

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONCERN

MSO6104A-01

S E R V I C E N O T E

Supersedes:
NONE

MSO6104A Oscilloscope – 4GSa/s 4 Channel 1GHz

Serial Numbers:

MY44001001 to MY44002499

Due to a manufacturing defect, the MSO/DSO 6000 Series may fail to boot.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N 54684-66506 2ch 1Ghz system board Qty. 1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
INFORMATION ONLY			
ACTION CATEGORY:	☐ IMMEDIATELY ☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ SERVICE CENTER	SERVICE INVENTORY: ☐ RETURN ☒ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☒ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		
AGILENT RESPONSIBLE UNTIL: End of Product			
AUTHOR: BA PRODUCT LINE: PL1A			
ADDITIONAL INFORMATION:			

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Situation:

Due to a manufacturing defect, DSO/MSO 6000 Series oscilloscopes may fail. The symptom will be that the oscilloscope will not boot. Please note that if the oscilloscope does boot, the measurements are not affected in any way.

Solution/Action:

If the oscilloscope is under warranty, replace the system board (p/n 54682-66506).

If the oscilloscope is out of warranty, verify that the serial number of the oscilloscope is listed on the first page of this service note. If the serial number is listed, then check the serial number on your warranty data base to see if the system board was previously replaced.

If the system board was previously replaced, then the customer pays for the repair even if it is another system board replacement. If the system board was never replaced before, then replace the system board (p/n 54684-66506) and charge the cost of material and labor to extended warranty.

PLEASE NOTE: This service note only applies if the customer has an oscilloscope that WILL NOT BOOT and has not had the system board repaired in the past!