

MODIFICATION RECOMMENDED

N1912A-07

S E R V I C E N O T E

Supersedes:
NONE

N1912A P-Series Power meter

Serial Numbers: MY45101760, MY45101987, MY45109627

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.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE X RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: September 1 st 2015	
XCalibration Required <input type="checkbox"/> 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.		

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 4th 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