

86100D-09A

# Modification Recommended Service Note

Supersedes:  
86100D-09

## 86100D Infiniium DCA-X Wide-Bandwidth Oscilloscope Mainframe

Serial Numbers: See List Below

86100D DCA-X Mainframe power supply may be prone to early failure under certain conditions.

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	2.0 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input 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 checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 December 2021		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	8F		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	djs		

ADDITIONAL INFORMATION: This service note applies on power supply failure only.

**Serial Numbers:** MY52290160, MY53150241, MY53150295, MY53150490, MY53150644, MY53150682, MY53500257, MY54360140, MY54360407, MY55180307, MY55180308, MY55400466, MY55400497, MY55400504, MY55400505, MY55400514, MY55400515, MY55400517, MY55400518, MY55400526-MY55400538, MY55400549-MY55400551, MY55400557-MY55400561, MY55400563, MY55400564, MY55400575-MY55400578, MY55400580-MY55400590, MY55400593-MY55400608, MY55400621-MY55400654, MY55400657-MY55400659, MY55400670-MY55400680 MY55400696, MY55400698-MY55400700, MY55400703, MY55400704, MY55400706-MY55400730, MY55400732-MY55400748, MY55400750-MY55400752, MY56180101-MY56180107, MY56180128-MY56180144, MY56180169-MY56180171, MY56210101-MY56210112, MY56210114-MY56210128, MY56210139-MY56210186, MY56210195-MY56210213, MY56210216-MY56210224, MY56210228, MY56210229, MY56210245-MY56210264, MY56210275-MY56210288, MY56210293, MY56210295-MY56210298, MY56210304, MY56210435

**Affected Power Supply Serial Numbers:** KR42805151- KR42805518

**Parts Required:**

P/N	Description	Qty.
0950-5147	Power supply, switching AC/DC 600W	1

**Situation:**

86100D mainframes produced or repaired during the time frame of March–November 2016 may be subject to early power supply failures under certain conditions

Affected units may shut down intermittently for no apparent reason or completely fail to power on.

In addition to the known production mainframes with affected power supplies, there are a number of recently repaired mainframes that have had power supply failures unrelated to this issue but may have been repaired with an affected power supply. Upon failure these mainframes are eligible if the power supply falls within the affected power supply serial number range listed above.

**Solution/Action:**

**Upon Failure ONLY:** 86100D units with an affected power supply are eligible for a replacement power supply upon failure at no charge through 31 Dec 2021. If no trouble is found with the power supply it will be returned to the customer as is.

Service centers should check the failed power supply is within the Affected Power Supply Serial Number range to verify eligibility for the repair under this service note.

Failed power supplies should be returned to the Penang factory team.

Revision History:

Date	Service Note Revision	Author	Reason for Change
2 Dec 2016	01	Don Stanisich	As Published
5 Jan 2017	02	Don Stanisich	Added wording to clarify that the service note applies upon FAILURE ONLY