

U8489A-01

Modification Recommended Service Note

Supersedes:
NONE

U8489A- Power Sensor; USB thermocouple, 1mm coaxial

Serial Numbers:
US56430112 - US56430150

The Problem - U8489A Power Sensor was incorrectly calibrated

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	2 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	11- May- 2021
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	WN
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	LSL

ADDITIONAL INFORMATION:
Service inventory and Used parts is Not Applicable

Situation:

A situation has been uncovered where the U8489A Power Sensor was incorrectly calibrated due to an equipment malfunction. This caused the calibration error at 64 GHz. This would cause customers to make incorrect power measurements at this frequency.

Solution/Action:

1. Verify that your instrument(s) corresponds to the above model and serial numbers.
2. Please contact Keysight Technologies' Customer Contact Center, listed at www.keysight.com/find/contactus
3. Please arrange return of the U8489A Power Sensor to a Keysight Service Center to have this product recalibrated to eliminate this error.

Revision History:

Date	Service Note Revision	Author	Reason for Change
11 May 2018	01	LSL	As Published