

N1090A-02

Modification Recommended Service Note

Supersedes:
NONE

N1090A DCA-M Optical and Electrical Sampling Oscilloscope

Serial Numbers: MY58270153, MY58270160, MY58270227, MY58270265, MY58270272, MY58270286, MY58270308-MY58270310, MY58270317, MY63230101-MY63230103, MY63230105-MY63230128

Extinction Ratio (ER) calibration issue.

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

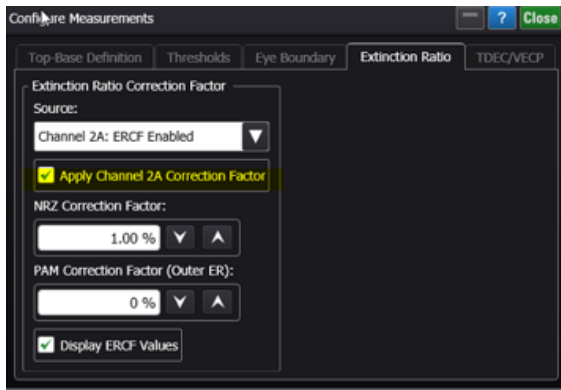
ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	XX AGREEABLE TIME	LABOR:	0.0 Hours
LOCATION	XX FACTORY/SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED	<input type="checkbox"/> RETURN
		PARTS:	<input type="checkbox"/> SCRAP
			<input type="checkbox"/> SEE TEXT
		NO CHARGE AVAILABLE UNTIL:	10/1/2024
	XX Calibration Required	PRODUCT LINE:	8F
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	NC

ADDITIONAL INFORMATION:

Situation:

A systematic error was discovered with ER calibration which resulted in the ER correction factor (ERCF) to report higher than expected values, impacting ER measurements of the listed serial numbers built or repaired between June 2023 and September 2023.

This only impacts units that have ERCF enabled, see screenshot below. The default behavior is for the ERCF to be off.



Solution/Action:

If ERCF is used, it is recommended to send the unit back to Keysight to have a new ER calibration done.

While no additional charges will be added for the re-calibration, the customer may be charged for repair of unrelated failures, per the standard process.

These units have a recommended annual calibration cycle. If the units are not sent in immediately, the ER calibration will be updated the next time that they are sent in for their annual calibration.

If the unit can't be immediately sent in, due to usage, then a possible work-around is to use a "transfer standard" as described in Application Note 5989-2602, link:

<https://www.keysight.com/us/en/assets/7018-01286/application-notes/5989-2602.pdf>

Revision History:

Date	Service Note Revision	Author	Reason for Change
28 SEPT 2023	01	NC	As Published