

MODIFICATION RECOMMENDED

DSO91304A-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:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <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.