# **MODIFICATION RECOMMENDED**

N1911A-07

Supersedes: NONE

## N1911A P-Series Power meter

RVI

Serial Numbers: MY45102049

For the linearity test, the Logic for the Results column uses linear units for the measurement uncertainty, while the measurement is in percent. This can result in false passes.

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Parts Required: NONE

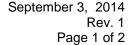
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### ADMINISTRATIVE INFORMATION

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: September 1st 2015			
XCalibration Required [[]] Calibration NOT Required	PRODUCT LINE: TJ AUTHOR: MW			
ADDITIONAL INFORMATION: Gratis Support need to be chosen as the billing type, while cre	eating the customer order.			







Page 2 of 2 N1911A-07

#### Situation:

This Quality issue is caused by an error in the test software for the P-Series power meter. Keysight corrected the ESG-C Signal Generator Test SW and installed it on all Test Systems by July 4<sup>th</sup> 2014.

#### Solution/Action:

- 1. Keysight will send a customer notification letter to all affected customers.
- 2. Customer, please contact nearest Keysight Customer Care Center and send instrument to Keysight for free calibration.
- 3. Keysight WCSS Service & Support to calibrate affected products at Keysight's expense.
- 4. After re-calibration Keysight to send the instrument back to the customer.

### **Revision History:**

Service Note Revision	Date	Author	Reason For Change
01	3 September 2014	MW	As published