

MODIFICATION RECOMMENDED

E4428C-13

S E R V I C E N O T E

Supersedes:
NONE

E4428C ESG-C Signal Generator

| | | | |
|------------------------|------------|------------|------------|
| Serial Numbers: | MY45080019 | MY45280430 | MY45280789 |
| | MY45280275 | MY45280582 | MY49070124 |
| | MY45280284 | MY45280761 | MY49070444 |
| | MY45280354 | | |

For the DC FM Carrier Offset test, when the 10 MHz reference is not connected between the ESG-C and the Frequency Counter, all measurement results will be zero.

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 Hour | |
| 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: May 13 th 2015 | |
| X Calibration 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. | | |

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Situation:

This Quality issue is caused by test equipment connection issue in combination with a gap in the Test-Software to detect this specific error condition.

Agilent corrected the ESG-C Signal Generator Test SW and installed it on all Test Systems by May 16th 2014.

Solution/Action:

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

Revision History:

| Revision Number | Date | Author | Reason For Change |
|-----------------|---------------------------|--------|-------------------|
| 1.0 | 15 th May 2014 | MW | As published |
| | | | |