

DSO1152B-02

# Modification Recommended Service Note

Supersedes:  
None

## DSO1152B - Oscilloscope, 2-channel, 150 MHz, 16k memory

Serial Numbers: See table below

**The Problem** – A small number of DSO1152B 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 DOS1152B 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

CN55222249
CN55222252
CN55222253
CN55252550
CN55252561
CN55252562
CN55252564
CN55252567
CN55252568
CN55252569
CN55252570
CN55252571
CN55252572
CN55252574
CN55252575
CN55272840
CN55272958

### Revision History:

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