

N9020B-01-S

Safety Service Note

Implemented During Normal Course of Providing Support

Supersedes:
NONE

N9020B MXA 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.

N9020B MXA signal analyzers with the following serial numbers shipped with early production bail handle assemblies:

MY55400512	MY55400558	MY55400564	MY56060208	MY56080163
MY56080165	MY56080178	MY56080518	MY56080519	MY56080538
MY56080560	MY56080585	MY56080587	MY56080704	MY56080766
MY56450137	MY56450247	MY56450276	MY56450280	MY57120144
MY57120157	MY57120196	MY57120281	SG56080501	

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.

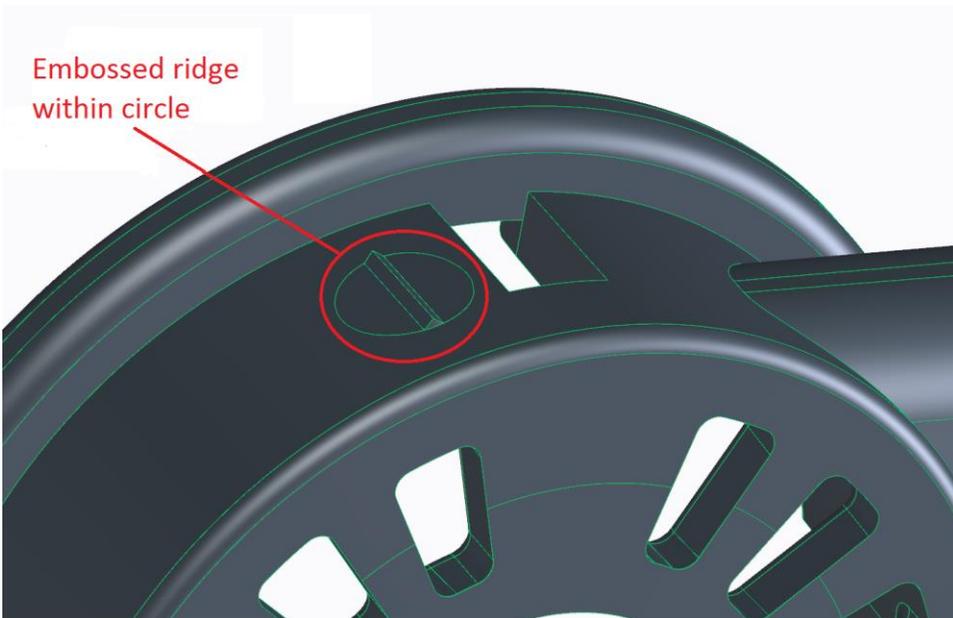


Figure 3. Circle with embossed ridge marking. This handle is OK.

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