

N1000A-03

# Modification Recommended Service Note

Supersedes:  
NONE

## N1000A DCA-X Wide-Bandwidth Oscilloscope Mainframe

Serial Numbers: MY00000000 - MY59279999, US00000000 - US59279999

Prior to SN MY59280000, N1000A mainframes were manufactured without spacers installed on the front panel knob shafts. With time and use, front panel knob click/push feature can stop functioning properly.

### Parts Required:

P/N	Description	Qty.
54932-94701	Knob Spacer	5

### ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	XX AGREEABLE TIME	LABOR:	0.1 Hours		
LOCATION	XX CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	XX ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	XX SERVICE CENTER		XX N/A		XX N/A
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	01 June 2027		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	8F		
	XX Calibration NOT Required	AUTHOR:	MM		

ADDITIONAL INFORMATION:

**Situation:**

N1000A frames manufactured with front panel board N1000-63169 (SN > MY59280000) were built with 54932-94701 spacers installed on the front panel knob shafts. Prior units were manufactured without spacers installed.

With time and use, front panel knobs without spacers can get pushed further down on the knob shaft. A position change of ~1-2 mm is sufficient to cause the knob to bottom out on the front panel, interfering with the knob's push/click function. The knob's ability to rotate will not be impacted.

**Solution/Action:**

Remove the five front panel knobs and install one spacer on each knob shaft. Re-install the knobs and confirm that normal functionality has been restored.

Note: Avoid using excessive force when installing knobs. Pushing knobs on firmly by hand is typically sufficient to achieve proper alignment/installation.

No additional charges should be added for spacer installation. Customers may be charged for calibration and/or repair of unrelated failures, per the standard process.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
10 May 2022	01	MM	As Published