

MODIFICATION RECOMMENDED

N4965A-01

S E R V I C E N O T E

Supersedes:
NONE

N4965A – Multi-Channel BERT 12.5 Gb/s

Serial Numbers: ALL

Keysight is continually tracking hardware modifications which can improve the reliability or performance of this instrument. As part of all N4965A calibrations and repairs, such modifications will be performed on the instrument, as appropriate, at no charge to the customer.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 0.0 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 <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: Always	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 24 AUTHOR: MM	
ADDITIONAL INFORMATION:		

Situation:

Keysight is continually tracking hardware modifications which can improve the reliability or performance of this instrument. Such modifications are classified as quality improvements and it is our desire that all customer units have these modifications made in order to improve the overall customer experience and minimize field failures.

Solution/Action:

As part of all N4965A calibrations and repairs, the instrument will be evaluated to determine if any of the quality improvement modifications have not yet been implemented. As part of the service, the instrument will receive any needed modifications.

These modifications will be performed at no cost to the customer.

Depending on the modifications performed, the service turn-around-time may be affected.

Revision History:

Service Note Revision	Date	Author	Reason For Change
01	11/18/14	MM	As published