SKF TraX system FAQ

Frequently Asked Questions For Customer – Release: ed7/0923

WEM-200/US
(US version)

WEM-200/32
(European version)

WEM-200/EU
(European version)

Non-contractual images

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Further details can be obtained from the [ZenDesk Q&A](#) site.

Product Support

To answer questions linked to the use of TraX.

FAQ 1 – SKF Liability

Q: What would SKF's liability be in the event of vehicle failure?

A: TraX is providing information related to Wheel End status in terms of vibration acquired value and detection of abnormal vibration. SKF cannot be taken as responsible for any damage or failure caused with or without warnings of our system.

FAQ 2 – Rechargeable battery

Q: Is the battery rechargeable?

A: No, the battery is not rechargeable to limit TraX cost (rechargeable battery, recharging circuitry) and recharging operation in application as well. The forecasted battery life-time is estimated to be 5 years, with an internal diagnostic function to monitor the battery status.

FAQ 3 – Compatibility/ reliability

Q: Can TraX be applied to vehicles equipped with bearing wheel
ends from a competitor? In this case, how reliable is the diagnostic information such as vibration and temperature?

A: In principle yes, because bearing geometry and wheel ends are standardized. Moreover, the algorithm developed from BSS10 is trained on the vehicle wheel end during a learning phase so it is compatible with every type of axle. The list of applications currently validated is available in the TraX Technical Specification.

FAQ 4 – Installation check

Q: If during installation on vehicle, the telematics gateway is not able to read the TraX signal, what is the procedure to support the customer?

A: It is suggested to set up a TraX (see user manual) and broadcast the frame with Mobile App. The mobile App allows you to check if the sensor is broadcasting upon activation with a magnet.

FAQ 5 – Failure detection start

Q: How long does the TraX have to be in operation before it can detect the failure?

A: Generally, TraX must be in normal vehicle operation at a minimum speed of 64km / hour and for period of 6–9 days or minimum of 55 hours of operation (estimation given from BSS10 firmware release).

FAQ 6 – Abnormal response

Q: When a vibration diagnostic event is triggered, what are the actions that the customer has to take?

A: There are multiple sources on a vehicle which can create abnormal vibration on a wheel end. Therefore, please refer to user manual for answers.

FAQ 7 – Diagnostic message

Q: If the driver is equipped with an iPhone, is it possible for the driver to get diagnostic messages while driving (using SKF App)?

A: In order to safeguard battery lifetime, the wireless transmission between TraX and external devices (iPhone, gateway) is based on Bluetooth Low Energy (BLE) protocol having a limited transmission distance. In addition, truck, trailer, bus structure and configuration can further negatively affect wireless signal intensity. Therefore, the wireless connection between cabin driver and each TraX is not forecasted. The driver will be able to see the last sensor status stored in the cloud (max last 30 mins. while driving).

FAQ 8 – Smartphone use

Q: Does TraX only work with Apps based on iOS? What are the options for Smartphones not using iOS operating system?

A: Android version is also available.

FAQ 9 – BLE configuration

Q: In addition to a mobile App (iOS operating system) is there any possibility to communicate with TraX by a PC application using Bluetooth connection?

A: At the present time no software that is able to run on a PC and to communicate with TraX has been developed because of the large diffusion of tablet and mobile devices.

Q: My Android phone have problem to connecting with the sensor.

A: Some Android mobiles with newer BLE version cannot set up a stable BLE connection to the sensor. This is firmware issue in the sensor. Firmware BSS08c and newer will fix this issue. To fix this sensor issue, install the new FW with iOS or an older Android phone.

Q: My Android phone does not find my sensor even if it's activated.

A: If you have an older Android version you should also activate Location on your phone.

FAQ 10 – Issue with adding the sensor again

Q: Why can I not commission/add my sensor again when it states "Sensor in use"?

A: If you get "Sensor in use" and you know the sensor is already decommissioned, what you need to do is send the sensor ID to SKF support and we will help you remove the sensor.

FAQ 11 – Failed bearing lifetime

Q: How long does the bearing last after the defect has been detected?

A: If the TraX is regularly monitored and the flashing red light is observed earlier, the bearing may still cover several thousands of kilometres before it requires changing.

General questions

Software System

To answer questions linked to TraX programming and algorithm.

FAQ 12 – Diagnostic information

Q: Is it possible to use Wheel End temperature measurement to perform diagnostic analysis ?

A: Wheel end temperature is measured by the TraX sensor. A temperature alarm is activated with a LED blinking information above a defined threshold (alarm not available for firmware versions prior to BSS10). A deeper diagnostic analysis can be done through Telematic supplier equipment. Temperature effects and related dynamic is influenced by additional components on wheel ends (such as brakes) which are not within the SKF knowledge. For this reason, SKF cannot take responsibility if a temperature alarm is triggered but no damage is observed on the wheel end, nor if no or late temperature alarm is triggered even where damage has been encountered.

FAQ 13 – Confidence level

Q: What is the confidence level of the TraX to detect wheel end failure?

A: The confidence level on wheel end failure detection is improved to 95% with BSS10.

Data Frame

To answer questions linked to data transmission.

FAQ 14 – Data frame format

Q: Does the data transmitted from TraX to telematics gateway and transmitted to App (when activated by magnet) have the same frame format?

A: Yes.

FAQ 15 – TraX advertising

Q: While the vehicle is running is it possible to use the mobile App to receive the periodic advertising frame from each TraX?

A: This functionality is not targeted. Broadcasting occurs every 30 mins.