

CSI2140



CSI 2140 Machinery Health™ Analyzer

Frequently Asked Questions

CSI 2130 Support and Upgrade

Q1. Will my CSI 2130 still be supported?

Yes, your CSI 2130 will still be supported. Emerson is committed to supporting our customers. Support agreements are available, product support personnel continue to assist with any questions, repairs are still performed, and current and future AMS Machinery Manager versions will support the CSI 2130.

Q2. Can I still buy accessories for my CSI 2130?

Yes, all accessories for the CSI 2130 are available.

Q3. Can I still buy a CSI 2130?

No, the CSI 2130 is no longer for sale and has been replaced with the CSI 2140. However, Emerson remains committed to supporting existing CSI 2130s in the field. Support agreements, product support, repairs, and accessories are still available.

Q4. Will all my Downloadable Programs (DLPs) be transferred to the CSI 2140 if I upgrade?

Yes, all DLPs will be transferred from your CSI 2130 to a CSI 2140 – except for the alignment DLP.

If you have alignment, you can send your CSI 2130 to a repair center to be turned into an alignment-only unit. Customer pays shipping to Emerson and Emerson pays return shipping. Turnaround time should be 7 days or less.

Q5. If I upgrade to the CSI 2140, do I need to send my CSI 2130 to Emerson?

Yes, traded-in CSI 2130 units need to be sent back to Emerson. You can easily do this by obtaining an RMA number from Emerson.

- In the U.S. or Canada, call 1.888.367.3774 and select option 2
- Outside the U.S./Canada, call +63.2.702.1111
- Email wwcs.custserv@AP.EmersonProcess.com

If you have alignment on your CSI 2130, Emerson will return the unit to you as an alignment-only unit. All other downloadable programs will be migrated to the CSI 2140. The upgrade price covers the conversion work and return shipping – you need only acquire the RMA number and pay to ship the unit to the product service center.

Q6. What do I do since the CSI 2140 does not support alignment?

You can send your CSI 2130 to a repair center to be configured as an alignment-only unit. All other DLPs will be transferred to the CSI 2140 when you upgrade.

Q7. I have a CSI 2130 running translated firmware. Will my localized version still be supported?

Yes, the CSI 2140 will be available with localized firmware. Check with your local sales representative for information about your language.

Q8. If I have a current support agreement on my CSI 2130 – with 6 months of coverage left when I upgrade, will those 6 months apply to the new unit or do I “lose them”?

The CSI 2130 support agreement qualifies you for a significant discount on your upgrade purchase. The CSI 2140 comes with a 12-month warranty from the date of purchase. That warranty supersedes any CSI 2130 support agreement duration remaining.

Q9. I have four CSI 2130 units, but can only afford to trade up two at this time. I will upgrade my software version to support the CSI 2140, but will it support my CSI 2130s too?

Yes, AMS Machinery Manager v5.6 will also support the CSI 2130.

Hardware and Accessories

Q10. Why aren't 25-pin adapters supported on the CSI 2140?

The CSI 2140 does not have a 25-pin connector. Instead multiple connections/channels are supported by either connecting directly to the two accelerometer M12 connectors, using splitter-Y cables, or using the 4-channel input adapter.

Q11. Do I need the 4-channel input adapter to collect four-channel data?

No. There are multiple ways to utilize the four-channel capabilities of the CSI 2140. Four-channel accelerometer data can be collected using two splitter Y cables connected to the two M12 accelerometer connectors on the CSI 2140. You will need the 4-channel input adapter to collect 4-channel volts data.

Q12. Can my CSI 430 SpeedVue be used with the CSI 2140?

Yes, but a new cable is required. You can purchase this cable from your local sales representative. Existing CSI 430 users are eligible for a purchase discount to make the upgrade easier.

Q13. Can my 404 tachometer be used with the CSI 2140?

Yes, but a new cable is required. You can purchase this cable from your local sales representative. Existing tachometer users are eligible for a purchase discount to make the upgrade easier.

Q14. Will my CSI 2130 headphones work with the CSI 2140?

Most headphones can work with the CSI 2140 by connecting them through an off-the-shelf Bluetooth receiver to receive the Bluetooth signal from the CSI 2140.

Go to www.assetweb.com/mhm and select Portable Vibration Analyzers and CSI 2140 to find a list of recommended Bluetooth receivers. Compatible Bluetooth-enabled headphones can also be purchased from Emerson.

Q15. What kind of memory card does the CSI 2140 use?

The CSI 2140 can use a standard SD (Secure Digital) memory card, which can be purchased at a local retailer. Emerson does not sell SD memory cards.

Software

Q16. What version of AMS Machinery Manager do I need?

You need AMS Machinery Manager v5.6 or higher to use the software with the CSI 2140.

Q17. How can I get AMS Machinery Manager v5.6?

If you have a current support agreement or warranty, you can request a copy from product support. Otherwise, you need to purchase the software or a support agreement from your local sales representative.

Wireless

Q18. Can I use Wi-Fi to download routes and upload data to and from the CSI 2140?

Yes, if the CSI 2140 wireless module was purchased for your CSI 2140, then it can wirelessly download routes and upload data to the database via Wi-Fi hotspots. This can be used to send data back to the database from the field for analysis by a co-worker while more routes are collected by the vibration technician.

This is an alternate method of communication to USB or Ethernet cabled communications.

Q19. Can I add the wireless module to my CSI 2140 after my initial purchase?

Yes, but you will need to return it to a service center in order to have the module added.

Q20. I know the CSI 2140 has wireless capability, so why is wireless not available in my country?

Wireless communication has to be certified with each country's government regulations and will not be available until the CSI 2140 has received the wireless certification for your country. Please talk with your local

sales representative for the latest information regarding the certification for your location. A list of countries with wireless approvals is available online at www.assetweb.com/mhm under Portable Vibration Analyzers → CSI 2140.

Q21. What will I have to do for my company's wireless network to recognize my analyzer?

You may need to consult your IT department for assistance to gain access to the plant's wireless network for your CSI 2140.

Training

Q22. Will I need training in order to use my CSI 2140?

The CSI 2140 user interface is similar to the CSI 2130 to make it familiar to current users.

Whether you are a current user or new to the CSI family of analyzers, there are wizards built into the analyzer to help you perform your general tasks. A Quick Start guide will also be provided so that you feel confident with your new analyzer.

Q23. I want training to use the more advanced functionality of my CSI 2140. Where can I find this?

The CSI 2140 training course will be available starting October 1, 2013. You can find more details on the training course schedule by visiting the CSI 2140 website or Emerson's [Educational Services page](#).

Q24. I'm not able to upgrade at this time, but my staff still needs training on the CSI 2130. Will you continue to offer that?

Yes, the CSI 2130 training courses will continue to be offered. You can find more details on the training course schedule and locations by visiting the CSI 2130 website or Emerson's [Educational Services page](#).

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