

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E9327A-01

S E R V I C E N O T E

Supersedes:
None

E9327A 50MHz-18GHz Peak and Average Sensor

Serial Numbers:

Only the following serial numbers are affected by this recall:

US40440104	US40440255	US40440300	US40440318
US40440108	US40440265	US40440301	US40440323
US40440110	US40440270	US40440304	
US40440119	US40440272	US40440305	
US40440120	US40440273	US40440306	
US40440128	US40440283	US40440307	
US40440144	US40440285	US40440308	
US40440161	US40440291	US40440309	
US40440162	US40440292	US40440310	
US40440173	US40440293	US40440311	
US40440177	US40440295	US40440312	
US40440200	US40440296	US40440314	
US40440232	US40440297	US40440315	

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☒ IMMEDIATELY ☐ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 2.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☒ FACTORY ☐ SERVICE CENTER	SERVICE INVENTORY: ☒ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY: 1 year from publish date		AGILENT RESPONSIBLE UNTIL: November 6, 2002	
AUTHOR: Tom Clemons		PRODUCT LINE: PLPN	
ADDITIONAL INFORMATION:			

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November 12, 2001

Product recall : Increased cal factor uncertainty at high frequency and high power levels**To Be Performed By: Agilent-Qualified Personnel (at 5320 only)****Parts Required:**

P/N	Description	Qty.
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None		
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Situation:

Agilent Technologies has determined that a portion of E9327A Peak and Average Power Sensors shipped between November 2000 and June 2001 have been incorrectly calibrated at high power (greater than 0dBm) and high frequency (greater than 6GHz).

Not all sensors produced within the above dates are affected. If the customer's sensor does not appear on the above list of serial numbers, it does not require re-calibration and is not affected by this recall.

This error has resulted in higher Calibration Factor Uncertainty values than recorded on the Calibration Report provided with the power sensor. Our data indicates your customer's sensor exceeds the Cal Factor Uncertainty specifications above 6GHz and at power levels above 0dBm. This is not a safety concern. It is important to note that this only affects the uncertainty of the parameters, not the absolute value.

Solution/Action:

Your customer has been asked to contact their regional Instrument Support Center to make arrangements to return affected E9327A Power Sensor(s) for re-calibration at the factory as part of a product recall described by Service Note E9327A-01. Contact information and instructions provided to the customer are included below. Please note that an RMA number must be assigned and the sensor must be returned to the factory at Rohnert Park, CA., through the Factory Repair Coordinator there.

Contact Information:

Within the USA:

Please call 1-800-403-0801

The Instrument Support Center will issue an "RMA" number and help to arrange for the shipment of affected sensors back to the factory. The sensors will be shipped directly between the factory and customer with the assistance of the ISC.

Outside of the USA:

Please contact the appropriate Agilent Equipment Service (Repair & Calibration) office for your country at the following address:

<http://www.tm.agilent.com/classes/MasterServlet?view=howtobuy&language=eng&locale=us>

An "RMA" number will be issued and shipment to and from the factory will be handled by this organization.

A re-calibration will be performed on your customer's E9327A Power Sensor(s), free of charge. This service will be performed promptly, and the sensor will be returned as quickly as possible. A re-calibration of the power sensor at the factory is the only method of correcting the problem. There is no specific "work around" other than determining whether the increased uncertainty above 6GHz and 0dBm is a problem.

Once re-calibrated, the sensor will meet all published specifications. If the power sensor has been repaired and re-calibrated at the factory since manufacture, no additional calibration is necessary. The recommended one-year calibration cycle should be restarted to the date of the re-calibration.

