

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

N4000A-02

S E R V I C E N O T E

Supersedes:
NONE

Agilent N4000A SNS Series Noise Source

Serial Numbers: US41120342 / US41120343
US41120350 / US41120404

Temporary Outer Shell Colour Variation

Parts Required:

P/N	Description	Qty.
E9321-40001	Plastic Shell	2

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR: FC PRODUCT LINE: PN

ADDITIONAL INFORMATION:

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Agilent Technologies

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Situation:

Several products within the Power & Noise product range share a common outer shell (Agilent p/n E9321-40001) that is typically produced in a textured gray plastic. For a period of time, our purchased part supplier was unable to furnish moulded parts that met Agilent's standard colour specification. To avoid shipping delays, Agilent decided, for a period of time, to purchase outer shells that varied from the standard colour. An example of one of the affected products is shown in the image below:



Affected units were also shipped with an accompanying letter, explaining why they had non-standard shells, and detailing what to do in the event of dissatisfaction.

Solution/Action:

The following text is taken from the letter that accompanied all affected units:

“Should this temporary colour variation cause you concern or dissatisfaction, please do not hesitate to contact the factory or the service center nearest you to arrange replacement of the outer shells.”

Therefore, if any of the units listed above are received at the service center or factory on these grounds, then the outer shells must be replaced at Agilent’s expense.