

N9000B-01-S

Safety Service Note

Implemented During Normal Course of Providing Support

Supersedes:
NONE

N9000B CXA Signal Analyzer

Serial Numbers:

Refer to Situation below for list of affected serial numbers

POSSIBLE DROP HAZARD

WARNING

HAZARD CLASS 1

Bail handle might break unexpectedly, causing analyzer to drop, injuring user and damaging analyzer.

Parts Required:

N9020-60354 Bail Handle Replacement Kit Qty 1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR:	0.5 Hours		
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input checked="" type="checkbox"/> CHANNEL PARTNERS	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL:	EOS		
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE:	12	AUTHOR:	BDT

ADDITIONAL INFORMATION:

Situation:

Early production bail handle assemblies could fail unexpectedly. If the analyzer is being carried by the bail handle at the time of failure, the analyzer could fall, injuring the user and damaging the analyzer. These bail handles are only used on analyzers with option PRC, Portable Configuration.

N9000B CXA signal analyzers with the following serial numbers shipped with early production bail handle assemblies:

MY55360428	MY56200245	MY56200372	MY56200380	MY56200446
MY55360249	MY55450065	MY55450128	MY56210116	MY56210246
MY56210271	MY56210286	MY56210336	MY56210405	MY56210441
MY56210501	MY56210503	MY57100154	MY57100261	MY57100262
SG56210110	SG56210115	SG57100110		

Solution/Action:

Replace the bail handle assembly with a known-good assembly. Figure 1 shows a close-up of the area around the hub of the bail handle assembly, near one of the buttons to rotate the handle. Look for the button that has “MADE IN USA” embossed near it. Note the circular feature in the bail handle. If there is no mark inside the circle, the bail handle assembly is an early production unit and must be replaced and destroyed to prevent it from being used again.



Figure 1. Circle with no markings. This handle should be replaced.

Figures 2 and 3 also show a close-up of the area around the hub of the bail handle assembly of later production units. Note the ink marking or an embossed ridge through the center of the circle.



Figure 2. Circle with inked marking. This handle is OK.

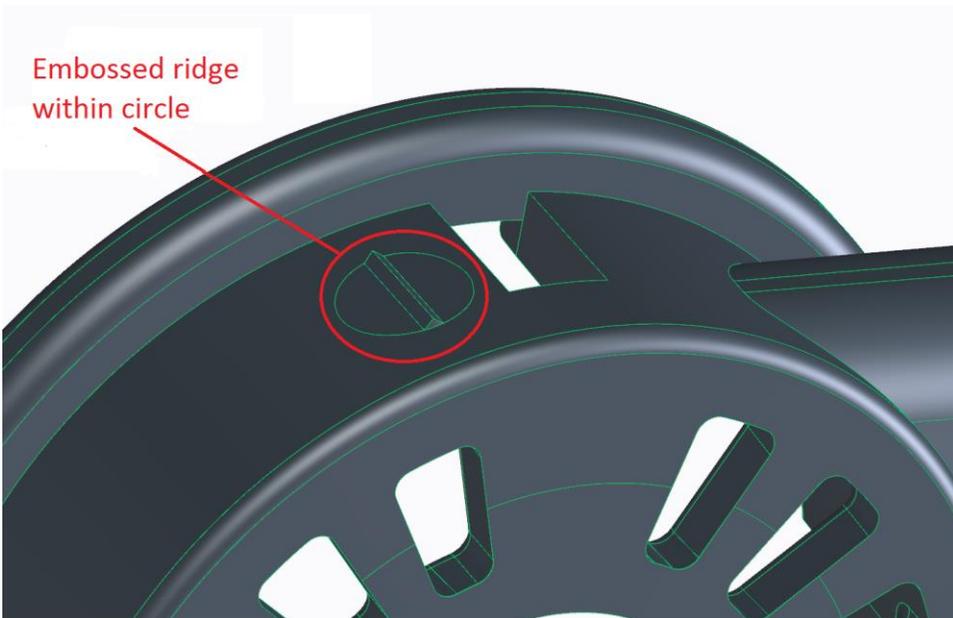


Figure 3. Circle with embossed ridge marking. This handle is OK.

Check near the button that has “MADE IN USA” embossed near it for either an ink or embossed ridge mark. If you see one of these marks, the bail handle assembly is OK and does not need to be replaced.

To replace the bail handle assembly, follow the instructions included in the Bail Handle Replacement Kit.

IMPORTANT

Any bail handle assembly replaced should be destroyed to prevent it from being used again. To destroy a handle, it is recommended that it be cut in half using a hacksaw, bandsaw, or similar tool.

Revision History:

Date	Service Note Revision	Author	Reason for Change
24 May 2018	01	Brian Torr	As Published