# N1911A-06 <u>S E R V I C E N O T E</u>

Supersedes: NONE

## N1911A - P-series Single Channel Power Meter

Serial Numbers: "MY52310001-MY53090037 and SG50000483-SG53080001"

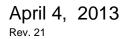
Procedure to resolve flickering display for N1911A-Standard Option

Parts Required:<br/>P/NDescriptionQty.N1911-61801N1911A Main Board Assembly 1

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION [X] ON SPECIFIC FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 1 hours	
LOCATION [[]] CUSTOMER INSTALLABLE CATEGORY:[[]] ON-SITE (active On-site contract required) [X] SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [X] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 <sup>st</sup> April 2014	
[X] Calibration Required [[]] Calibration NOT Required	PRODUCT LINE: WC AUTHOR: CMK	
ADDITIONAL INFORMATION:		

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### Situation:

Customer's unit with the above serial number might exhibit display flickering issue due to overstrained display cable that may cause the cable connector to be loosened from board. This issue will not affect the instrument measurement performance but might only lead to flickering display. Only a small percentage of units from the serial number stated above that might be affected.

#### Solution/Action:

Customer with the above serial number that exhibits this flickering issue may send the unit to Agilent Service Centre for board replacement. The replaced board consists of an enhanced strain relief cable connector. The difference between the old cable and the new cable are shown below:-

