

DSO1102B-02

Modification Recommended Service Note

Supersedes:
None

DSO1102B - Oscilloscope, 2-channel, 100 MHz, 16k memory

Serial Numbers: See table below

The Problem – A small number of DSO1102B 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 DOS1102B 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

CN55222276
CN55222280
CN55222281
CN55222351
CN55222355
CN55222357
CN55222361
CN55272918
CN55272925
CN55272928
CN55272931
CN55272932
CN55272941

Revision History:

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