E4418B-23 S E Ν Ε R V С Ε Ο

Supersedes: NONE

E4418B EPM-441A Single/Dual Channel Power Meter

Serial Numbers: GB43313447, GB43315921, MY40511940, MY45104128, MY45104472 MY45107919, MY45108212, MY50000935

Calibrations performed on some Single/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.

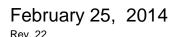
Parts Required: NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:				
MODIFICATION RECOMMENDED				
ACTION [[]] ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours			
LOCATION [[]] CUSTOMER INSTALLABLE CATEGORY: [[]] ON-SITE (active On-site contract required) X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE X RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT		
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 7-February-2015			
X Calibration Required [[]] 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