

Modification Recommended Service Note

Supersedes:
[NONE]

N2751A InfiniiMode Active Differential Probe, 3.5GHz

Serial Numbers: MY59364130 – MY59364274

The N2776A Browser tips fall off the probe head easily, on some of the serial numbers listed above.

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	X SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN	USED <input 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 type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	(November 1 2025)	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PL1A	
	X Calibration NOT Required	AUTHOR:	MR	

ADDITIONAL INFORMATION:

Customers return defective probes to local service center. The service centers will return the probe to OEM supplier to be reworked. Then OEM supplier will return probe (with new C of C) to local service center, and that service center will return probe and C of C to customer.

Situation:

On some of the N2751A probes in the serial number range above, the N2776A Browser Tip falls off the probe easily.

Solution/Action:

- 1) Check if the Browser Tip fits correctly or falls off easily.
 - a. Install the Browser Tip onto the probe.
 - b. If the Browser Tip fits correctly, it will look like this, and it will not fall off:



- c. If the Browser Tip does not fit correctly, it will look like this, and it will fall off easily:



- 2) Return probe only, no accessories, to local service center. That service center will send probe to factory for repair. The probe will be sent back to same service center with new Calibration Certificate and that service center will return to customer.

Revision History:

Date	Service Note Revision	Author	Reason for Change
02 Oct 2023	01	Mark Rowley	As Published