

**B2911A-01**

**S E R V I C E N O T E**

Supersedes:  
NONE

**B2911A Precision Source/Measure Unit, 2ch**

**Serial Numbers: MY51140181 / MY51140219**

[Note 1: Not all instruments in this range are affected. Refer to page 3 of this Service Note.]

**Factory Pre-shipment Adjustment/Calibration Issue**

**Parts Required:**

NONE

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR (CALIBRATION): 2.0 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP X SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: (July 31, 2014)	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 1H AUTHOR: HT	
ADDITIONAL INFORMATION:		

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**Situation:**

This Service Note addresses a manufacturing issue that was introduced to the B2911A “Precision Source/Measure Unit, 1 ch, 10 fA resolution, 210 V, 3 A DC/10.5 A pulse”. The issue was that wrong values for the resistance standard were used for the factory pre-shipment adjustment and the calibration.

Due to this issue, we observed the out of specification at the 1  $\mu$ A and 100 nA current ranges and the calibration may fail in these ranges. The errors we observed are up to 0.4% of the range.

Re-adjustment in Agilent Service Center will fix this issue.

So, no parts are needed and no actions needed for the service parts inventory and there will be no used parts by the corrective actions specified by this Service Note.

**Solution/Action:**

Step 1: Determine whether or not the instrument is affected by this issue.

(NOTE: This can be checked by the customer prior to contacting Agilent.)

- (a) Check to see if the instrument serial number is included in the serial number list in the top page.
- (b) If the serial number is included in the list, then B2911A is at risk of failing and it must be returned to the Agilent Service Center to get re-adjustment and re-calibration.

Step 2: Perform Adjustment and Calibration.

(NOTE: This can only be done at the Agilent Service Center.)

- (a) Perform the adjustment and the calibration.

**Affected Instruments in the Serial Number Range MY51140181 / MY51140219**

The serial number range on the front page of this Service Note refers to instruments that were newly shipped, but only a subset of these were actually affected by this issue. The instruments listed below are confirmed to be affected:

MY51140181
MY51140183
MY51140185
MY51140202
MY51140203
MY51140204
MY51140205
MY51140206
MY51140207
MY51140208
MY51140210
MY51140212
MY51140213
MY51140214
MY51140217
MY51140218
MY51140219

**Revision History:**

<b>Revision Number</b>	<b>Date</b>	<b>Author</b>	<b>Reason For Change</b>
1.0	June 18, 2013	HT	Initial release.