service Plan features and benefits

Feature	Description	Benefit
Annual calibration	NIST-traceable calibration of key instrument capabilities, with documentation of pre- and post-calibration instrument performance	Ensures consistently accurate test measurements over life of instrument when covered by PSP
Repair of material or workmanship defects	Repairs are performed by authorized, qualified and factory-trained personnel using SKF processes and equipment.	Saves unanticipated repair costs because all necessary repairs are performed at no extra charge
Free return shipping from SKF authorized service center	SKF pays freight, packaging and insurance costs to ship a unit from the SKF repair center to the customer	Reduced cost of calibration and repair. The serviced product is returned in factory-sealed shipping containers.
Firmware updates and software releases	All firmware releases or software updates that address defects and/or enhancements [if any] are free	Worry-free, no-cost upgrades over life of PSP
World-class technical support	Full free access to support materials on the SKF Technical Support Group (TSG) online self-help portal, TSG phone support, and TSG online chat	Wealth of easy-to-access information to maximize the use and value of your SKF static or dynamic motor analysis equipment

### Customer resources:

- SKF Knowledge Centre: <http://www.skf.com/group/knowledge-centre/index.html>
- SKF technical support: [TSG-CMC@skf.com](mailto:TSG-CMC@skf.com)
- SKF E-learning training courses: <http://www.skf.com/group/knowledge-centre/elearning/index.html>
- Technical support self-help portal: [www.skf.com/cm/tsg](http://www.skf.com/cm/tsg)
- SKF electric motor condition monitoring web pages: [www.skf.com/emcm](http://www.skf.com/emcm)

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