

DSOV254A-02

Modification Recommended Service Note

Supersedes:
NONE

DSOV254A Infiniium Oscilloscope: 25GHz

Serial Numbers: MY00000000 / MY55300100

The Problem V-series scopes can shut down after the initial power on.

Parts Required:

P/N	Description	Qty.
NA		

ADMINISTRATIVE INFORMATION

ACTION		<input type="checkbox"/>	ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:		X	AGREEABLE TIME	LABOR: 1.0 Hours	
LOCATION		<input type="checkbox"/>	CUSTOMER INSTALLABLE		
CATEGORY:		<input type="checkbox"/>	ON-SITE (active On-site contract required)	SERVICE:	<input type="checkbox"/> RETURN
		X	SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
		<input type="checkbox"/>	CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
				USED	<input type="checkbox"/> RETURN
				PARTS:	<input type="checkbox"/> SCRAP
				X	SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE				NO CHARGE AVAILABLE UNTIL: DEC 01,2017	
		X	Calibration Required	PRODUCT LINE: PL1A	
		<input type="checkbox"/>	Calibration NOT Required	AUTHOR: MRR	

ADDITIONAL INFORMATION: This action "RTF" should be taken on any failure of the listed serial numbers in effect.

Situation:

V-series scopes can shut down after the initial power on. Units that were originally manufactured had a component on the acquisition assembly loaded that should have not been loaded. The component is L305 and needs to be removed on both acquisition assemblies. V-Series units effected need to be Returned To the Factory for upgrade, please see serial numbers to determine if RTF process is required.

Solution/Action:

– V-series scopes that have serial numbers < MY55300101 if returned to local service centers for repair need to be transshipped to F03 for factory repair.

The factory will removed the L305 and test, calibrate unit to specifications return with Certificate of Calibration.

Revision History:

Date	Service Note Revision	Author	Reason for Change
01-DEC 2016	01	Mark Rowley	As Published