

N2831A-01

Modification Recommended Service Note

Supersedes:
NONE

N2831A 8 GHz InfiniiMax III+ Series Probe Amplifier

Serial Numbers: US00000000 / US57270000

[The Problem – Probes are showing an unstable offset. This can be evident when user wiggles the probes cable while observing the offset movement on the scope screen.

Parts Required:

| P/N | Description | Qty. |
|-------------|--|------|
| 0515-5534 | Screw-Set with Cup-Point HEX-Socket M3X0.5 3mm-LG SST 18-8 | 1 |
| N2831-94305 | Pod product label | 1 |

ADMINISTRATIVE INFORMATION

| | | | | |
|---------------|---|----------------------------|-----------------------------------|--------------------------------------|
| ACTION | <input type="checkbox"/> ON SPECIFIED FAILURE | STANDARDS | | |
| CATEGORY: | X AGREEABLE TIME | LABOR: | 1.5 Hours | |
| LOCATION | <input type="checkbox"/> CUSTOMER INSTALLABLE | 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: X SCRAP |
| | X SERVICE CENTER | | <input type="checkbox"/> SEE TEXT | <input type="checkbox"/> SEE TEXT |
| | <input type="checkbox"/> CHANNEL PARTNERS | | | |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | NO CHARGE AVAILABLE UNTIL: | August 31, 2018 | |
| | X Calibration Required | PRODUCT LINE: | PL1A | |
| | <input type="checkbox"/> Calibration NOT Required | AUTHOR: | MRR | |

ADDITIONAL INFORMATION: N283XA probes that are US57280000 or later have this modification done at the time of manufacturing.

Situation:

Some N2830A, N2831A, and N2832A probes can show an unstable offset on scope screen. This issue can be screened by wiggling the cable of the probe amplifier and observing the movement on screen.

Solution/Action:

Replace the current set screw under the product label to ensure cable ground connection to BNC ground.

Upgrade instructions:

The set screw is underneath the product number label. You must remove the label in order to get to the set screw. Using a wood stick, remove any adhesive residue.

Caution

Be careful NOT to scratch or chip the housing with tweezers.



If the set screw is not stainless, it looks like the following after the sticker has been removed:

- a. If the screw is stainless, then remove adhesive and replace the label.
- b. No need to re-calibrate.
- c. If screw is black remove screw using T6 Torx.



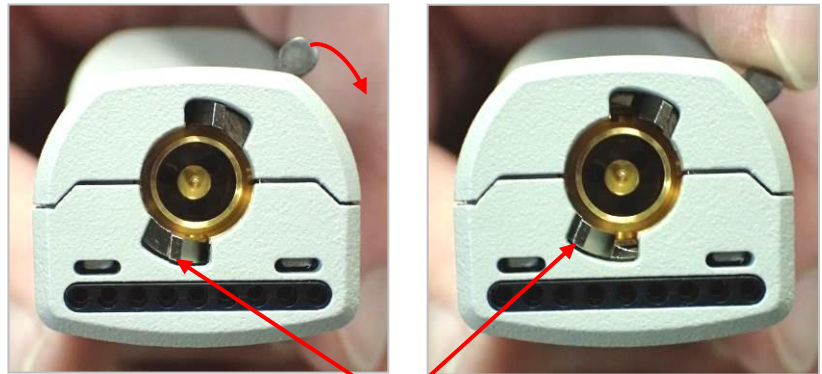
Below is what the new set screw should look like when inside the probe.



Install screw 0515-5534 Tighten T6 to 18 in oz.

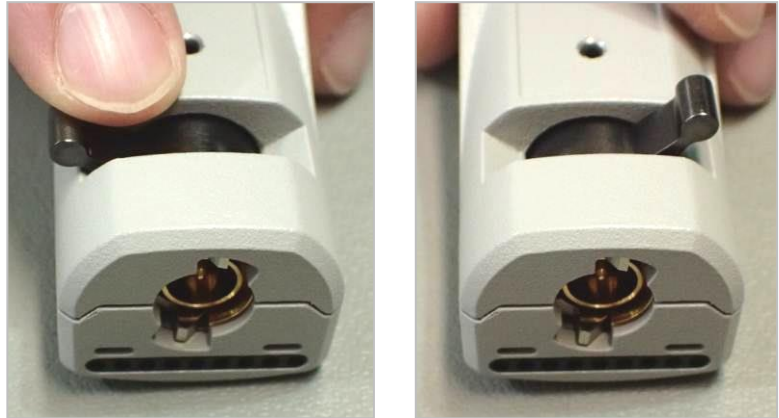


Test the BNC connector by rotating the wing latch **clockwise**, and verify the BNC tab rotates inside the pod housing.



BNC tab rotates with BNC latch rotation

Rotate the BNC wing latch all the way **counterclockwise**. Release the latch to verify the BNC tab rotates back to its original position.



Replace label

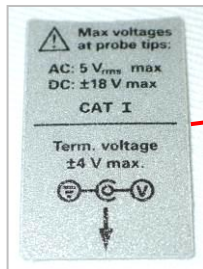
Use the table to determine which label to use:

| <i>Model No.</i> | <i>Part No.</i> | <i>Bandwidth</i> | <i>Label Part No.</i> |
|------------------|-----------------|------------------|-----------------------|
| N2830A | N2830A-FG | 4 GHz | N2830-94305 |
| N2831A | N2831A-FG | 8 GHz | N2831-94305 |
| N2832A | N2832A-FG | 13 GHz | N2832-94305 |

Locate the Pod Product Label (SD107). Verify the **model number** on the Pod product label matches the **model number** printed on the silver Pod SN label in the recessed area of the Pod lower housing.



Align and attach the Pod product label onto the Pod upper housing.



**Secondary
Pod label**



Pod upper housing with labels



**Pod product
label**

Recalibrate probe and issue new calibration certificate.

REPACKAGE THE COMPLETED ASSEMBLIES

***** END OF PROCEDURE *****

Revision History:

| Date | Service Note Revision | Author | Reason for Change |
|---------------|-----------------------|-------------|-------------------|
| 3 August 2017 | 01 | Mark Rowley | As Published |
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