

N9938A-02

S E R V I C E N O T E

Supersedes:
NONE

N9938A FieldFox Handheld Analyzer

Serial Numbers: ALL

FieldFox instruments with the following error message “Burst Trigger Alignment Failure,” requires a new RF board for replacement. This only applies to SA mode.

Parts Required:

P/N	Description	Qty.
N9927-60111	RF Board Assembly for N9938A	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY: <input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS LABOR: 2.0 Hours	
LOCATION CATEGORY: <input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> RETURN TO FACTORY <input checked="" type="checkbox"/> SERVICE CENTER (September 2013 onwards) <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 24 July 2016	
<input checked="" type="checkbox"/> Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WN AUTHOR: DYCS	
ADDITIONAL INFORMATION: UNIT MUST BE RETURNED TO FACTORY FOR REPAIR UNTIL SEPT 15, 2013. AFTER THAT DATE SERVICE MAY BE PERFORMED AT AGILENT SERVICE CENTERS.		

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Situation:

An error message that begins “Burst Trigger Alignment Failure,” when a burst trigger alignment is performed. (**Cal > Burst Align Now**).

Note: this error will only occur with firmware A.07.00 and above when SA mode is active.

Solution/Action:

Cycle power and confirm that the problem persists by performing (**Cal > Burst Align Now**). Affected FieldFox with mentioned error message required to send back to Agilent for a new RF board replacement.

Refer to the FieldFox Service Guide for instruction on replacing the RF board. To view this Service Guide information, use the following steps:

1. Go to <http://www.agilent.com>
2. Enter FieldFox model number N99xxA in the **Search** box and click **GO**.
3. Scroll down to the heading **Manuals** and click on the title or hyperlink for the **Service Guide**.
4. When the PDF of the Service Guide is displayed, look at the bookmarks in the left column. Expand the Contents section by clicking on the plus sign next to its bookmark.
5. Scroll through the Contents section bookmarks to locate “Repair & Replacement Procedures.”
6. Click on the title or hyperlink for the section “Removing & Replacing the Measurement Group Assemblies.”
7. Follow the instructions in the subsection “Replace the A4 RF Board”
8. Once the RF board has been removed from the FieldFox, perform the steps under “Post-replacement Procedure”

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	August 2, 2013	Daniel Yap	As published