

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**N1996A-02**

# **S E R V I C E                      N O T E**

Supersedes:  
NONE

## Agilent CSA Spectrum Analyzer

Serial Numbers: US45310101 / US45310453

### Intermittent Boot-up Problems

To Be Performed By: Agilent-Qualified Personnel or Customer

#### Parts Required:

<u>P/N</u>	<u>Description</u>	<u>Qty.</u>
N1996-60009	Flex Circuit	1
N1996-60012	Flex Circuit	1

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		
AGILENT RESPONSIBLE UNTIL: 05/31/2008			
AUTHOR: MPM		PRODUCT LINE: 12	
ADDITIONAL INFORMATION:			

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June 1, 2006

**Situation:**

This is an issue that affects the two flex circuits that connect the A2 Processor board to the A3 Power Supply board (W8 & W9). The issue is the quality of the solder connections between the flex circuit itself and the connectors that are attached to them.

This problem can manifest itself in many different ways, but the typical problem that this can cause is either the failure to boot-up or an intermittent lock-up of the analyzer.

It is projected that approximately 10% of the instruments in the serial number range specified may have a problem with this.

**Solution/Action:**

The solution to this issue is to replace both of these flex circuits if the failure occurs.

The part numbers for these flex circuits are:

Reference Designator	Description	Part Number
W8	Flex Circuit A	N1996-60009
W9	Flex Circuit B	N1996-60012

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**Please Note:**

Since the projected failure rate for this issue is only 10% this does not mean that all instruments coming into a service center should have these parts replaced on a routine basis. The parts should only be replaced if the instrument is exhibiting the types of failures described above.

Also, please remember that there could be other causes for an instrument to not boot-up properly. Please refer to the Agilent CSA Service Guide for detailed instructions on how to troubleshoot an inoperative analyzer before replacing these, or any other parts.

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