U1602A-03

S E R V I C E   N O T E

Supersedes:
NONE

U1602A Handheld Oscilloscope

Serial Numbers: KR5000000 - KR50329999

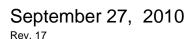**BNC cable cannot secure oscilloscope input channel**

Parts Required:

P/N	Description	Qty.
U1602-69002	Exchanged – Refurbished	1
U1602-66001	Exchanged – New	1
U1602-66004	Exchanged (USB) – New	1
U1602-69005	Exchanged (USB) – Refurbished	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.1 Hours	
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE X RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED X RETURN PARTS: [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 30 June 2013	
AUTHOR: TY		PRODUCT LINE: WC	
ADDITIONAL INFORMATION: Only applicable for serial number range above.			

September 27, 2010

Agilent Technologies

Situation:
If customer report about BNC connection cannot lock at Handheld Oscilloscope BNC connect. Please refer to picture below:

Solution/Action:

1. Verify customer unit with Agilent BNC cable or Agilent BNC connector (1250-0256)
2. If verification failed, please provide unit exchange with customer.
3. If verification passed, please inform customer the BNC connector is meeting spec and no action required from SSU.