

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

N8972A-03

S E R V I C E N O T E

Supersedes:
NONE

Agilent N8972A Noise Figure Analyzer

Serial Numbers: GB42150150 – GB42150260

Defective Noise Figure IF assembly may cause instrument failures.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
N8972-69002	Noise Figure IF Board	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☒ IMMEDIATELY ☐ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 2.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ SERVICE CENTER	SERVICE INVENTORY: ☒ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☒ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE AGILENT RESPONSIBLE UNTIL:		
AUTHOR: DM PRODUCT LINE: PN			
ADDITIONAL INFORMATION: Used assemblies will be returned to the manufacturing division via the exchange program.			

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Situation:

A new revision of the Noise Figure IF assembly has introduced potential problems to the N8972A. One problem can cause the instrument to fail when manually performing the Frequency Accuracy test contained in the Performance Verification and Calibration Guide. A second problem can cause parts of the instrument sweep to drop out, noise figure and gain measurement results to be shown as 'XXX' or be off scale, or IF gain self test failures to be displayed.

The revision number of the Noise Figure IF assembly fitted in the instrument can be displayed on the front panel by pressing 'System', 'More 1 of 3', then 'Show Hdwr'. The list of assemblies in the instrument is shown along with serial number and revision numbers.

Solution/Action:

Instruments fitted with Rev 02C of the Noise Figure IF assembly should be returned to the local Agilent service center, where the IF assembly will be replaced and new instrument firmware installed.

The Noise Figure IF assembly part number has not changed but the revision number has changed to 03C. The new instrument firmware revision number is A.01.02. Firmware is available to download from the Agilent website or can be ordered on floppy disks. The part number is N8972-61007. Both changes are required to resolve these problems.

The exchange part number (N8972-69002) should be used when ordering parts. All Rev 02C Noise Figure IF assemblies should be returned to the manufacturing division.