

B2912A-01

S E R V I C E N O T E

Supersedes:
NONE

B2912A Precision Source/Measure Unit, 2ch

Serial Numbers: MY51140102 / MY51140520

[Note 1: Not all instruments in this range are affected. Refer to page 3 of this Service Note.]

Factory Pre-shipment Adjustment/Calibration Issue

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR (CALIBRATION): 2.5 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP X SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: (July 31, 2014)	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 1H AUTHOR: HT	
ADDITIONAL INFORMATION:		

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Situation:

This Service Note addresses a manufacturing issue that was introduced to the B2912A “Precision Source/Measure Unit, 2 ch, 10 fA resolution, 210 V, 3 A DC/10.5 A pulse”. The issue was that wrong values for the resistance standard were used for the factory pre-shipment adjustment and the calibration.

Due to this issue, we observed the out of specification at the 1 μ A and 100 nA current ranges and the calibration may fail in these ranges. The errors we observed are up to 0.4% of the range.

Re-adjustment in Agilent Service Center will fix this issue.

So, no parts are needed and no actions needed for the service parts inventory and there will be no used parts by the corrective actions specified by this Service Note.

Solution/Action:

Step 1: Determine whether or not the instrument is affected by this issue.

(NOTE: This can be checked by the customer prior to contacting Agilent.)

- (a) Check to see if the instrument serial number is included in the serial number list in the top page.
- (b) If the serial number is included in the list, then B2912A is at risk of failing and it must be returned to the Agilent Service Center to get re-adjustment and re-calibration.

Step 2: Perform Adjustment and Calibration.

(NOTE: This can only be done at the Agilent Service Center.)

- (a) Perform the adjustment and the calibration.

Affected Instruments in the Serial Number Range MY51140102 / MY51140520

The serial number range on the front page of this Service Note refers to instruments that were newly shipped, but only a subset of these were actually affected by this issue. The instruments listed below are confirmed to be affected:

MY51140102	MY51140454	MY51140487
MY51140106	MY51140455	MY51140488
MY51140107	MY51140456	MY51140489
MY51140109	MY51140457	MY51140491
MY51140112	MY51140458	MY51140492
MY51140113	MY51140459	MY51140493
MY51140114	MY51140460	MY51140494
MY51140120	MY51140461	MY51140496
MY51140127	MY51140462	MY51140497
MY51140131	MY51140463	MY51140498
MY51140133	MY51140464	MY51140499
MY51140134	MY51140465	MY51140500
MY51140286	MY51140466	MY51140501
MY51140287	MY51140467	MY51140502
MY51140435	MY51140468	MY51140503
MY51140436	MY51140469	MY51140504
MY51140437	MY51140470	MY51140505
MY51140438	MY51140471	MY51140506
MY51140439	MY51140472	MY51140507
MY51140440	MY51140473	MY51140508
MY51140441	MY51140474	MY51140509
MY51140442	MY51140475	MY51140510
MY51140443	MY51140476	MY51140511
MY51140444	MY51140477	MY51140512
MY51140445	MY51140478	MY51140513
MY51140446	MY51140479	MY51140514
MY51140447	MY51140480	MY51140516
MY51140448	MY51140481	MY51140517
MY51140449	MY51140482	MY51140518
MY51140450	MY51140483	MY51140519
MY51140451	MY51140484	MY51140520
MY51140452	MY51140485	
MY51140453	MY51140486	

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	June 18, 2013	HT	Initial release.