

MODIFICATION RECOMMENDED

E4417A-18

S E R V I C E N O T E

Supersedes:
NONE

E4417A EPM-P Series Dual-Channel Power Meter

Serial Numbers: GB41050434, MY45100192, MY45100628, MY45100653, MY45101425
MY50000113

Calibrations performed on some Dual-Channel Power Meters by Agilent Technologies between February 6th, 2012 and February 6th, 2014 show a pass in the OUTPUT SWR; OUTPUT SWR(REAR PANEL) test, even if the SWR value is < 1.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 1.0 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 X 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: 7-February-2015	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: TJ AUTHOR: MW	
ADDITIONAL INFORMATION: Gratis Support need to be chosen as the billing type, while creating the customer order.		

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Situation:

The Quality issue is caused by a Test-Software defect which caused a False Pass judgment. Agilent corrected the Power Meter Test Software and installed it on all Test Systems by February 14th, 2014.

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.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	14 th Feb 2014	MW	As published