

N1094A-01

Modification Recommended Service Note

Supersedes:
NONE

N1094A DCA-M Sampling Oscilloscope (Dual Electrical Channel)

Serial Numbers: US00000000-US57229999

Replace the left front panel overlay that shows the new clock input level at 1.4 Vp-p Max.

Parts Required:

PN:	Description	Qty
N1092-80003	Overlay, N1094A, left side, Quartz Gray	1

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	PRODUCT'S SUPPORT LIFE
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PL8F
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	NC

ADDITIONAL INFORMATION:

If the customer has added any asset tags, or other customer information to the old left front panel overlay, it is recommended to send back the old overlay to the customer after it has been removed.

Situation:

In May 2018, the clock's input port maximum signal voltage changed from 2.0 Vp-p (old value) to 1.4 Vp-p (new value). This is very sensitive circuitry and this change provides additional margin to reduce risk of damage to the instrument.

New instruments shipping after this change has the new left front panel overlay with this updated information, see Figure 1 below.

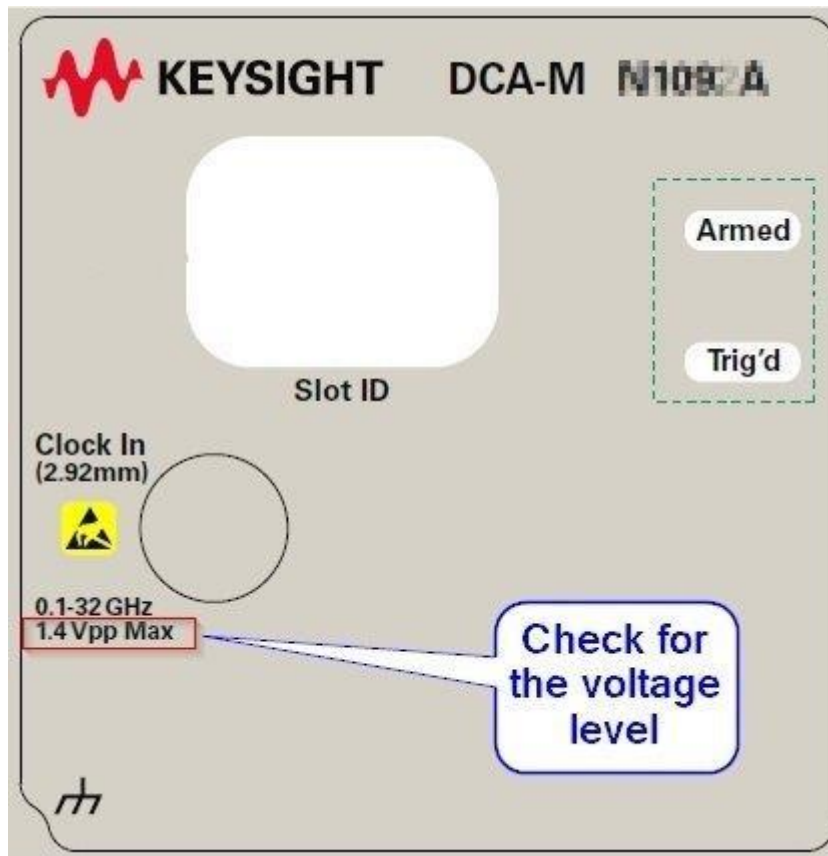


Figure 1 Updated overlay - should say 1.4 Vpp Max

For instruments with the old overlay, when they are shipped back to Keysight for calibration or repair, we recommend replacing the instrument's left front overlay if it shows 2 Vp-p maximum (old value). In addition, a customer letter should be sent along with the instrument to explain why we updated the instrument with the new overlay.

This modification is to be performed at no additional charge to the customer. The customer may be charged for other services provided, such as repair or calibration, per the usual process.

Solution/Action:

If the front left panel overlay shows 2 Vp-p (old value), remove the old overlay and replace it with the new overlay that shows 1.4 Vp-p (new value). If the customer has added any asset tags, or other customer information to the old left front panel overlay, it is recommended to send back the old overlay to the customer after it has been removed.

A customer letter describing this modification will also be sent with the unit after the overlay has been replaced. This document can be downloaded from the link shown below:

https://www.keysight.com/upload/cmc_upload/All/CustomerLetter_DCAM_ClockInputSpec.pdf

The customer shall not be charged for parts or labor associated with this modification.

Revision History:

Date	Service Note Revision	Author	Reason for Change
21 Feb 2019	01	NC	As Published