

DSO1102B-02A

Modification Recommended Service Note

Supersedes:
DSO1102B-02

DSO1102B - Oscilloscope, 2-channel, 100 MHz, 16k memory

Serial Numbers: See table below

The Problem – A small number of DSO1102B scopes exhibit a behavior in which the display will turn off 5-10 minutes after powering the scope on. This poses no danger to a user.

Parts Required: NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	1 Hour		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	X RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 Jan 2017		
	X Calibration Required	PRODUCT LINE:	1A		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	DB		

ADDITIONAL INFORMATION:

Situation:

Due to a manufacturing error in which the display power cable was not seated correctly some DOS1102B scope displays will turn off 10-15 minutes after power on. This poses no danger to a user.

Solution/Action:

- Check to see if the serial number is in the list below
- If yes, check to see if it has been previously repaired/exchanged
 - If yes, proceed to calibration as requested
 - If no, exchange it for the customer per normal warranty repair and refer to this service note

Note: *Scopes with these serial numbers which have been refurbished after 4-1-2016 will not exhibit this behavior and can be shipped to a customer. Please verify the refurb date which is found on the parts label. If you find an affected part that was refurbished prior to 4-1-2016, please return it to Penang for refurb.*

Affected Serial Numbers

CN55191862	CN55191941	CN55212188	CN55212228	CN55222305	CN55222339
CN55191863	CN55191942	CN55212192	CN55212229	CN55222306	CN55222340
CN55191864	CN55191944	CN55212194	CN55212230	CN55222307	CN55222341
CN55191865	CN55191945	CN55212195	CN55212231	CN55222308	CN55222343
CN55191867	CN55191946	CN55212196	CN55212232	CN55222309	CN55222344
CN55191868	CN55191947	CN55212197	CN55212233	CN55222310	CN55222345
CN55191869	CN55191948	CN55212198	CN55212235	CN55222311	CN55222346
CN55191870	CN55191949	CN55212199	CN55222282	CN55222314	CN55222367
CN55191872	CN55191950	CN55212200	CN55222283	CN55222315	CN55222368
CN55191873	CN55191951	CN55212201	CN55222284	CN55222316	CN55222369
CN55191874	CN55191952	CN55212203	CN55222285	CN55222317	CN55232371
CN55191875	CN55191953	CN55212204	CN55222286	CN55222318	CN55232372
CN55191876	CN55191954	CN55212206	CN55222287	CN55222319	CN55232373
CN55191877	CN55191955	CN55212207	CN55222288	CN55222320	CN55232374
CN55191878	CN55191956	CN55212208	CN55222289	CN55222321	CN55232375
CN55191879	CN55191957	CN55212211	CN55222290	CN55222322	CN55232376
CN55191880	CN55191961	CN55212213	CN55222291	CN55222323	CN55232377
CN55191881	CN55191969	CN55212214	CN55222292	CN55222324	CN55232378
CN55191882	CN55191972	CN55212215	CN55222293	CN55222325	CN55232379
CN55191883	CN55191974	CN55212216	CN55222294	CN55222326	CN55232380
CN55191884	CN55191980	CN55212217	CN55222295	CN55222327	CN55232381
CN55191885	CN55191982	CN55212218	CN55222296	CN55222329	CN55232382
CN55191914	CN55191983	CN55212219	CN55222297	CN55222330	CN55232383
CN55191934	CN55191984	CN55212220	CN55222298	CN55222331	CN55232384
CN55191935	CN55191985	CN55212221	CN55222299	CN55222332	CN55232386
CN55191936	CN55191986	CN55212222	CN55222300	CN55222333	CN55232388
CN55191937	CN55192027	CN55212223	CN55222301	CN55222334	CN55232389
CN55191938	CN55192028	CN55212224	CN55222302	CN55222335	CN55232390
CN55191939	CN55192029	CN55212225	CN55222303	CN55222336	CN55232391
CN55191940	CN55192030	CN55212227	CN55222304	CN55222338	CN55232392

CN55232394	CN55232428	CN55232489	CN55252625	CN55272843	CN55272905
CN55232395	CN55232429	CN55232490	CN55252626	CN55272845	CN55333080
CN55232396	CN55232430	CN55232491	CN55252627	CN55272846	CN55333081
CN55232397	CN55232431	CN55232492	CN55252628	CN55272847	CN55333087
CN55232398	CN55232432	CN55232493	CN55252629	CN55272848	CN55333089
CN55232400	CN55232433	CN55232528	CN55252630	CN55272849	CN55333093
CN55232401	CN55232434	CN55232530	CN55252631	CN55272850	CN55333095
CN55232402	CN55232435	CN55232531	CN55252632	CN55272856	CN55333098
CN55232403	CN55232436	CN55252576	CN55252633	CN55272864	CN55333103
CN55232404	CN55232437	CN55252577	CN55252635	CN55272866	CN55333106
CN55232405	CN55232438	CN55252589	CN55252636	CN55272876	CN55333107
CN55232406	CN55232439	CN55252592	CN55252637	CN55272885	CN55333108
CN55232408	CN55232440	CN55252593	CN55252638	CN55272886	CN55333109
CN55232410	CN55232441	CN55252601	CN55252639	CN55272888	CN55333111
CN55232411	CN55232443	CN55252604	CN55252640	CN55272889	CN55333112
CN55232412	CN55232444	CN55252606	CN55252641	CN55272890	CN55333113
CN55232413	CN55232445	CN55252607	CN55252642	CN55272891	CN55333115
CN55232414	CN55232446	CN55252608	CN55252643	CN55272892	CN55333116
CN55232415	CN55232447	CN55252610	CN55252644	CN55272893	CN55333118
CN55232416	CN55232448	CN55252611	CN55252645	CN55272894	CN55333119
CN55232418	CN55232449	CN55252612	CN55252646	CN55272895	CN55333120
CN55232419	CN55232479	CN55252614	CN55252647	CN55272896	CN55333124
CN55232420	CN55232480	CN55252615	CN55252649	CN55272897	CN55333125
CN55232421	CN55232481	CN55252617	CN55252651	CN55272898	CN55333126
CN55232422	CN55232482	CN55252618	CN55252652	CN55272899	CN55333127
CN55232423	CN55232483	CN55252620	CN55252653	CN55272900	CN55333129
CN55232424	CN55232484	CN55252621	CN55262728	CN55272901	CN55353181
CN55232425	CN55232486	CN55252622	CN55262733	CN55272902	CN55353185
CN55232426	CN55232487	CN55252623	CN55262738	CN55272903	
CN55232427	CN55232488	CN55252624	CN55272818	CN55272904	

Revision History:

Date	Service Note Revision	Author	Reason for Change
25 Jan 2016	01	David Bottorff	As Published
30 Mar 2016	02	David Bottorff	Added final note