

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

54855A-04

S E R V I C E N O T E

Supersedes:
None

54855A Infiniium Oscilloscope – 20 GSa, 4 Ch, 6 GHz

Serial Numbers:

MY42000536 through MY42000539

MY42000546

MY42000551 through MY42000555

MY42000560

MY42000563

MY42000564

MY42000570

MY42000573

MY42000578

MY42000579

Due to a manufacturing defect, a few probe interface boards may fail.

Parts Required:

P/N	Description	Qty.
54810-66506	Probe Interface Board	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

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ADDITIONAL INFORMATION:

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Situation:

Due to a manufacturing defect, a few probe interface boards may fail. The symptom will be that the oscilloscope will not ID probes correctly.

Solution/Action:

If the oscilloscope is under warranty, replace the probe interface board.

If the oscilloscope is out of warranty, verify that the serial number of the oscilloscope is listed on the first page of this service note. If the serial number is listed, then check the serial number on your warranty data base to see if the probe interface board was previously replaced.

If the probe interface board was previously replaced, then the customer pays for the replacement probe interface board. If the probe interface board was never replaced before, then replace the probe interface board and charge the cost of material and labor to extended warranty.