

MODIFICATION RECOMMENDED

# DSO90604A-04

## S E R V I C E N O T E

Supersedes:  
None

### DSA/DSO 90000A Series Oscilloscopes

Serial Numbers: "ALL"

**Some customers have noticed a slight crackling or buzzing sound coming from the rear of the instrument. This typically is in Europe where they operate the instrument with 240Volt @ 50Hz input power characteristics.**

**Parts Required:**

| P/N         | Description              | Qty. |
|-------------|--------------------------|------|
| 54913-68704 | Power supply subassembly | 1    |

### ADMINISTRATIVE INFORMATION

|  |   |  |   |
|--|---|--|---|
| SERVICE NOTE CLASSIFICATION:   |   |  |   |
| <b>MODIFICATION RECOMMENDED</b>  |   |  |   |
| ACTION CATEGORY:   | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE<br><input type="checkbox"/> AGREEABLE TIME   | STANDARDS  | LABOR: 1.0 Hours  |
| LOCATION CATEGORY:   | <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT | USED PARTS: <input checked="" type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT |
| AVAILABILITY:  | PRODUCT'S SUPPORT LIFE  | NO CHARGE AVAILABLE UNTIL: (April 31,2011)   |   |
| AUTHOR:  | MR  | PRODUCT LINE: PL1A   |   |
| ADDITIONAL INFORMATION: Return Power Supply Agilent will receive credit. |   |  |   |

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**Situation:**

**Some customers have noticed a slight crackling or buzzing sound coming from the rear of the instrument. This typically is in Europe where they operate the instrument with 240Volt @ 50Hz input power characteristics.**

**Solution/Action:**

**Review the manufacturing serial number on the power supply and if it first digit begins with a T,U then the power supply needs to be replaced. If the serial number begins with a V and the second digit is a A,B or C then the power supply needs to be replaced.**

**If the power supplies serial number is “VDxxxxx”, than it is a power supply that has been modified and should not be exhibiting this issue.**