

S E R V I C E N O T E

SUPERSEDES: None

All 104XXA model probes and all 104XXB model probes

Special Support for 104XXA Probes and Their Replaceable Parts.

Serial Numbers: Non-serialized product

To be performed By: GTLS

Situation:

The 104XXA family of probes and their replacement parts have been discontinued due narrow margin passing of IEC1010 for CAT-II government rating system. Agilent must deliver a cost sensitive process to help customers transition to 104XXB series probes in order to support customers that own 104XXA probes for the remainder of the five-year support life.

Solution / Action:

When a customer inquires about 4x4 replaceable part number for the "A" probe, or when a customer calls in needing to replace the entire probe, a 104XXB equivalent exchange probe with 104XX-69002 part number will be sent to customers at a special price. The customer must send in their ENTIRE, (not just replaceable parts) 104XXA probe in order to pay the special price or they will be charged full price of 104XX-60002 replacement part number. The 104XXA probe is not repairable nor can the customer order replaceable parts, such as probe tips.

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DATE: July 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
INFORMATION ONLY		
AUTHOR:	ENTITY:	ADDITIONAL INFORMATION:
MH	EPS-PGU	



Exchange Instructions for 4X4 replacement part inquiry:

1. Customer calls to order a 4x4 replaceable part for 104XXA probe, for example a probe tip.
2. Customer is told the situation: See description of situation above.
3. Customer is told that there is an equivalent "B" model probe that has the exact same characteristics of their current probe with some design improvements. The 104XX-69002 exchange probe is available at a special price if he/she will return the complete 104XXA probe to GTLS that they are inquiring about getting the replaceable parts for.
4. Service person looks up the equivalent 104XX-69002 probe in the tables provided.
5. The customer will receive only one 104XX-69002 per 104XXA probe they send in.
6. Customer is told that if they do not send in the 104XXA probe they currently have, they will be billed full price of the 104XX-60002 probe.
7. When the 104XXA probes are received from customer, it is to be scrapped.

Exchange Instructions for 5X5 probe replacement inquiry:

1. Customer calls to order a replacement probe for 104XXA probe.
2. Customer is told the situation: See description of situation above.
3. Customer is told that there is an equivalent "B" model probe that has the exact same characteristics of their current probe with some design improvements. The 104XX-69002 exchange probe is available at a special price if he/she will return the complete 104XXA probe.
4. Service person looks up the equivalent 104XX-69002 probe in the tables provided.
5. The customer will receive only one 104XX-69002 per 104XXA probe they send in.
6. Customer is told that if they do not send in the 104XXA probe they currently have, they will be billed full price of the 104XX-60002 probe.
7. When the 104XXA probe is received from the customer, it is to be scrapped.

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The Following Table contains the 104XXA Family probes, the replaceable parts and the 104XX-69002 "B" Family of probes that are offered in exchange for them:

Table A - The following table cross-references the 104XXA family of probes to the 104XX-69002 ("B" family of probes) that are offered in exchange for 104XXA version probes.

Obsolete 104XXA Model	Exchange 104XXB probe part for special price
10430A	10441-69002
10431A	10441-69002
10432A	10433-69002
10433A	10433-69002
10434A	10436-69002
10435A	10433-69002
10436A	10436-69002
10437A	10437-69002
10438A	10439-69002
10439A	10439-69002
10440A	10440-69002
10441A	10441-69002
10442A	10442-69002
10444A	10441-69002

Table B - The following table cross-references the obsolete replaceable parts for the 104XXA family of probes to the appropriate 104XX-69002 ("B" family of probes) that are offered in exchange for the ENTIRE 104XXA probe, not just the replaceable parts.

Obsolete Replaceable parts for 104XXA probes	Exchange 104XXB probe part number for special price (Customer returns complete 104XXA probe)
10430-60101	10441-69002
10431-60101	10441-69002
10432-60101	10433-69002
10433-60101	10433-69002
10434-60101	10436-69002
10435-60101	10433-69002
10436-60101	10436-69002
10437-60101	10437-69002
10438-60101	10439-69002
10439-60101	10439-69002
10440-60101	10440-69002
10441-60101	10441-69002
5061-6145	10441-69002
5061-6151	10433-69002
5061-6146	10433-69002
5061-6150	10436-69002

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5061-6147	10433-69002
5061-6152	10436-69002
5061-6149	10437-69002 or 10439-6002 *
5061-6148	10440-69002
5061-6153	10441-69002
5061-6139	10441-69002 or 10433-69002 or * 10436-69002 or 10439-69002
5061-6140	10433-69002 or 10436-69002 or * 10437-69002 or 10439-69002 or 10440-69002 or 10441-69002
5061-6142	10437-69002
5061-6160	Compatible with all probes, send 104XXB equivalent to what 104XXA the customer has. *
5061-6161	Compatible with all probes, send 104XXB equivalent to what 104XXA the customer has. *
5061-6162	Compatible with all probes, send 104XXB equivalent to what 104XXA the customer has *
5061-6163	Compatible with all probes, send 104XXB equivalent to what 104XXA the customer has *

*Must ask customer for the specific model number of their 104XXA Version probe. Use Table A to determine the appropriate 104XXB Version exchange probe.