

N1092A-02

Modification Recommended Service Note

Supersedes:
NONE

N1092A DCA-M Sampling Oscilloscope

Serial Numbers: US59060126, US59060132, US59500115

A hardware upgrade is available which improves the TDECQ measurement.

Parts Required:

N/A – Upgrade to be performed by Factory per production documentation.

ADMINISTRATIVE INFORMATION

ACTION <input type="checkbox"/> ON SPECIFIED FAILURE		STANDARDS	
CATEGORY: XX 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	USED <input type="checkbox"/> RETURN
XX SERVICE CENTER		XX SEE TEXT	PARTS: <input type="checkbox"/> SCRAP
<input type="checkbox"/> CHANNEL PARTNERS			XX SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: June 1, 2022	
XX Calibration Required		PRODUCT LINE: PL8F	
<input type="checkbox"/> Calibration NOT Required		AUTHOR: MM	

ADDITIONAL INFORMATION:

Upgrade to be performed at the Santa Rosa Factory (F01) only. Service Inventory and Used Parts are N/A.

CCC instructions for service order booking: RTF to F01, Billing Type = Factory Warranty, SAC = UA (Upgrade + Keysight Calibration).

Situation:

In an effort for continual improvement and providing customers with the very best possible measurement experience, Keysight has recently implemented a design change for N1092A and N1092B DCA-M Oscilloscopes with options 40A and CDR, which results in improved TDECQ measurement correlation to the industry standard N1078A-based solution for certain DUTs. TDECQ results are heavily signal dependent, and the observable difference may be minimal for some DUTs.

Solution/Action:

In order to bring this improvement to all customers, Keysight is offering to upgrade units shipped prior to implementation of this change at no cost to the customer. Calibration will be included with this upgrade at no additional cost. Customers may be charged for failures found during this service which are unrelated to the upgrade.

Revision History:

Date	Service Note Revision	Author	Reason for Change
3 June 2020	01	MM	As Published