

DSO81004A-01A

S E R V I C E N O T E

Supersedes:
DSO81004A-01

DSO81004A Oscilloscope -- 10 GHz 20/40 GSa/S 4CH

Serial Numbers: MY44000102, MY44000105-MY44000106, MY44000108, MY44000110, MY44000112-MY44000113, MY44000116, MY44000202-MY44000204, MY44000208

Input BNC connectors on a very limited number of DSO81004A oscilloscopes can potentially break.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
54858-69512	Acquisition Assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
INFORMATION ONLY		
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 4.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> AGILENT	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	Until 1 August 2009	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AGILENT RESPONSIBLE UNTIL 1 August 2009		
AUTHOR: DPM PRODUCT LINE: 1A		
ADDITIONAL INFORMATION:		

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July 31, 2007



Situation:

During the manufacturing process the input BNC connectors may have been stressed on the instruments listed. Internal testing has shown that over time the stability of the center BNC connector can degrade and result in an open, which may currently be intermittent. This repair does require that the unit be returned to Agilent Technologies, Inc. for repair. However, this repair can be done at your convenience – and until the failure occurs, measurement accuracy is not affected.

Solution/Action:

Contact Agilent Technologies Test & Measurement Contact Center at (www.agilent.com) to arrange for your instrument to be repaired. The Agilent Contact Center will issue a repair order number and provide shipping instructions to return the instrument.

Before sending your instrument archive data you wish to keep from your hard drive to another location. The hard drive will be re-imaged during the repair process.

The instrument will be repaired, tested to specification and a new Certificate of Calibration will be issued. This will be performed at no cost to the customer.

Once the repair is complete, Agilent Technologies will return the instrument to the customer.

NOTE: This repair will be covered under warranty only for the original factory-shipped oscilloscope acquisition PC board.