

34972A-08

Modification Recommended Service Note

Supersedes:
NONE

34972A LXI Data Acquisition/ Data Logger Switch Unit

Serial Numbers: A table of serial numbers to which the modification applies is provided at the end of this service note.

The Problem – 1 V/ 100 kHz Frequency Gain Verification test point failed to meet the specification.

Parts Required:

P/N	Description	Qty.
34972-66232	Data Acquisition/Switch Unit 34972A Option Standard with SN prefix MY	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input checked="" type="checkbox"/> RETURN	USED	<input checked="" type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	28 Aug 2020		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	PLGM		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	SL		

ADDITIONAL INFORMATION:

Situation:

Due to test instrument instability at the time of production, selected 34972A units may fail the specifications at the following Frequency Gain Verification point:

Frequency Gain Verification: 1 V/ 100 kHz ±10 Hz

Solution/Action:

1. Ensure that your unit(s) corresponds to the below serial number.
2. To verify if your unit(s) are affected, refer to the procedures to perform Frequency Gain Verification Test in the 34970A/34972A Service Guide <https://literature.cdn.keysight.com/litweb/pdf/34972-90010.pdf>.
3. For users encountering failed verification point, please contact the nearest Keysight Technologies' Customer contact at www.keysight.com/find/contactus for a new unit replacement.

Applicable Serial Numbers:

MY57013849	MY57013948	MY57013975	MY57014015	MY57013930	MY57013961	MY57014008
MY57013912	MY57013950	MY57013977	MY57014016	MY57013932	MY57013964	MY57014009
MY57013927	MY57013958	MY57013978	MY57014017	MY57013942	MY57013970	MY57014011
MY57013928	MY57013962	MY57013979	MY57014019	MY57013943	MY57013974	MY57014018
MY57013933	MY57013963	MY57013990	MY57014022	MY57013945	MY57013976	MY57014024
MY57013935	MY57013967	MY57013995	MY57014023	MY57013947	MY57013985	MY57014028
MY57013939	MY57013968	MY57014002	MY57014027	MY57013949	MY57013986	MY57014029
MY57013940	MY57013969	MY57014004	MY57014036	MY57013951	MY57013988	MY57014032
MY57013941	MY57013971	MY57014006	MY57013906	MY57013955	MY57013993	MY57014035
MY57013944	MY57013973	MY57014014	MY57013911	MY57013960	MY57013999	MY57014037

Revision History:

Date	Service Note Revision	Author	Reason for Change
28 Aug 2019	01	SL	As Published