

4 Care and Maintenance

CLEANING



The exterior of the probe and cable should be cleaned only using a soft cloth moistened with water or isopropyl alcohol. The use of abrasive agent, strong detergents or other solvents may damage the probe.

Note

The probe case is not sealed and should never be immersed in any fluid.

CALIBRATION INTERVAL

The recommended calibration interval is one year. Adjustment should only be performed by qualified personnel. (A Performance Verification / Adjustment procedure is included in this manual.)

SERVICE STRATEGY

Defective probes must be returned to a LeCroy service facility for diagnosis and exchange. A defective probe under warranty will be replaced with a factory refurbished probe. A probe that is not under warranty can be exchanged for a factory refurbished probe. A modest fee is charged for this service. A defective probe must be returned in order to receive credit for the probe core.

TROUBLESHOOTING

If the probe is not operating properly the problem may be the way in which it is used. Before assuming the probe is defective, perform the following troubleshooting procedures:

1. Verify using on a LT or LC series LeCroy oscilloscope with firmware 8.6.0 or higher. (Firmware version of your oscilloscope can be verified by pushing **SCOPE STATUS** and then selecting **System** menu option.
2. Waveform is inverted — Make sure the arrow on the slider is in the direction of the current flow.
3. No signal — Make sure the slider is closed and locked.

RETURNING A DEFECTIVE PROBE

The procedure for returning a defective probe is as follows:

CP150 Current Probe

Contact your local LeCroy sales representative to find out where to return the product. All returned products should be identified by model number and serial number. Provide your name and contact number and if possible describe the defect or failure. In case of products returned to the factory, a Return Authorization Number (RAN) should be used. The RAN can be established by contacting your nearest LeCroy office, or the New York Customer Care Center.

Return shipment should be prepaid. LeCroy cannot accept COD or Collect Return shipments. We recommend air-freighting. It is important that the RAN be clearly shown on the outside of the shipping package for prompt redirection to the appropriate department.

1. Contact your local LeCroy sales or service representative to obtain a Return Authorization Number.
2. Remove all accessories from the probe. Do not include the manual.
3. Pack the probe in its case, surrounded by the original packing material (or equivalent) and box.
4. Label the case with a tag containing:
 - The RAN
 - Name and address of the owner
 - Probe model and serial number
 - Description of failure
5. Package the probe case in a cardboard shipping box with adequate padding to avoid damage in transit.
6. Mark the outside of the box with the shipping address given to you by the LeCroy representative; be sure to add the following:
 - ATTN: <RAN assigned by the LeCroy representative>
 - FRAGILE
7. Insure the item for the replacement cost of the probe.
8. Ship the package to the appropriate address.

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