

DSO1072B-02

Modification Recommended Service Note

Supersedes:
None

DSO1072B – Oscilloscope, 2-channel, 70 MHz, 16k memory

Serial Numbers: See table below

The Problem – A small number of DSO1072B scopes exhibit a behavior in which the display will turn off 5-10 minutes after powering the scope on. This poses no danger to a user.

Parts Required: NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	1 Hour		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	X RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 Jan 2017		
	X Calibration Required	PRODUCT LINE:	1A		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	DB		

ADDITIONAL INFORMATION:

Situation:

Due to a manufacturing error in which the display power cable was not seated correctly some DOS1072B scope displays will turn off 10-15 minutes after power on. This poses no danger to a user.

Solution/Action:

- Check to see if the serial number is in the list below
- If yes, check to see if it has been previously repaired/exchanged
 - If yes, proceed to calibration as requested
 - If no, exchange it for the customer per normal warranty repair and refer to this service note

Affected Serial Numbers

CN55272942
CN55272943
CN55272945
CN55272946
CN55272947
CN55272951
CN55272952
CN55272954
CN55323044
CN55323045
CN55323046
CN55323048
CN55323051
CN55323052
CN55323053
CN55323054

Revision History:

Date	Service Note Revision	Author	Reason for Change
25 Jan 2016	01	David Bottorff	As Published