



FIELD SERVICE BULLETIN

2300 Orchard Parkway
San Jose, CA 95131-1017
Customer Assistance Center: 1-408-428-7907

FSB #: 098-50620-050

DATE: September 30, 2011

System: High-Performance Phase Noise and Allan Deviation Test Set

Product Identity: Test Set

CLEI Code: N/A

Product Code: TSC 5115A, TSC 5120A, TSC 5120A-01, TSC 5125A

Technical Support: Worldwide 1-408-428-7907 (1) (1) or USA toll free 1-888-367-7966 (1) (1)

Customer Relations: Worldwide 1-408-428-7907 (2) (1) or USA toll free 1-888-367-7966 (2) (1)

NOTE: Find a copy of this FSB in the Support section on the Symmetricom website:

<http://www.symmetricom.com/support/online-support/ttm-product-support/field-service-bulletins/>

Summary

This FSB is to alert customers who have purchased the High Performance Phase Noise and Allan Deviation Test Set of a potential failure associated with the front panel display touch screen. Effected units would have been purchased in the time frame of September 15th 2010 thru August 30th 2011. A serial number list of suspected units is included below.

152479	160139	160383	160637	161330	162568	163537	164418
152480	160140	160384	160954	161331	162569	163538	165121
157604	160141	160385	160955	161475	162810	163539	165122
158694	160142	160386	161112	161476	162811	163540	165485
158899	160143	160387	161122	161652	163437	163914	165584
158900	160288	160450	161123	161653	163438	163915	165585
158901	160334	160451	161124	162142	163439	164410	165586
158902	160335	160452	161275	162270	163440	164411	165608
159759	160336	160453	161276	162271	163441	164412	165609
160063	160337	160636	161277	162567	163536	164417	165758

Potential System Impact:

Failure of the front panel display, user interface. Display may appear white with black vertical lines or blue hue.

Recommended Actions:

Test sets with serial number(s) reflected within this field service bulletin should be returned to Symmetricom for replacement of the front panel display.

<http://www.symmetricom.com/support/warranty-repair/request-a-repair/>

Symmetricom Actions (Domestic Customers):

Test sets returned to Symmetricom shall have the Front Panel Display replaced with a new display.

Symmetricom Actions (International Customers):

Test sets returned to Symmetricom shall have the Front Panel Display replaced with a new display. For International customers who are unable to return the test set for repair, a field repair kit is available. Please contact Technical Support for specific information related to Field Repair Kits.

Note: Customer concerns associated with system performance after performing this Field Replacement are recommended to perform ATP00174 "Performance Verification Procedure". A copy of ATP00174 can be obtained by accessing the below link.

http://www.symmetricom.com/media/files/support/ttm/product-manual/atp00174_rev_D.pdf

Contact Information:

Symmetricom Inc
3750 Westwind Blvd Santa Rosa CA 95403

Toll Free Calls 888-367-7966 option 1, then option 2

Toll Calls 408-428-7907 option 1, then option 2