

DSOV204A-02A

Modification Recommended Service Note

Supersedes:
DSOV204A-02

DSOV204A Infiniium Oscilloscope: 20GHz

Serial Numbers: MY00000000 / MY55170102

[The Problem – V-series scopes can shut down after the initial power on.

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	1.0 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> 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		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	DEC. 01 2019		
	X Calibration Required	PRODUCT LINE	PL1A		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	MRR		

ADDITIONAL INFORMATION: This action "RTF" should be taken on any failure of the listed serial numbers in effect.

Situation:

V-series scopes can shut down after the initial power on. Units that were originally manufactured had a component on the acquisition assembly loaded that should have not been loaded. The component is L305 and needs to be removed on both acquisition assemblies. V-Series units effected need to be Returned To the Factory for upgrade, please see serial numbers to determine if RTF process is required.

Solution/Action:

– V-series scopes that have serial numbers < MY55170103 if returned to local service centers for repair need to be transshipped to F03 for factory repair.

The factory will remove the L305 and test, calibrate unit to specifications return with Certificate of Calibration.

Revision History:

Date	Service Note Revision	Author	Reason for Change
27 June 2018	01	Mark Rowley	As Published