

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

1154A-02

S E R V I C E N O T E

Supersedes:
none

1154A

Serial Numbers: [0000A00000 / 9999Z99999]

The Problem:

The Support Strategy for this probe was not set up when it was released. There was never an exchange program set up for repair on these probes

Parts Required:

P/N	Description	Qty.
none		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR: MH PRODUCT LINE: 1A

ADDITIONAL INFORMATION:

Agilent Responsible until - 5 years after the probe goes off CPL

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Solution/Action:

There is now a process in place. Any broken or failed probes that are sent to any Agilent service center are to use the new process.

1. Take the failed probe and document the information on what failed. Make sure that there is a serial number tag with the probe. (This is needed for the vendor to give us an RMA number)
2. Order the replacement parts: 1154A = 01154-69101
3. Place the customer's failed unit serial number on the replacement unit.
4. Send the failed probe with failure information as well as what serial number it was to GTLS at:

Agilent Technologies
10066 Foothills Blvd.
Roseville, Ca 95747

5. GTLS will then send the failed unit to LeCroy for repair.
 6. The repaired probe will come back to GTLS and be placed in the exchange pipeline.
- **Note: This probe is an active probe with active components. It does ship with a Certificate of Calibration. The Calibration Testing Procedures are listed in the user's manual. These tests can be used to calibrate the probe and issue a new update Certificate of Calibration to the customer.**