N1911A-06

S E R V I C E   N O T E

Supersedes:
NONE

N1911A - P-series Single Channel Power Meter

Serial Numbers: "MY52310001-MY53090037 and SG50000483-SG53080001"

Procedure to resolve flickering display for N1911A-Standard Option

Parts Required:

P/N	Description	Qty.
N1911-61801	N1911A Main Board Assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION [X] ON SPECIFIC FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 1 hours		

LOCATION   [[]] CUSTOMER INSTALLABLE
CATEGORY: [[]] ON-SITE **(active On-site contract required)**
                [X] SERVICE CENTER
                [[]] CHANNEL PARTNER
	SERVICE [[]] RETURN
	INVENTORY: [[]] SCRAP
	                [[]] SEE TEXT
		USED [X] RETURN
		PARTS: [[]] SCRAP
		                [[]] SEE TEXT	

AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1st April 2014		
[X] Calibration Required [[]] Calibration NOT Required	PRODUCT LINE: WC AUTHOR: CMK		
ADDITIONAL INFORMATION:			

April 4, 2013

Agilent Technologies

Situation:
Customer's unit with the above serial number might exhibit display flickering issue due to overstrained display cable that may cause the cable connector to be loosened from board. This issue will not affect the instrument measurement performance but might only lead to flickering display. Only a small percentage of units from the serial number stated above that might be affected.

Solution/Action:
Customer with the above serial number that exhibits this flickering issue may send the unit to Agilent Service Centre for board replacement. The replaced board consists of an enhanced strain relief cable connector. The difference between the old cable and the new cable are shown below:-