

U8903B-01

Modification Recommended Service Note

Supersedes:
NONE

U8903B Performance Audio Analyzer

Serial Numbers: MY55230008, MY55160004, MY55230008, MY55350005, MY55350010, MY55350011, MY55350013, MY55370010, MY55400005, MY55400009, MY55490006, MY55490008, MY55500002, MY56050004, MY56100003, MY56130003, MY56160005, MY56160007, MY56160012, MY56190009, MY56190011, MY56240003, MY56260006, MY56280007, MY56290002, MY56290003, MY56290008, MY56300003, MY56400006, MY56400007, MY56410004, MY56450008, MY56460004, MY56470003, MY56490004, MY56490007, MY57020004, MY57020014, MY57100002, MY57100005, MY57100008, MY57100009, MY57110008, MY57110012, MY57110016, MY57110020, MY57120003, MY57120007, MY57120008, MY57120010, MY57120011, MY57120014, MY57120017

Analog Analyzer channels fail to perform measurement or provide incorrect measurement

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS LABOR: 1.0 Hours
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	SERVICE: <input type="checkbox"/> RETURN
	<input checked="" type="checkbox"/> SERVICE CENTER	USED <input type="checkbox"/> RETURN
	<input type="checkbox"/> CHANNEL PARTNERS	INVENTORY: <input type="checkbox"/> SCRAP
		PARTS: <input type="checkbox"/> SCRAP
		<input checked="" type="checkbox"/> SEE TEXT
		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 July 2018
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE: GM
	<input type="checkbox"/> Calibration NOT Required	AUTHOR: AT

ADDITIONAL INFORMATION:

Situation:

Keysight Technologies recently discovered that incorrect calibration data stored in the unit listed above is the cause of either performance measurement failure or incorrect measurement on the Analog Analyzer channels

Solution/Action:

This issue can be fixed by re-installing the unit with the correct calibration data. Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for procedures on sending the affected unit back to us so we can carry out the necessary adjustments to the unit.

Note to Service Center:

Run the adjustment test INPUT FREQUENCY ACCURACY-CH X&Y to re-enable the Analog Analyzer channels. After this is done, run the full adjustment and verification on the unit.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jun 2017	01	Alvin Tan	As Published