

E8257DS12-01

S E R V I C E N O T E

Supersedes:
None

E8257DS12 OML Inc. model number S12MS-AG

Serial Numbers: All

The warranty database shows a 90 day warranty not a 1 year warranty

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: INFORMATION ONLY	
AUTHOR: DMc	PRODUCT LINE: 15
ADDITIONAL INFORMATION:	

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Situation:

E8257DS12 has a 1 year return-to-factory warranty. Because of incorrect coding the warranty database may show a 90 day not a 1 year warranty.

Solution/Action:

If the millimeter module fails within 1 year of the ship date it is covered under warranty (except for customer abuse) even if the warranty database shows 90 days. For repair authorization send an email to SUPPORT,SOURCES (A-Sonoma,exgen1) requesting the database be updated for the model/serial number listed. The shipment date will be reviewed and if it falls within the 1 year warranty period authorization will be granted. Warranty for the E8257DSxx products is limited to 1 year from original ship date and can NOT be extended beyond 1 year.

Send the email to: SUPPORT,SOURCES (A-Sonoma,exgen1)

In the email include:

Add the following to the text: Requesting repair authorization per service note (service note number) for:

Model number:

Agilent serial number: