

Knowledge Base Article

Product Group: Microlog Analyzer

Product: CMXA Series

Version: N/A

Abstract

The rubber cap that covers the Power, CH1, and CH2 ports on my SKF Microlog Analyzer CMXA broke. Now, there is a perfect black circle of rubber stuck in the port. Is there any way to remove the broken rubber cap without damaging the port?

Overview

Removing the cap can be done; however, it requires a lot of patience. Steps to try and remove the broken rubber cap are as follows:

1. Find a dental pick, Frog pith, sewing needle, or similar tool.
2. Place a small amount of alcohol onto the tip of the pick.
3. Move the tip of the pick around the edge of the rubber cap.
4. The alcohol will act as a lubricant between the port and cap.
5. Once the cap starts to spin/move, carefully push in an upward, circular motion.
6. Repeat this until enough edge of the cap is revealed and can be extracted.

If the cap will not budge and cannot be removed, obtain a Return Authorization (RA) from the factory to ship the unit in for repair.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at TSG-Americas@skf.com.