

N9010B-01-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N9010B EXA Signal Analyzer

Serial Numbers:

Refer to Situation below for list of affected serial numbers

POSSIBLE DROP HAZARD

WARNING

HAZARD CLASS 1

Bail handle might break unexpectedly, causing analyzer to drop, injuring user and damaging analyzer.

Parts Required:

N9020-60354 Bail Handle Replacement Kit Qty 1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:		<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME		STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE			SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
	<input checked="" type="checkbox"/> ON-SITE (active On-site contract required)				
	<input checked="" type="checkbox"/> SERVICE CENTER				
	<input checked="" type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY: ALWAYS				NO CHARGE AVAILABLE UNTIL: EOS	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required				PRODUCT LINE: 12 AUTHOR: BDT	

ADDITIONAL INFORMATION:

Situation:

Early production bail handle assemblies could fail unexpectedly. If the analyzer is being carried by the bail handle at the time of failure, the analyzer could fall, injuring the user and damaging the analyzer. These bail handles are only used on analyzers with option PRC, Portable Configuration.

N9010B EXA signal analyzers with the following serial numbers shipped with early production bail handle assemblies:

MY55460107	MY55460135	MY55460281	MY55460300	MY55460312	MY55460500
MY55460511	MY55460512	MY55460578	MY55460599	MY55460616	MY55460645
MY55460653	MY55460658	MY55460708	MY55460719	MY55460756	MY55460772
MY55460779	MY55460790	MY55460803	MY55460805	MY55460824	MY55460826
MY55460829	MY55460862	MY55460870	MY55460883	MY55460884	MY55460893
MY55460897	MY56210286	MY56430304	MY56450280	MY56460103	MY56460204
MY56460220	MY56460327	MY56460329	MY56460356	MY57110139	MY57110169
MY57110190	MY57110191	MY57110215	MY57110230	MY57110251	MY57110285
MY57110287	MY57110367	MY57110376	MY57110399	MY57110424	MY57110425
MY57110442	MY57110448	MY57110494	MY57110497	MY57110501	MY57110503
MY57110509	MY57110510	MY57110513	MY57110525	MY57110526	MY57110527
MY57110528	MY57110529	MY57110535	MY57110537	MY57110543	MY57110550
MY57110553	MY57110554	MY57110556	SG55460501	SG55460716	US56460103
US57110103	US57110104	US57110105	US57110106	US57110107	US57110108
US57110109	US57110110	US57110111			

Solution/Action:

Replace the bail handle assembly with a known-good assembly. Figure 1 shows a close-up of the area around the hub of the bail handle assembly, near one of the buttons to rotate the handle. Look for the button that has “MADE IN USA” embossed near it. Note the circular feature in the bail handle. If there is no mark inside the circle, the bail handle assembly is an early production unit and must be replaced and destroyed to prevent it from being used again.



Figure 1. Circle with no markings. This handle should be replaced.

Figures 2 and 3 also show a close-up of the area around the hub of the bail handle assembly of later production units. Note the ink marking or an embossed ridge through the center of the circle.



Figure 2. Circle with inked marking. This handle is OK.

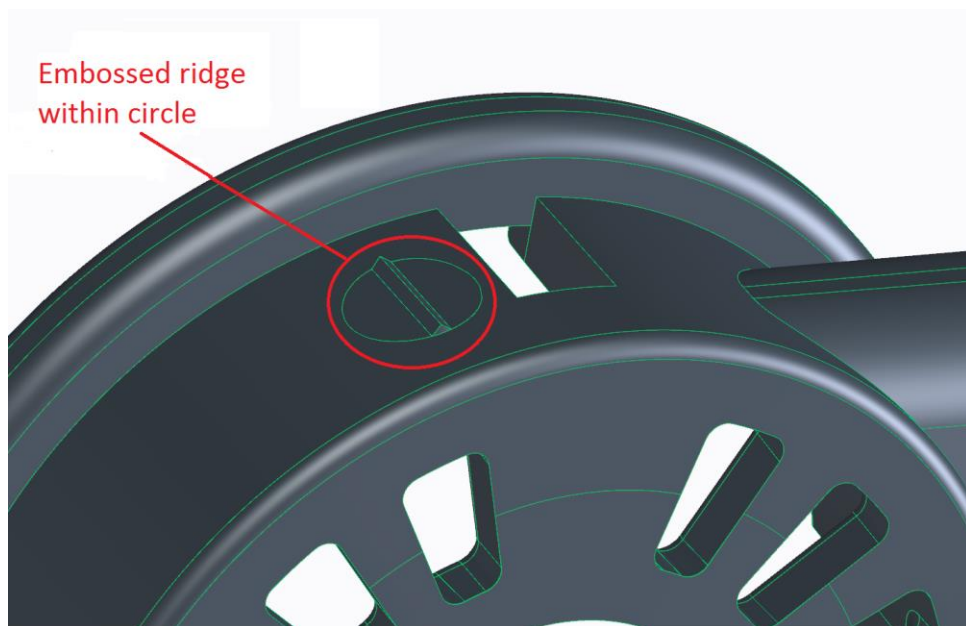


Figure 3. Circle with embossed ridge marking. This handle is OK.

Check near the button that has “MADE IN USA” embossed near it for either an ink or embossed ridge mark. If you see one of these marks, the bail handle assembly is OK and does not need to be replaced.

To replace the bail handle assembly, follow the instructions included in the Bail Handle Replacement Kit.

IMPORTANT

Any bail handle assembly replaced should be destroyed to prevent it from being used again. To destroy a handle, it is recommended that it be cut in half using a hacksaw, bandsaw, or similar tool.

Revision History:

Date	Service Note Revision	Author	Reason for Change
24 May 2018	01	Brian Torr	As Published