N1914A-03A

S E R V I C E   N O T E

N1914A EPM Series Dual-Channel Power Meter

Serial Numbers: MY50000179, MY50000191 & MY50000264

Lack of Front Sensor Input for N1914A–Option 108

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE [X] AGREEABLE TIME	STANDARDS LABOR: 2 Hours	

LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE
	[[]] ON-SITE
	[X] SERVICE CENTER – RTF
	[[]] CHANNEL PARTNER
		SERVICE [[]] RETURN
		INVENTORY: [[]] SCRAP
		           [X] SEE TEXT
			USED [[]] RETURN
			PARTS: [[]] SCRAP
			         [X] SEE TEXT

AVAILABILITY: Product Support Life		NO CHARGE AVAILABLE UNTIL: 31st December 2011	
AUTHOR: LCW		PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

July 21, 2011

Rev. 18

Agilent Technologies

Situation/ Root Cause:

1. The N1914A option 108 should come with front and rear sensor inputs as stated in the product's User Guide.
2. However, the documented serial numbers only had the rear sensor input.
3. This service note is to notify the availability of the modification to install the missing front sensor input.
4. Meanwhile, all the new units of N1914A option 108 will come with sensor inputs in front and rear panel, front panel reference calibrator connector and 2 rear USB ports.

Solution/Action:

1. Customer can contact Agilent's Customer Contact Center (CCC) for returning the unit to Agilent's Service Center for a factory rework.
2. CCC will arrange with Agilent's Customer Service Representative (CSR) for sending the prepaid shipping label to customer for a no-charge return to the Agilent Service Center
3. Figure 1 and figure 2 show the physical condition of the N1914A option 108 after install of the front sensor input. The sensor inputs are installed at front and rear panel of N1914A.
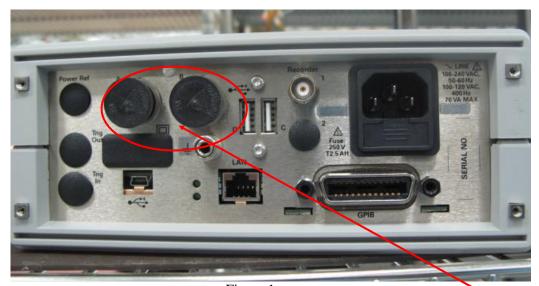

Figure 1

Sensor inputs are available in rear and front panel now

Figure 2