

# SKF Pulse™

## Frequently Asked Questions

- **How do I get started with SKF Pulse?**

First, you purchase an SKF QuickCollect sensor from your Authorized SKF Distributor. The sensor allows you to easily collect and interpret vibration and temperature data from your rotating equipment. Once you have the sensor, download the SKF Pulse app from the Apple Store or GooglePlay. You will be able to take advantage of a free trial of the SKF Pulse subscription when you register on the app, so be sure to wait until you have your sensor to get started!

- **What devices/operating systems are supported by SKF Pulse?**

The SKF Pulse app is designed to be compatible with devices running iOS 13 or later and Android 8 or later.

SKF Pulse can be found on the Apple Store and Google Play.

- **I'm having connection problems; how do I troubleshoot?**

1. Confirm Bluetooth® is enabled on your device.
2. Confirm sensor is turned on and has a charged battery (see battery indicator light).
3. Confirm you are within range of your sensor.

- **What is the IP rating of the sensor?**

The SKF QuickCollect sensor is currently rated IP65.

- **How do I order the SKF QuickCollect sensor?**

Contact your Authorized SKF Distributor to order the SKF QuickCollect sensor that is now available in four models. A standard or hazardous area sensor with or without a carrying case and accessories.

- **What do I do if I am missing parts or need to order parts?**

Contact the industrial distributor where you purchased your sensor.

- **My magnet won't stick to my asset, what can I do?**

Confirm that the asset surface is magnetic. If the asset surface is not magnetic, consider a magnetic mounting pad. If the sensor will not stick, hold the sensor in place as needed.

- **Is there a limit to the number of assets I can enter in the app or measure with one sensor?**

You can monitor an unlimited number of assets with one SKF QuickCollect sensor.

- **Can asset setup fields be left blank if data is unknown?**

Required fields are indicated by an asterisk in the app and must be entered for proper analysis. Fields without an asterisk may be left blank. However, the more information provided, the more accurate the analysis will be.



### Four SKF QuickCollect models now available!

**CMDT 391-K-SL:**

Standard Sensor

**CMDT 391-PRO-K-SL:**

Standard Sensor with carrying case and accessories

**CMDT 391-EX-K-SL:**

Hazardous Area Sensor

**CMDT 391-EX-PRO-K-SL:**

Hazardous Area Sensor with carrying case and accessories

- **How do I correct a mistake made when building an asset?**

The app allows you to “Edit My Asset” (Go to “My Assets,” select the asset in need of correction, then select “Edit Asset” and change as needed.)

- **How are thresholds set?**

Based on asset data entered in the SKF Pulse app, default thresholds for velocity alarms are set to ISO standards. User can customize velocity alarm thresholds if desired.

- **How do I know where to take measurements on my asset?**

The app has an intuitive visual interface that guides users through the data collection process.

- **How do I request an SKF Pulse Check?**

Go to My Assets, select specific asset for which you have collected data to get asset details screen and then select Request Pulse Check. Tap the button to send the request. Data must be collected on an asset to submit an SKF Pulse Check.

- **How is data analyzed?**

Data is sent to an SKF remote diagnostic center where it is analyzed by a team of experts via an SKF Pulse Check, available in the app. An SKF Pulse Check report will be sent by the analyst in the SKF Pulse app within one business day advising corrective actions, if required.

- **How do I turn off my sensor?**

Manual power off: Press and hold power button for 3+ seconds

Auto power off: After 15 minutes of no activity.

- **Does SKF Pulse require a subscription?**

The sensor is purchased through your Authorized SKF industrial distributor. The app can be downloaded from the Apple Store and Google Play free of charge. SKF offers a Basic and Advanced subscription package, after a 30-day Free Trial. [Learn more.](#)

- **How do I reach technical support?**

You can submit your support request via the Pulse app under Settings or online at [www.skf.com/cm/tsg](http://www.skf.com/cm/tsg). Once your support case is submitted, a technician will contact you ASAP to begin working on your issue. For urgent issues, please call 1-800-523-7514 or 1-858-496-3627.

- **What is the warranty for the QuickCollect sensor?**

The SKF QuickCollect sensor comes with a one year warranty covering manufacturing defects.

- **What do I need to know about sensor calibration?**

The SKF QuickCollect sensor calibration certification is valid for two years after the first use. Please contact [Mapro.Repair.USA@skf.com](mailto:Mapro.Repair.USA@skf.com) for re-certification.



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For more information, contact your SKF Representative, email [skf.connected@skf.com](mailto:skf.connected@skf.com) or visit [skfusa.com/skfpulse](http://skfusa.com/skfpulse).

[skf.com](http://skf.com) | [skfusa.com/skfpulse](http://skfusa.com/skfpulse)

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