E8364BH85-03

S E R V I C E   N O T E

E8364BH85 PNA Microwave Network Analyzer

Serial Numbers: 0000A00000/9999Z99999

A connector of the ribbon cable (Agilent part number 8120-8409) that joins the front panel display to the front panel interface board can loosen, causing a display failure, unless a new bracket is installed. Because the failure rate has been very low, it is recommended that the bracket be installed only when there is an additional reason to remove the PNA front panel.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
E8364-00020	Bracket	1
0515-0372	Screws	2

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
MODIFICATION AVAILABLE

ACTION CATEGORY:: AGREEABLE TIME	PERFORMANCE ENHANCEMENT X SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY: CUSTOMER INSTALLABLE ON-SITE X SERVICE CENTER	AVAILABILITY: Product's support life.
AUTHOR: MF	PRODUCT LINE: WN
ADDITIONAL INFORMATION: This Service Note applies to the following PNA models: E8356/7/8A, N3381/2/3A, E8801/2/3A, E8361/2/3/4A, E8362/3/4B, E8362/3/4BH85, and N5230A.	

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Situation:

A connector of the ribbon cable (Agilent part number 8120-8409) that joins the front panel display to the front panel interface board can loosen, causing a display failure, unless a new bracket is installed. Because the failure rate has been very low, it is recommended that the bracket be installed only when there is an additional reason to remove the PNA front panel.
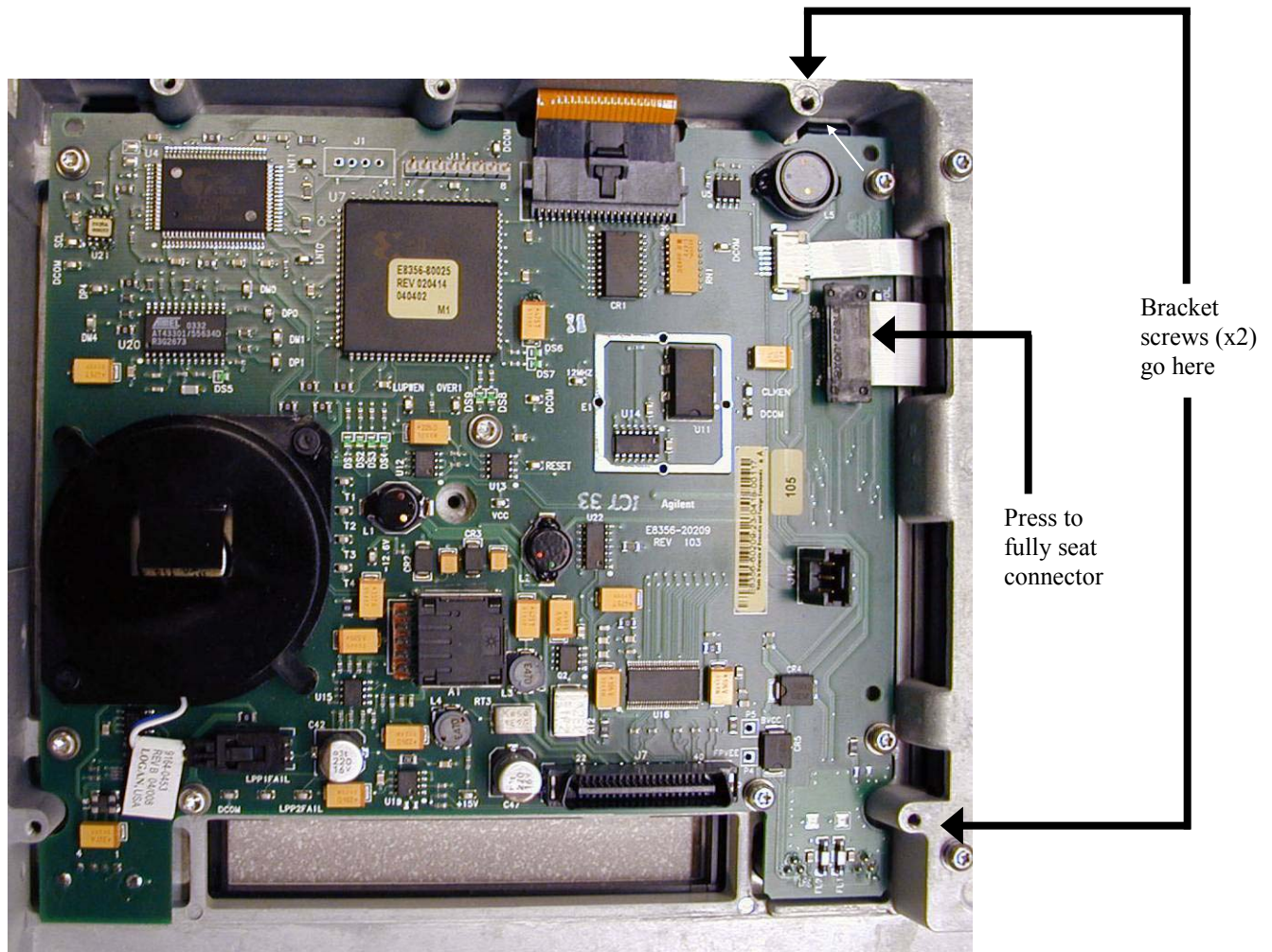
Solution/Action:

Refer to the PNA Service Guide for instructions on removing the PNA front panel. To view this Service Guide information online, use the following steps:

1. Go to http://www.agilent.com.

2. Enter your PNA model number (Ex: E8356A) in the **Search** box and click **GO**.

3. Scroll down to the heading **Manuals & Guides** and click on the title/hyperlink for the Service Guide. If you don't find your Service Guide listed on the Web page that is displayed initially, click on the **More** hyperlink.

4. When the PDF of the Service Guide is displayed, look at the bookmarks in the left column. Expand the Contents section by clicking on the plus sign next to its bookmark.

5. Scroll through the Contents section bookmarks to locate "Repair & Replacement Procedures."

6. Click on the title/hyperlink for the section "Removing & Replacing the Front Panel Assembly."

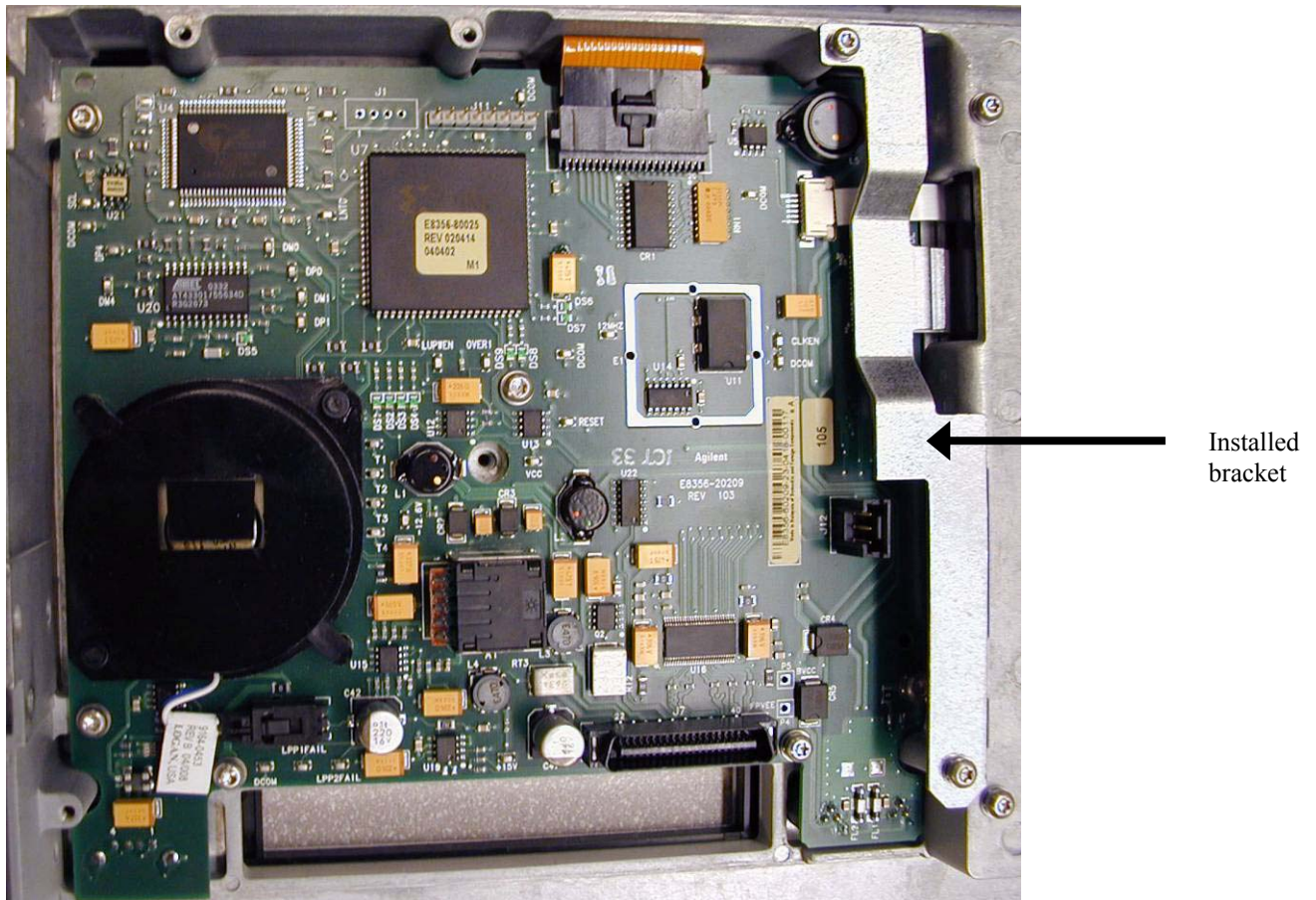7. Follow the instructions in the subsection "Removal Procedure."

NOTE: It is NOT necessary to remove the A3 Front Panel Interface Board Assembly to install the bracket.

Use the following procedure to install the bracket on the A3 Front Panel Interface Board Assy.

1. Refer to Figure 1 in this document:

   - Press down firmly on the ribbon cable's black connector.

   - Locate the two tapped holes for the bracket screws.

2. As shown in Figure 2 in this document, position the bracket so that its holes line-up with the two holes you located in the previous step.

3. Hand-start the two screws, and then torque both to 9 in-lbs.

4. Reinstall the PNA Front Panel by following the Service Guide instructions in the "Replacement Procedure." This is located on the same page as the "Removal Procedure" used previously in step 7.

Figure 1: A3 Front Panel Interface Board Assy without the Bracket

Installed bracket

Figure 2: A3 Front Panel Interface Board Assy with the Bracket Installed