

MODIFICATION RECOMMENDED

N1914A-04A

S E R V I C E N O T E

Supersedes:
N1914A-04

N1914A EPM Series Dual-Channel Power Meter

Serial Numbers: MY49100194, MY50000205, MY50000243, MY50000185, MY50000171, MY50000188, MY50000183, MY50000186, MY50000170, MY50000190, MY50000242, MY50000204, MY50000189, MY50000184, MY50000244, MY50000187, MY50000285, MY50000286, MY50000287, MY50000263, MY50000288 & MY50000395

Lack of Front Sensor Input for N1914A–Option 109

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 2 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER – RTF <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	Product Support Life	NO CHARGE AVAILABLE UNTIL: 31 st December 2011	
AUTHOR:	LCW	PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

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Situation/ Root Cause:

1. The N1914A option 109 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 109 will come with sensor inputs in front and rear panel, rear 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 109 after install of the front sensor input. The sensor inputs are installed at front and rear panel of N1914A.



Figure 1



Figure 2

Sensor inputs are available in rear and front panel now