

MODIFICATION RECOMMENDED

N5242A-RECALL-01

S E R V I C E N O T E

Supersedes: NONE

N5242A – Performance Network Analyzer (PNA)

Serial Numbers: MY48420895, MY47200116, MY48320680, MY47420345

Calibrations performed on some 4-Port Performance Network Analyzers by Agilent Technologies between April 01, 2010 and April 07, 2011 show a false pass in the test summary for the calibration coefficients test.

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ ON SPECIFIED FAILURE ☒ AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE INVENTORY: ☒ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE NO CHARGE AVAILABLE UNTIL: 01-April-2012		
AUTHOR: MW	PRODUCT LINE: **		
ADDITIONAL INFORMATION: Gratis Support need to be chosen as the billing type, while creating the customer order.			

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Situation:

The Quality issue is caused by a Test-Software defect which overrides the ports 1&2 test result with the test result of ports 3&4 in cases where test points of port 1&2 are either failed or indeterminate. Agilent corrected the PNA Calibration Test Software and installed it on all Test Systems by April 4, 2011.

Solution/Action:

1. Customer, please contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
2. Agilent WCSS Service & Support to calibrate affected products at Agilent's expense.
3. After re-calibration Agilent to send the instrument back to the customer.