

# N5242A-02

## S E R V I C E N O T E

Supersedes:  
none

Model Number: N5242A  
Model Name: PNA-X Network Analyzer

Serial Numbers: MY47420368 / 9999Z99999

**Front Panel Touch Screen Handling Procedure to prevent touch screen from damage.**

**Parts Required:**

This service note is intended to highlight safe handling procedures for the PNA-X touch screen. No parts are required.

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: <b>INFORMATION ONLY</b>	
AUTHOR: [initials] PY	PRODUCT LINE: WN
ADDITIONAL INFORMATION:	

© AGILENT TECHNOLOGIES, INC. 2008  
PRINTED IN U.S.A.

April 21, 2008  
Rev. 14



**Situation:**

Front panel touch screen can fail to operate. Failure analysis found cables which broke due to excessive handling.

**Solution/Action:**

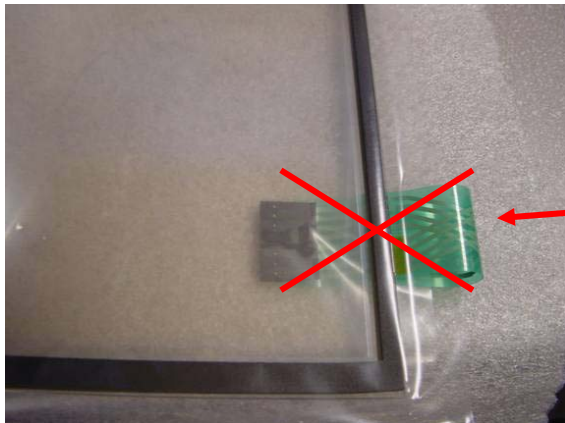
Careful handling the touch screen is required to prevent it from malfunctioning. Please refer to the touch screen handling procedure below.

**Front Panel Touch Screen Assembly & Handling Procedure:  
The Do's and Don'ts**



**DON'T FOLD**

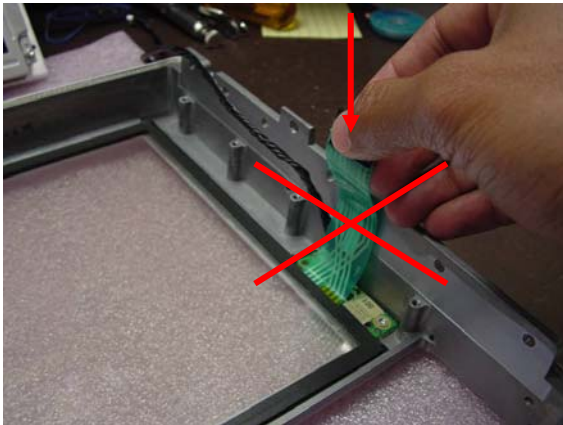
Never lay down the touch screen with the cable folded under. This will create a crease in the cable and fracture the conductors within the cable.



**DON'T FOLD**

Never lay down the touch screen with the cable folded under. This will create a crease in the cable and fracture the conductors within the cable.

**DON'T PULL**



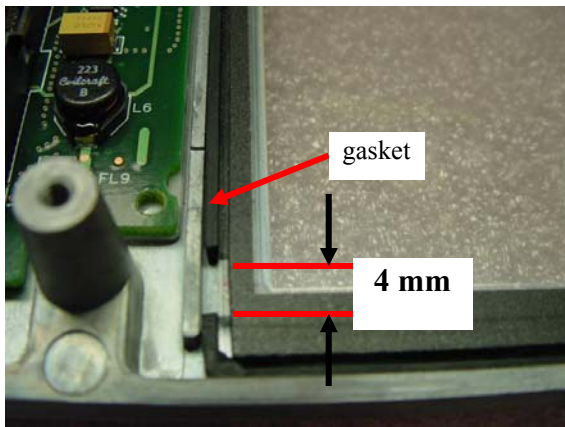
Must never handle or pull the touch screen up from the Front Frame by using the cable. The cable is very fragile and can cause the traces to fracture.



**DO**



Always lift up the frame and push the touch screen from the bottom in order to remove it from the front frame.



**DO**



Verify that the gasket has a 4mm gap as shown.