

N5227A-05

Modification Recommended Service Note

Supersedes:
NONE

N5227A –10 MHz to 67 GHz PNA Series Microwave Network Analyzer

Serial Numbers: See Table 2.
Manufacturing ID Number: n/a

The Problem – A defect in the fabrication process of various PNA and PNA-X printed circuit board assemblies was discovered in December 2018. This affects some of the instruments which were shipped between August 2018 and December 2018. These assemblies need to be replaced as soon as possible to prevent premature failure.

Parts Required:

5087-7780 (Source) and 5087-7346 (Doublers). See note and Table 1.

ADMINISTRATIVE INFORMATION

ACTION	STANDARDS
CATEGORY: AGREEABLE TIME (ASAP)	LABOR: 10.0 Hours (Repair and calibration)

LOCATION	SERVICE:	USED
CATEGORY: SERVICE CENTER (with special permissions) Factory (PRIMARY)	INVENTORY:	PARTS: RETURN

AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31JAN 2020
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Calibration Required

PRODUCT LINE: PLWN
AUTHOR: SS/KS

ADDITIONAL INFORMATION:

Affects: N5221/2/4/5/7A, N5221/2/4/5/7B PNA and N5241/2/4/5A, N5241/2AS, N5241/2/4/5/7/9B PNA-X

Situation:

A defect in the fabrication process of various PNA and PNA-X printed circuit board assemblies was discovered in December 2018. This affects some of the instruments which were shipped between August 2018 and December 2018. These assemblies need to be replaced as soon as possible to prevent premature failure.

Solution/Action:

Instruments with the serial numbers listed below need to be returned to the Keysight Technologies factory in either Penang, Malaysia or Santa Rosa, California, USA as soon as possible to have the affected assemblies replaced. This service work will be performed, and the instrument will receive a fresh calibration. Please contact Keysight Technologies using the information at <http://www.keysight.com/find/contactus> to arrange for a service order before shipping the PNA or PNA-X.

CAUTION The Keysight Technologies factory will reimage the hard drive to ensure no user settings will affect the instrument testing and no software viruses are introduced to the production line. All critical data will need to be archived by the customer before shipping the PNA or PNA-X to Keysight Technologies.

- CAUTION** All returning instruments should include:
- Front and rear impact covers
 - Front and rear protective connector caps
 - Front panel cable guards

If shipment to one of these facilities is prohibitive, this repair work can be done at a local Keysight service center. Keysight factory approval is required for each unit which deviates from the standard repair process. For these cases, please contact csg.servicedesk@keysight.com.

NOTE: Each serial number requires some combination of the following hardware shown in Table 1.

Table 1 Frequency Band and Part Numbers

PNA/PNA-X Frequency Band	Part Number	Description of Part
67 GHz	5087-7780	Source
	5087-7346	Doubler

Table 2 Serial Numbers

Serial Number	
US57270829	US57270831
US57270830	US57270832

Revision History:

Date	Service Note Revision	Author	Reason for Change
28 Jan 2019	01	Scott Stewart/ Keith Stengl	As Published