N5241A-RECALL-01 <u>S E R V I C E N O T E</u>

Supersedes: NONE

N5241A – Performance Network Analyzer (PNA)

Serial Numbers: MY49411155

Calibrations performed on some 4-Port Performance Network Analyzers by Agilent Technologies between April 01, 2010 and April 07, 2011 show a false pass in the test summary for the calibration coefficients test.

Parts Required: P/N Description

Qty.

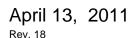
NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE [X] AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE [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: 01-April-2012	
AUTHOR: MW		PRODUCT LINE: **	
ADDITIONAL INFORMATION: Gratis Support need to be chosen as the billing type, while creating the customer order			

Gratis Support need to be chosen as the billing type, while creating the customer order.

© AGILENT TECHNOLOGIES, INC. 2011 PRINTED IN U.S.A.





Page 2 of 2

Situation:

The Quality issue is caused by a Test-Software defect which overrides the ports 1&2 test result with the test result of ports 3&4 in cases where test points of port 1&2 are either failed or indeterminate. Agilent corrected the PNA Calibration Test Software and installed it on all Test Systems by April 4, 2011.

Solution/Action:

- 1. Customer, please contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
- 2. Agilent WCSS Service & Support to calibrate affected products at Agilent's expense.
- 3. After re-calibration Agilent to send the instrument back to the customer.