

# SKF Pulse™

## Frequently Asked Questions

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

SKF Pulse is available for iOS and Android. For iOS, the app is currently compatible with iPhone 5s and later, all iPad Air and iPad Pro models, iPad 5th generation, iPad 6th generation, iPad mini 2 and later and iPod touch 6th generation models running iOS 12 and above.

For Android, the app is currently compatible with Samsung Galaxy J4 phone (Android 8.0 Oreo™ OS), Samsung Galaxy S8 phone/curved edge (Android 9.0 Pie™ OS), and Samsung Galaxy Tab S5E (Android 9.0 Pie™ OS).

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 Pulse sensor is currently rated IP65.

- **How do I order SKF Pulse?**

Contact your Authorized SKF Distributor to order the sensor, part # CMDT390-K-SL.

- **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 Pulse 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.

- **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.)



Part #: CMDT390-K-SL



- **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 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 industrial distributor, the app can be downloaded from the Apple Store and Google Play free of charge and there is no subscription necessary.

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

Submit your support request 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 Pulse sensor?**

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

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

Each SKF Pulse sensor comes with a calibration certificate. Calibration is good for two years. Sensors can be recalibrated by SKF Technical Services Group for a fee. [www.skf.com/cm/tsg](http://www.skf.com/cm/tsg)



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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).

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