B2962A-01 <u>S E R V I C E N O T E</u>

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

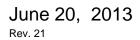
Parts Required:

NONE

ADMINISTRATIVE INFORMATION

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

© AGILENT TECHNOLOGIES, INC. 2013 PRINTED IN U.S.A.





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.

Page 3 of 3 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 |
|--------------------------------------------------------------------|
| MY52350125 MY52350126 |
| MY52350126 |
| |
| MY52350127 |
| |
| MY52350128 |
| MY52350129 |
| MY52350130 |
| MY52350131 |
| MY52350132 |
| MY52350133 |
| MY52350134 |
| MY52350135 |
| MY52350137 |
| MY52350139 |
| MY52350140 |
| MY52350143 |
| MY52350144 |
| MY52350145 |
| MY52350146 |
| MY52350147 |
| MY52350148 |
| MY52350149 |
| MY52350150 |
| MY52350151 |
| MY52350152 |
| MY52350154 |
| 10150050155 |
| MY52350155 |
| MY52350155 MY52350156 |
| |
| MY52350156 |

Revision History:

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