

B2962A-01

S E R V I C E N O T E

Supersedes:
NONE

B2962A 6.5 Digit Low Noise Power Source, 2ch

Serial Numbers: MY52350121 / MY52350165

[Note 1: Not all instruments in this range are affected. Refer to page 3 of this Service Note.]

Factory Pre-shipment Adjustment/Calibration Issue

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR (CALIBRATION): 2.5 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP X SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: (July 31, 2014)	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 1H AUTHOR: HT	
ADDITIONAL INFORMATION:		

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Situation:

This Service Note addresses a manufacturing issue that was introduced to the B2962A “6.5 Digit Low Noise Power Source, 32 W, 210 V, 3 A, 2 ch”. The issue was that wrong values for the resistance standard were used for the factory pre-shipment adjustment and the calibration.

Due to this issue, we observed the out of specification at the 1 μ A and 100 nA current ranges and the calibration may fail in these ranges. The errors we observed are up to 0.4% of the range.

Re-adjustment in Agilent Service Center will fix this issue.

So, no parts are needed and no actions needed for the service parts inventory and there will be no used parts by the corrective actions specified by this Service Note.

Solution/Action:

Step 1: Determine whether or not the instrument is affected by this issue.

(NOTE: This can be checked by the customer prior to contacting Agilent.)

- (a) Check to see if the instrument serial number is included in the serial number list in the top page.
- (b) If the serial number is included in the list, then B2962A is at risk of failing and it must be returned to the Agilent Service Center to get re-adjustment and re-calibration.

Step 2: Perform Adjustment and Calibration.

(NOTE: This can only be done at the Agilent Service Center.)

- (a) Perform the adjustment and the calibration.

Affected Instruments in the Serial Number Range MY52350121 / MY52350165

The serial number range on the front page of this Service Note refers to instruments that were newly shipped, but only a subset of these were actually affected by this issue. The instruments listed below are confirmed to be affected:

MY52350121
MY52350122
MY52350125
MY52350126
MY52350127
MY52350128
MY52350129
MY52350130
MY52350131
MY52350132
MY52350133
MY52350134
MY52350135
MY52350137
MY52350139
MY52350140
MY52350143
MY52350144
MY52350145
MY52350146
MY52350147
MY52350148
MY52350149
MY52350150
MY52350151
MY52350152
MY52350154
MY52350155
MY52350156
MY52350157
MY52350159
MY52350165

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	June 18, 2013	HT	Initial release.