

MODIFICATION RECOMMENDED

U1604A-03

S E R V I C E N O T E

Supersedes:
NONE

U1604A Handheld Oscilloscope

Serial Numbers: **KR5000000 - KR50329999**

BNC cable cannot secure oscilloscope input channel

Parts Required:

P/N	Description	Qty.
U1604-69002	Exchanged – Refurbished	1
U1604-66002	Exchanged – New	1
U1604-66003	Exchanged (USB) – New	1
U1604-69003	Exchanged (USB) – Refurbished	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.1 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 30 June 2013	
AUTHOR:	TY	PRODUCT LINE: WC	
ADDITIONAL INFORMATION: Only applicable for serial number range above.			

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Situation:

If customer report about BNC connection cannot lock at Handheld Oscilloscope BNC connect. Please refer to picture below:

Bad



Good

**Solution/Action:**

1. Verify customer unit with Agilent BNC cable or Agilent BNC connector (1250-0256)
2. If verification failed, please provide unit exchange with customer.
3. If verification passed, please inform customer the BNC connector is meeting spec and no action required from SSU.