

MODIFICATION AVAILABLE – PERFORMANCE ENHANCEMENT
CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY
ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

E4438C-13A

S E R V I C E N O T E

Supersedes:
E4438C-13

E4438C

Serial Numbers: [0000A00000 / 9999Z99999]

Customers with E4438C's with failing output assemblies, E4400-60505, 60514 or 60659 are eligible to have their product repaired at Agilent's expense until 1NOV2007.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
E4400-69659	Output assembly	1
OR:		
E4400-60659	Output assembly	1
Optional, see Solutions/Actions		
E4400-60253	Hard disk Drive	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	On specific failure	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: 1NOV2007
AUTHOR: HLU PRODUCT LINE: 15		
ADDITIONAL INFORMATION:		

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Situation:

Customers with E4438C's with failing output assemblies, E4400-60505, 60514 or 60659 are eligible to have their product repaired and updated with a new hard disk drive, if installed, as described in "Solution/Action" section of this Service Note at Agilent's expense until 1NOV2007.

Solution/Action:

Replace failed Output assembly with an exchange assembly E4400-69659 or replacement assembly E4400-60659. If the E4438C has a hard disk drive assembly E4400-60253 installed that has not been replaced since 1JAN2006 then replace the hard disk drive also.