

N9917A-07

Modification Recommended Service Note

Supersedes:
NONE

N9917A FieldFox Handheld Microwave Analyzer, 18 GHz

Serial Numbers: MY58312611.

The Problem – The battery may go into Sleep mode after a short period of inactivity. Refer to www.keysight.com and the **Contact Keysight** link.

Parts Required:

P/N	Description	Qty.
1420-0937	Battery-Rechargeable Li-Ion 10.8V 6400mAh	1pc

ADMINISTRATIVE INFORMATION

ACTION		STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR: 0.5 Hours	
LOCATION		SERVICE:	
CATEGORY:	X SERVICE CENTER	INVENTORY:	X SCRAP
		USED	PARTS: X SCRAP
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 30-June-2022	
X Calibration NOT Required		PRODUCT LINE: PLWN	
		AUTHOR: JY	

ADDITIONAL INFORMATION:
Affects: N9913/4/5/7A, N9923A and N9936A

Situation:

The battery may go into Sleep mode after a short period of inactivity. Battery replacement needed.

Solution/Action:

1. Open the battery door and remove the battery from Fieldfox unit.



2. Check the serial number of the battery. Refer to the serial number list below.

3. If the battery serial number match the list of serial number below. Please order a new replacement battery (P/N: 1420-0937) from stock. Properly scrap the used battery.

If the battery serial number not in the list below. No replacement needed.

If the Fieldfox unit doesn't come with a battery. No replacement needed.



If you have any questions about this process, please contact:
 Christopher Rich christopher_rich@keysight.com
 Jerry Yeoh ewe-keng_yeoh@keysight.com

Table 1 Serial Numbers

Model	Serial Number	Battery Serial Number
N9917A	MY58312611	C0001370

Table 2 Parts Required

Description	Qty	Part Number
Battery-Rechargeable Li-Ion 10.8V 6400mAh	1	1420-0937

Revision History:

Date	Service Note Revision	Author	Reason for Change
01 Jun 2020	01	Yeoh Ewe-Keng (Jerry)	As Published