



CONNECTED SOLUTIONS
FOR DUST COLLECTORS

DONALDSON™ iCUE™ CONNECTED FILTRATION SERVICE USER GUIDE



This manual contains specific precautions related to worker safety. The hazard alert image denotes safety related instructions and warnings in this manual. **DO NOT** operate or perform maintenance on this collector until you have read and understood the instruction and warnings contained within this manual.

English
Master Language

IOM R060072 (ENG)
Revision 2

IMPORTANT NOTES

This guide has been supplied to explain how to navigate the web-based dashboard that is used with Donaldson iCue Connected Filtration Services for dust collectors.

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1. GETTING STARTED

Introduction

Welcome to Donaldson iCue™ connected filtration service for dust collectors. Once installed and set up, this service monitors industrial dust and fume collectors and provides real-time data directly to facility management teams via an online dashboard, email alerts, and status reports. The information is designed to prompt timely maintenance that can help improve production uptime and reduce operating costs.

This user guide provides basic information about some of the more common features of the Donaldson iCue dashboard. It does not cover installation of gateway hardware on dust collector systems. For that information, refer to your **hardware documentation**.

This user guide is designed primarily for users who have been assigned “Admin” role on the iCue dashboard. Other users may not have permission to perform some of the tasks described in this guide. More information on user levels is included in Section 2 of this guide.

This section of the User Guide shows you how to get started with the Donaldson iCue dashboard and become familiar with the user interface.

Getting Started with Donaldson iCue Dashboard

Donaldson iCue connected filtration service is a web-based service that you access via the Internet. You do not have to install special Donaldson iCue software on your device. The dashboard is available on any connected device (PC, Phone, Tablet).

Donaldson iCue connected filtration service is supported on the following browsers:

- Chrome (Recommended)
- Safari (for mobile devices)
- Microsoft Edge

You will receive a welcome email from Donaldson’s customer success team. The email will contain registration information to grant you initial access to the system. You should then log in to the system as described below to confirm access; however, you will not be able to complete the setup until your gateways are installed on the dust collectors you are monitoring.

Note: The Donaldson iCue dashboard supports single sign-on for corporate accounts as follows:

- *If you are using a corporate email and your company uses either Microsoft® Azure® or Microsoft® 365®, your password will be the same as your corporate account.*
- *If you are using a Gmail® address, your password will be the same as your Gmail account.*
- *Otherwise you will need to register for a new account and password.*

The following steps describe the process for a user setting up a company account on the Donaldson iCue application for the first time. If your company has already set up the account and you are being added as an additional user, skip to the following section.

To log in and start using the Donaldson iCue dashboard:

1. Fill out the registration form at **DonaldsoniCue.com/registration**. This link was also sent to you in the welcome email. The following fields are required: First Name, Last Name, Phone #, Email Address, Company Name, Facility Name, and Facility Address.

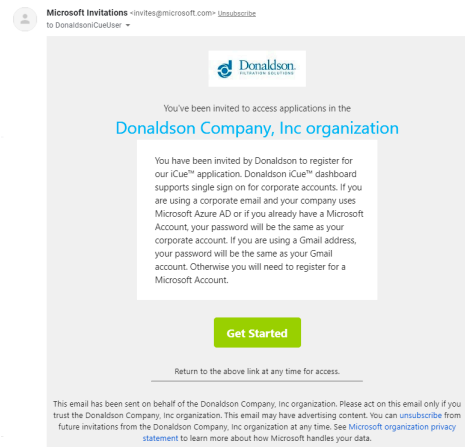
Note: The Facility Address and Facility Name are for the location where the dust collectors are being monitored.

2. If you are working with a 3rd party company to provide service and/or support for your dust collectors you can add them as a partner. This will grant them access to your facilities iCue dashboard as well.

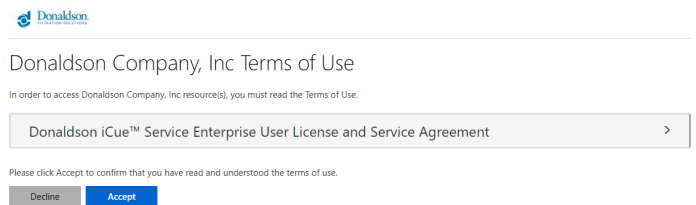
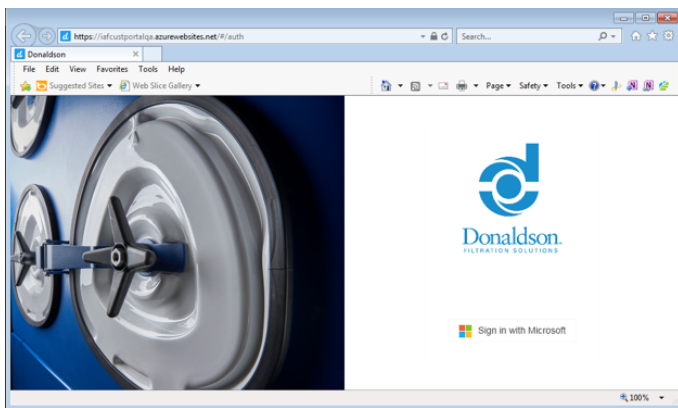
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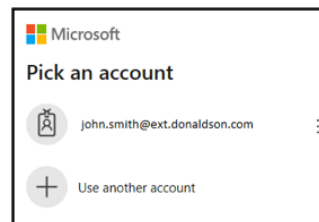
3. Once the registration form is submitted, a Donaldson customer success representative (CSR) will set up and approve your account. This may take up to 24 hours to complete.
4. Once the account is set up, you will receive an email invitation to access applications in the Donaldson Company, Inc. organization. This email will come from Microsoft and will include a link to set up your user credentials in the Donaldson iCue dashboard. You can also click on the **Follow the Instructions** link in the account set up process to complete the set up of your account.



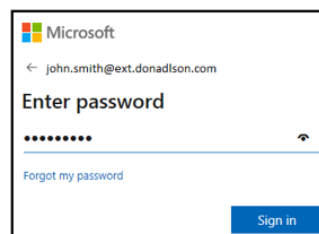
5. After you accept Donaldson's terms and conditions, EULA, and other permissions and respond to the verification email, you will be redirected to the Donaldson iCue dashboard and see the Donaldson iCue home page. The Donaldson iCue dashboard can be found at **DonaldsoniCue.com**. You may want to bookmark this URL for later use.



6. Click **Sign in with Microsoft** to display the accounts available.



7. Click the correct account name you will be using.



8. Type your password in the **Enter Password** box, and click **Sign In**.

Signing in as a New User on the Donaldson iCue Home Page

If your company account is already set up and you are being added as a new user, follow the process below to complete your user setup.

1. You will receive an email invitation to access applications in the Donaldson Company, Inc. organization. This email will come from Microsoft. This email will contain a link to set up your user credentials in the dashboard.
2. Follow the steps for the registration process after going to the URL above.
3. When the previous step is complete, you will be directed to the Donaldson iCue dashboard. To access the dashboard in the future, go to **DonaldsoniCue.com**. You may want to bookmark this URL for access later.

Getting Familiar with the Donaldson iCue Interface

When you start using the Donaldson iCue dashboard, you'll see the Donaldson iCue home page, which includes a map, information about facilities, and access to various Donaldson iCue dashboard features. Along the left side of the screen is the Navigation pane, which enables you to navigate to other facilities and machines on your account. Subsequent sections of this user guide will provide information about configuring the Donaldson iCue dashboard and monitoring your equipment.



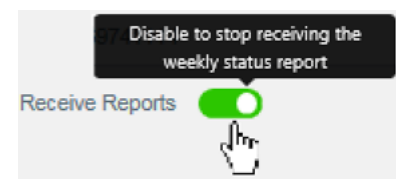
Getting Help

This user guide is intended to supplement the online help and tool tips embedded in the application.

To view tool tips, hover your cursor over a command or click on the information icon.

You can send a help request to the Donaldson customer success team by clicking **Help** on the lower left portion of the Navigation pane. You will then be provided a form where you can enter your question or provide feedback. This is the preferred method to request support. Many changes to your user profile or account can only be made if Donaldson verifies that you are a valid user in the platform and of the corporate account. By submitting a help request through the application, this validates that you are an authorized user.

If you cannot access the platform, you can also submit an email to iCueSupport@Donaldson.com.

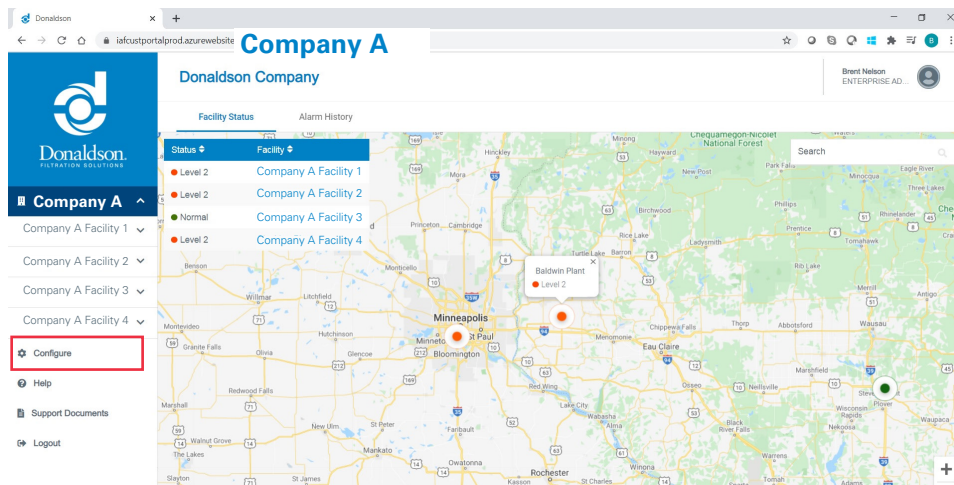
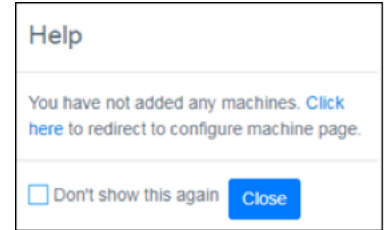


2. THE DONALDSON iCUE DASHBOARD

Overview

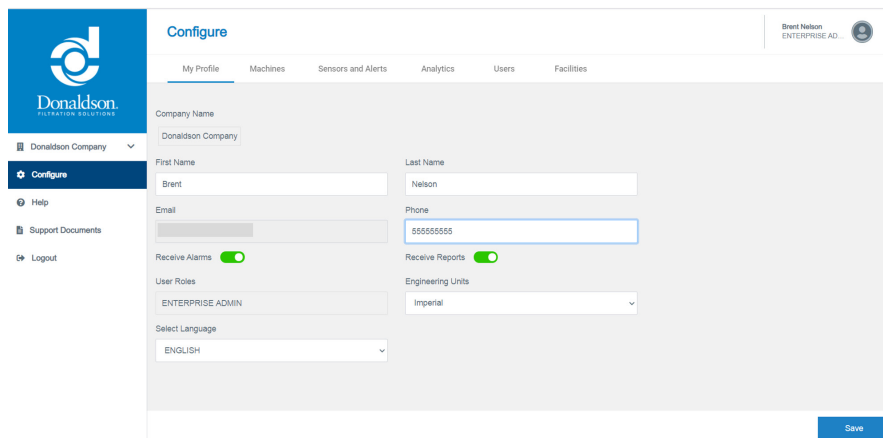
When you have successfully logged into the dashboard for the first time, you should configure the system to match your preferences. You can change these settings later if necessary. If you log in and there are no machines added to the account, you will get a pop-up message asking you to add machines. Click the **Click Here** link to access the Configure Page.

You can also go to the Configuration Page by clicking **Configure** on the Navigation Pane on the left side of the screen.



Setting Up Your Profile

After you click **Configure**, you will see the Configure Page. From here you can make changes to your profile, add machines and sensors, and configure alarm values. Along the top of the Page are several tabs: My Profile, Machines, Sensors and Alerts, Analytics, Users, and Facilities. By default, the My Profile tab is displayed initially.

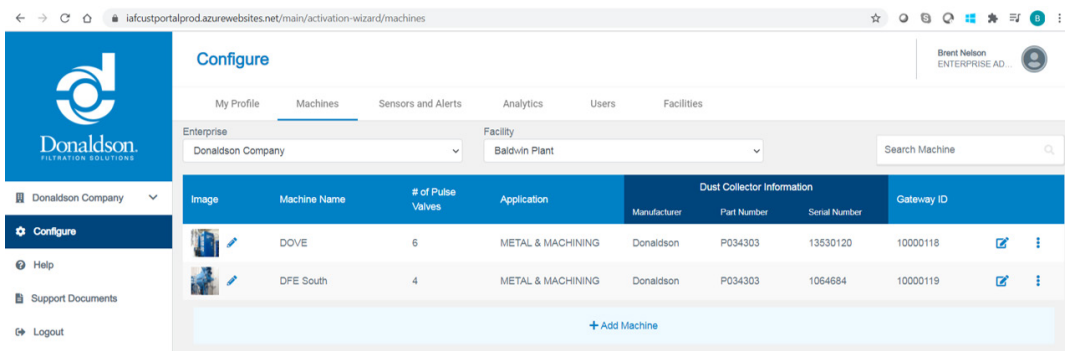


On the **My Profile** page, verify that all information is entered correctly.

- **Company Name** is auto populated for your account and cannot be changed by the user. If you wish to change the company name, click Help in the Navigation pane and submit a help request.
- Edit **First Name** and **Last Name** as needed.
- Email is auto populated and is the email address used to login to the account. It is also the email address to which alerts and weekly reports will be sent. If you wish to change the email address, click **Help** in the Navigation Pane and submit a help request.
- If you do not want to receive email alerts or reports, you can turn those off by clicking the button to the right of each item. It is recommended that you keep those enabled.
- **User Roles** are auto-populated. See the Users Tab section of this guide for more information. Click **Help** in the Navigation Pane and submit a help request to change this information.
- Edit your Phone number as needed.
- Select Units to be displayed from the drop-down menu – either metric or imperial units.
- Choose your preferred language

The Machines Tab

When you click **Machines**, you will see the Machines page. From here you can fill in fields for each machine on which you have installed the gateway. In most cases, machines will refer to dust collectors.



With the exception of the image upload and filter part number, all fields on this page are required. If you want to add a new machine, select the “Add Machine” bar at the bottom of the page. To edit these fields:

1. If you want to edit an existing machine, click the pen-and-paper icon at the right end of the row (✎).
2. Fill in the fields as follows:

Image: This is a graphic image you can associate with the machine. To upload an image, click the pencil icon (✎) next to the image, then click **Change Image**. You can then navigate to select an image file from your system and upload it to Donaldson iCue. This is optional.

Note: When taking pictures from a tablet or phone, it is recommended that you hold the device horizontally when taking the picture. If you are having issues with a picture getting rotated incorrectly, use the following steps to correct:

- Insert or copy the picture into a PowerPoint slide.
- Rotate the picture as necessary.
- Right-click on the picture and select **Save as Picture**.
- Upload the new picture to the platform

Machine Name: This is what you want to call the machine (e.g., “West Fabricator”) and determines how the machine will appear in the dashboard.

of Pulse Valves: This field is used by the pulse valve health algorithm to determine if pulse valves have failed or are firing intermittently. If you are using a dust collector that does not use pulse valve cleaning, you can put 0 in this field.

Note: If you don’t enter a valid number in this field, the pulse valve health functionality will be disabled.

Application: Click the down arrow beside the application name and select the option from the pull-down menu that best fits your application.

Manufacturer: This is the manufacturer of your dust collector. If it is not known, you can type in “Unknown.”

Model Number: This is the part or model number of the dust collector. Select Unknown if you do not know or cannot find the part number.

Serial Number: This is the serial number of the dust collector. Select Unknown if you do not know or cannot find the serial number.

Filter Part Number: This is an optional field customers can use to track the filter replacement part number, so users will know what part to order when filters need to be changed.

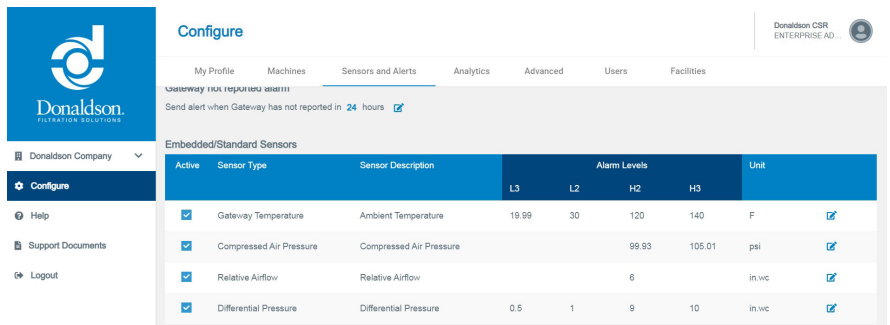
Gateway ID: This is an 8-digit number that will be on the label of the gateway.

1. Click Save when your changes are complete.

Note: Donaldson uses information on your application and your dust collector to provide the best possible support and analytics on your data. The more accurately these fields are filled in, the more accurate the analytics can be.

The Sensors and Alerts Tab

When you click the vertical ellipsis/more options icon (3 dots) at the right end of the row of each machine, you will see the Configure Sensors and Alerts page. You can also access this page by clicking the Sensors and Alerts tab on the Configure page. From here you can fill in fields for each sensor on a particular machine.



Gateway Not Reported Alarm: The iCue Sensor Gateway will report every 15 minutes, if the iCue application does not receive any reports from the gateway for a configurable period of time it will generate a gateway offline alarm. By default this is set to 24 hours, which is the recommended setting for gateways that are always powered. If they gateway is regularly powered down, for example if it is powered down over the weekend, you may want to increase this time so you do not get nuisance alarms.

Editing Sensors and Alarm Thresholds: The Sensors page has two tables. The top table shows Embedded/Standard Sensors that are standard with the product. These will be active by default. The bottom table shows optional sensors purchased from Donaldson and installed on your dust collector.

To edit embedded sensor information:

1. Select the pen-and-paper icon at the end of the row.

2. Edit the sensor information as follows:

- **Sensor Type:** The type of sensor (e.g., Ambient Temperature, Compressed Air Pressure, etc.) This cannot be changed.
- **Sensor Description:** This is how the sensor will be displayed in the dashboard. You can change this or leave the default value if you wish.
- **Alarm Levels:** These are the high and low alarm thresholds for the sensor. These are optional and each sensor can have anywhere from 0 to 4 alarm levels. Note that alarm thresholds entered must follow the rule: L3<L2<H2<H3. For more information on alarms, see the Alarm Overview section.
- **Unit:** This is the unit of measurement for each sensor (e.g., psi). Changing the units from imperial to metric can be done in the My Profile page.

3. Click **Save** when your changes are complete.

Note: Embedded sensors are active by default. It is recommended that you leave them all active.

To edit optional sensor information:

Note: Sensors purchased from Donaldson will work properly in the platform with no additional setup required. If you want to use a sensor that was not purchased from Donaldson contact your account rep to determine if it can be used with the platform. There will be an additional fee for setting up new sensors.

These steps should be performed AFTER the sensors have been installed.

1. Select the pen-and-paper icon at the end of the row.

2. Enter the sensor information as follows:

- Choose the **Input Type** that matches the input to which the sensor is wired on the gateway (analog 1-4 or digital 1-2).
- Select the **Active** check box to indicate the sensor is active.
- Select the appropriate sensor from the drop-down list.
- If you wish to change the sensor description, type that in the description box. The sensor description is how the data from that sensor will be labeled in the dashboard.

Note: If you have multiple sensors of the same type, you must enter a unique sensor description.

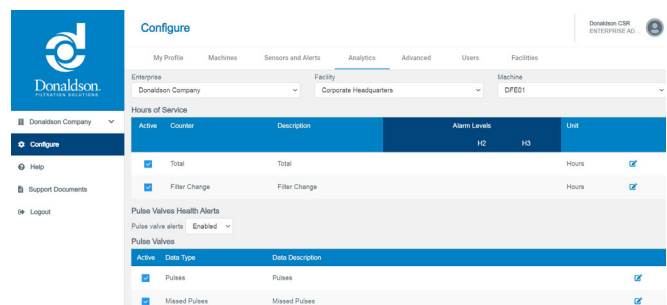
- If you wish to enable alarms on the sensor, enter them in the Alarm menu. See the Alarm Overview section for more information.

- **Unit:** This is the unit of measurement for each sensor (e.g., psi).

3. Click **Save** when your changes are complete.

Analytics Tab

The Analytics page has two tables. The bottom table shows Hours of Service for a specific machine. The table shows pulse valve health.



Hours of Service

This page enables users to configure the hours of service functionality. Hours of service is determined by tracking the time air is moving through the collector (fan is on). There are two counters that can be configured and alarms set on.

- **Counter:** These are the default names for the Hours of Service counters
- **Description:** These are the configurable user names for the counters. These names will show up in the machine view of the dashboard
- **Alarms:** Alarms can be configured to alert you when you approaching or crossed and Hours of Service Threshold

Note: Hours of Service counters can be reset to 0 in the machine view by admin users.

Pulse Valve Health

Donaldson iCue uses a proprietary algorithm to determine if a pulse valve has failed or is firing intermittently. Users can be alerted when this occurs so they can change the valve before any damage occurs to the filters. This feature is only available on pulse jet collectors, not those with PD pumps. It is not supported on most baghouses.

To enable pulse valve health select the alarm level (Level 2 or Level 3 in the pull down box). Level 2 alerts occur when a valve is firing intermittently, Level 3 indicates a pulse valve has failed. You will also need to configure the number of pulse valves in the machine view for this feature to be enabled.

You can also display pulse data in the machine view. This can be useful for tracking compressed air usage and the number of missed pulses. There are three data points available.

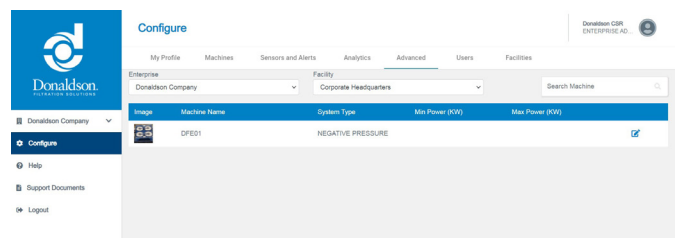
- **Pulses:** This tracks the TOTAL number of pulses in the last cleaning cycle, or in the last hour for continuous cleaning systems.
- **Missed Pulses:** This tracks the number of missed pulses detected by the pulse valve health algorithm. Missed pulses indicate a valve has failed or is firing intermittently.
- **Estimated Bad Valves:** When missed pulses occur, this value estimates the number of failed valves.

Advanced

The advanced tab includes configuration for optional features.

- **System Type:** This is used to configure if a system is positive or negative pressure. The default is negative pressure and the majority of dust collection systems are negative pressure.
- **Minimum Power / Maximum Power:** These fields are used to configure the fan energy functionality. In most cases the min/max power is used when the Fan is controller by a VFD. These settings are typically available on the VFD interface and should correspond to the power level at 4 mA (Min) and 20mA (Max).

There is an application note that describes the full installation and configuration of the fan energy functionality. Contact your iCuesupport@donaldson.com if you would like a copy of that app note.



The Users Tab

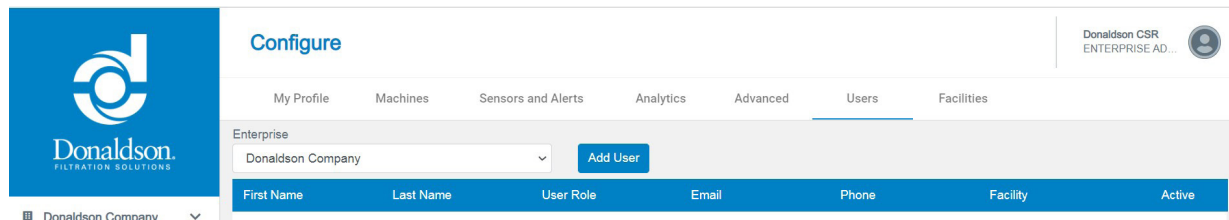
The Donaldson iCue dashboard has various user levels to control who has access to make modifications to the dashboard and alarm levels. Enterprise users can see multiple facilities from the same customer. Facility users can only view a single facility. Administrators can configure a system, enter alarm values, and make other changes to their company's dashboard. Viewers can only view data. A brief summary of user levels is shown in the following table.

Level	Views	Configure Machines	Reset House of Service	Configure Alarms
Partner Admin	Multiple Enterprises	Yes	Yes	Yes
Partner Viewer	Multiple Enterprises	No	No	No
Enterprise Administrator	Multiple Facilities	Yes	Yes	Yes
Enterprise Viewer	Multiple Facilities	No	No	No
Facility Administrator	Single Facility	Yes	Yes	Yes
Facility Viewer	Single Facility	No	No	No

Note: Only Donaldson customer success representatives can add/delete users or change a user's level.

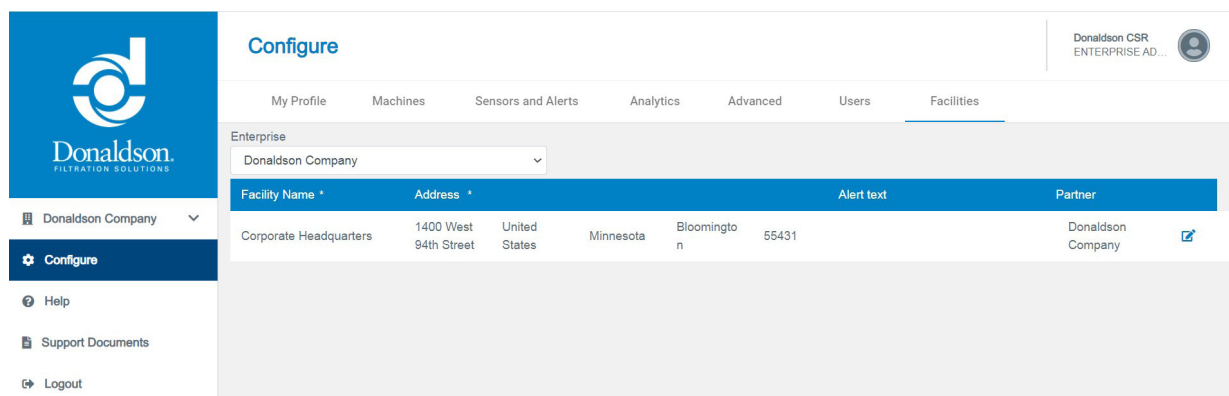
There are no automated notifications generated when an administrator changes or disables alarms

When you click the **Users** tab, you will see the Users page, which displays information about the various users who have access to the Donaldson iCue service. The information on this page can only be changed by a Donaldson Customer Success Representative (CSR). To request additional users for your platform, click the Add user button and complete the new user form.



The Facilities Tab

The **Facilities** page displays information about the various facilities associated with this account. This information is primarily pre-populated and captured upon registration of the account.



The Custom alert text box is an optional field. Text entered in this box will appear at the end of every email alert that is sent out. It is recommended that users enter the contact information for ordering replacement parts/filters and for service.

Alarm Overview

The Donaldson iCue service uses alarms and automated email alerts to notify users when a condition on the machine may require attention. The following table summarizes alarm types.

Type	Color	Notes
Level 3	Red	This is the highest priority alarm and occurs when sensor value is above level 3 threshold (for high limits) or below level 3 threshold (for low limits). For pulse valve health alerts, the alert level is determined by an algorithm in iCue.
Level 2	Orange	Sensor value is either: a) above level 2 threshold, but less than level 3 threshold (for high limits); or b) below level 2 threshold, but greater than level 3 threshold (for low limits). For pulse valve health alerts, the alert level is determined by an algorithm in iCue.
Level 1	Yellow	This level is reserved for diagnostic alarms for the system. This alarm will occur when no data have been received from a machine for configurable time period.
Unknown	Grey	The machine has never reported data to the application or there is insufficient data available.
Normal	Green	No alarms. Note: If a user has not defined alarms on a specific data point, that data point will always be green.

Donaldson iCue Intelligent Alarms

Alarms do not change state when a machine is off, is transitioning from on to off or off to on. With standard control system alarms, turning a dust collector off will cause some alarms to clear prematurely (e.g., a high differential pressure alarm) while also causing other false alarms (e.g., low relative airflow or compressed air pressure). Similar issues can occur when a machine is turned on.

Donaldson iCue Intelligent alarms detect the state change of the dust collector and will prevent prematurely clearing alarms or triggering nuisance alarms when this occurs.

Email alerts are only sent once per day. To minimize the number of emails sent to customers, Donaldson customers are only notified of an alarm on a single data point once per day. If the data point is still at an alarm level 24 hours later, another email alert will be sent, but customers will receive no additional alerts on that data point in between. The only exception is when an alarm increases in severity. For example, if an alarm level increases from level 2 to level 3 in a 24-hour period, an additional alarm notification will be sent.

The following flow chart provides more information about alarms.

3. MONITORING DATA

Overview

You can monitor data at three different levels:

- Enterprise
- Facility
- Machine

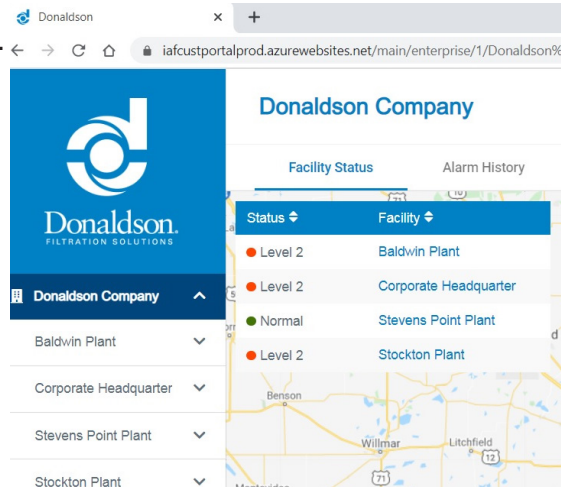
When you start the Donaldson iCue dashboard, you will see either the Enterprise page (if you are an Enterprise user) or the Facility page (if you are a Facility user).

Monitoring Data at the Enterprise Level

If you are an Enterprise user, you will see the enterprise associated with your account in the Navigation pane at the left side of the page. Below the enterprise name, the Donaldson iCue dashboard displays a list of facilities for this enterprise. Near the center of the page, a status summary is displayed. The Status column displays the highest level active alarm at that facility.

To view additional data about alarms, click the **Alarm History** tab. The Donaldson iCue dashboard displays a list of facilities for this enterprise, along with information about each alarm.

Note: Alarm history is stored for 90 days or up to 100 active and inactive alarms.



The screenshot shows the Donaldson iCue Facility page for 'Donaldson Company : Corporate Headquarters'. The 'Alarm History' tab is selected, displaying a table of alarm events:

Date	Sensor Name	Alarm Level	Alarm Age	Alarm name	Alarm Status
09-Jun-2021 08:00:35 PM	Differential Pressure	Level 2	2 Minutes	Differential Pressure Low	Inactive
09-Jun-2021 07:21:56 PM	Differential Pressure	Level 2	2 Minutes	Differential Pressure Low	Inactive
09-Jun-2021 07:40:08 AM	Differential Pressure	Level 2	7 Hours ,27 Minutes	Differential Pressure Low	Inactive

On the Alarm History Page, the following parameters define the alarm:

Date: The date the alarm originally occurred.

Facility Name: Facility at which the alarm occurred.

Machine: Machine on which the alarm occurred.

Alarm Level: See the Alarm Overview section earlier in this guide for more information.

Alarm Age: For active alarms, this is the time since the alarm first went active. For inactive alarms, this is the total time the alarm was active.

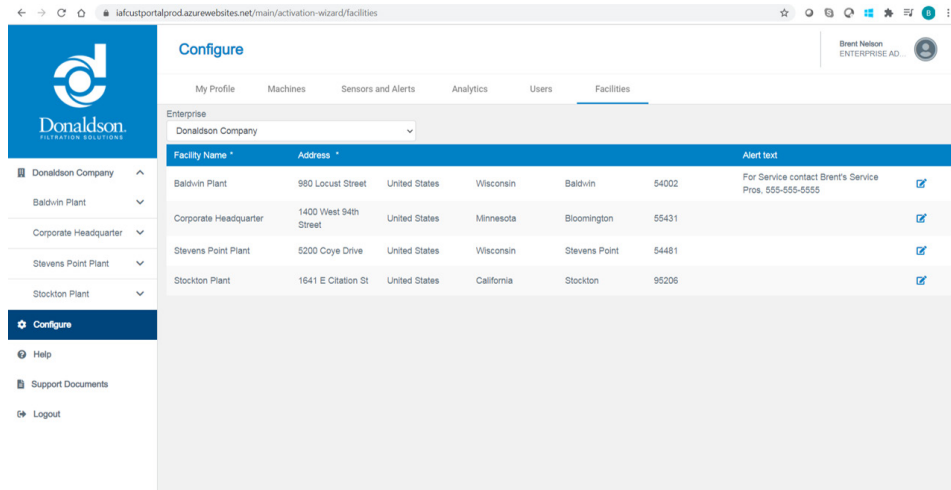
Alarm Name: For most alarms this will be the Sensor name, followed by High or Low.

Alarm Status:

- Active Alarms: The last data point received was still in the alarm range.
- Inactive Alarms: Since the alarm went active, a data point was reported that was not in alarm range.

Monitoring Data at the Facility Level

If you are a Facility user, you will see the Facility page when you start the Donaldson iCue dashboard. To monitor data at the Facility level, click a facility in the Navigation pane. The Donaldson iCue dashboard displays a list of machines for this facility, along with the differential pressure and alarm status for each machine.

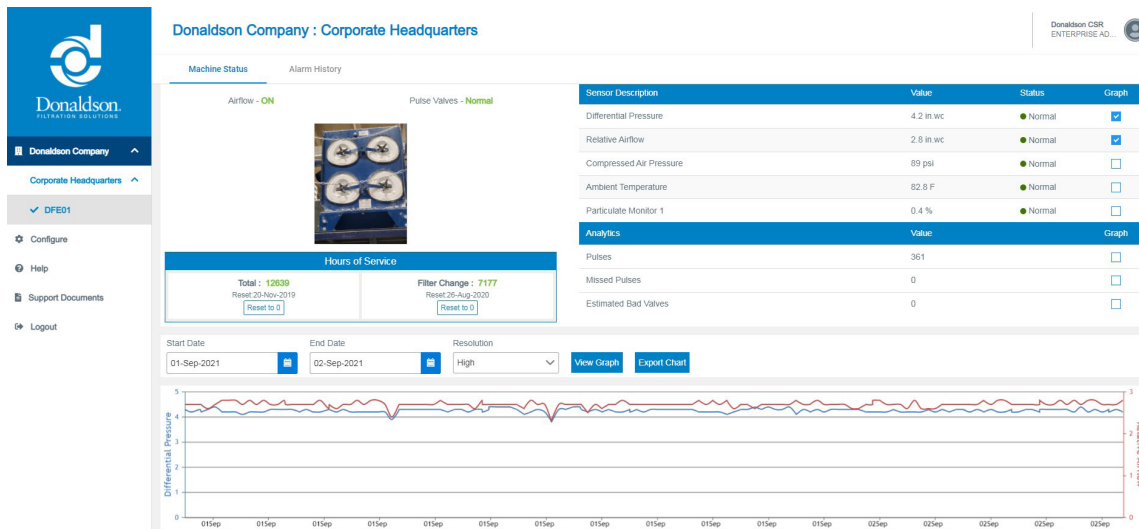


To view additional data about alarms, click the Alarm History tab. The Donaldson iCue dashboard displays a list of machines for this facility, along with information about each alarm.

Monitoring Data at the Machine Level

To monitor data at the Machine level, click a machine name in the Navigation pane. The Donaldson iCue dashboard displays various data related to that machine.

The upper left portion of the page displays the machine status including if it is on or off, pulse valve status and hours of service



The upper right portion of the page displays a table of the latest data reported and alarm status for the selected machine. The note at the top right indicates the last time the machine reported data.

In the lower portion of the page, a graph is displayed for any sensor data selected in the table. By default, this graph will show a 24-hour history of differential pressure. You can change which sensor data are shown in the graph as follows:

1. Check the Graph box for the selected sensor data you wish to graph. You can select more than one sensor data.
2. In the graph area of the page, adjust the Start Date and End Date to the period you wish to view. You can view up to one year of graph data history.
3. Click View Graph to display a graph of the selected sensor data.
4. If you wish to export the graph for use in other applications, click Export Chart. The Donaldson iCue service will prompt you to open or save the file in a CSV (comma-separated value) format. This format can be viewed in spreadsheet and other applications.

Note: You can select high or low resolution when graphing data. High resolution will graph all data point, low resolution will graph 4 per day. When graphing a large amount of data, selecting high resolution will result in a delay graphing the data.

Weekly Report

On Friday of each week you will get a weekly report via email for each facility. The weekly report will contain the following information:

- Differential Pressure and Relative Airflow graph for all machines in your facility*
- Active alarms on any machine in the facility
- Inactive alarms that were triggered in the previous week

** Enterprise users who monitor multiple facilities will receive multiple reports.*

APPENDIX A: TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Cannot log in.	Your account is not set up yet or your password is incorrect.	Contact iCueSupport@Donaldson.com .
Can log in, but not able to see Enterprise or Facility.	You have not been properly assigned to your facility.	Contact iCueSupport@Donaldson.com or submit a help request.
No data received for a machine.	Not configured with the correct Gateway ID.	Double-check that the Gateway ID assigned to your machine matches the Gateway ID on the front label of the Gateway.
	No cellular connection.	Verify the cellular antenna is connected and is not damaged. Check to see if the Cellular LED is green.
	No power to Gateway.	Verify the gateway Power LED is on.
Differential Pressure reading is not correct.	Air lines not connected properly.	Verify that the connections between the compressed air lines are correct.
	Clean air and dirty air lines are swapped.	Verify the clean and dirty air lines are plugged into the correct port.
Compressed Air Pressure reading is not correct.	Air lines not connected properly.	Verify the compressed air line is connected properly to the gateway
Optional Sensors are not reading correctly.	Optional sensor is configured on the wrong input.	Verify that the input (Analog 1-4 or Digital 1-2) the sensors are wired to on the gateway matches the input they are configured on in the sensor screen.
	Optional sensor is not a Donaldson-approved sensor	Only Sensors approved with the Donaldson iCue application and purchased through Donaldson will work correctly in the platform. Contact Donaldson sales to find the correct sensor.

To learn more about the Donaldson iCue connected filtration service, or to request a demo, contact ConnectedSolutions@Donaldson.com.

Important Notice

Many factors beyond the control of Donaldson can affect the use and performance of Donaldson products in a particular application, including the conditions under which the product is used. Since these factors are uniquely within the user's knowledge and control, it is essential the user evaluate the products to determine whether the product is fit for the particular purpose and suitable for the user's application. All products, product specifications, availability and data are subject to change without notice, and may vary by region or country.



Donaldson Company, Inc.
Minneapolis, MN

North America

Email: iCueSupport@donaldson.com | Phone: 833-310-0017

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