

MSOV164A-02

Modification Recommended Service Note

Supersedes:
NONE

MSOV164A Infiniium Oscilloscope: 16GHz

Serial Numbers: MY00000000 / MY55170103

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	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS	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 < MY55170104 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