

MODIFICATION RECOMMENDED

# 8565EC-11-RECALL

## S E R V I C E N O T E

Supersedes: NONE

### 8565EC Spectrum Analyzer

Serial Numbers: 4123A00701

Calibrations performed on some Spectrum Analyzers by Agilent Technologies between January 01, 2010 and 02 February 2012 show a false pass in the test summary for the frequency response band 0 test.

**Parts Required:**

P/N	Description	Qty.
NONE		

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hour
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 16-Mar-2013	
AUTHOR:	MW	PRODUCT LINE: **	
ADDITIONAL INFORMATION: Gratis Support need to be chosen as the billing type, while creating the customer order.			

© AGILENT TECHNOLOGIES, INC. 2012  
PRINTED IN U.S.A.

March 14, 2012

Rev. 19



**Situation:**

The Quality issue is caused by a Test-Software defect which caused a False Pass judgment. Agilent corrected the Spectrum Analyzer Test Software and installed it on all Test Systems by February 2, 2012.

**Solution/Action:**

1. Agilent will send a customer letter to all affected customers.
2. Customer, please contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
3. Agilent WCSS Service & Support to calibrate affected products at Agilent's expense.
4. After re-calibration Agilent to send the instrument back to the customer.