

S E R V I C E N O T E

SUPERSEDES: None

8562E Option 042 Portable Spectrum Analyzer**Possible Shoulder Strap Failure Under Load****WARNING****POSSIBLE PERSONAL INJURY****Serial Numbers:** See Below**Duplicate Service Notes:**

8560E-18-S 8560E/042 Serial Numbers: 3517A01927/3804A03382
 8561E-14-S 8561E/042 Serial Numbers: 3517A01242/3804A02191
 8562E-06-S 8562E/042 Serial Numbers: 0000A00000/3751A00632
 8563E-18-S 8563E/042 Serial Numbers: 3517A04194/3804A08329
 8564E-12-S 8564E/042 Serial Numbers: 3551A00394/3751A01087
 8565E-12-S 8564E/042 Serial Numbers: 3551A00369/e751A00852

Continued

DATE: August 1998

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			PRIORITY SAFETY		
ACTION CATEGORY:	IMMEDIATELY	STANDARDS: LABOR - See Text			
LOCATION CATEGORY: See Text	<input type="checkbox"/> ON-SITE <input type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	HP RESPONSIBLE UNTIL: ALWAYS			
AUTHOR:GPB	ENTITY:5320	ADDITIONAL INFORMATION:None			

To Be Performed By: HP-Qualified Personnel, Customer

Parts Required:

HP P/N	Description	Quantity
1540-1130	Soft Carrying Case	1

Situation:

Hewlett Packard has learned that the stitching which fastens the shoulder strap to the bag on some soft carrying cases may fail the load test (four times the intended mass). Failure of the stitching can result in damage to the instrument and possibly personal injury.

Solution / Action:

The carrying case which came with option 042 instruments in the serial ranges called out should be sent back to HP for exchange. New cases will be supplied under warranty. This exchange also applies to 1540- 1130 Carrying Cases purchased separately from HP during the 1997 calendar year. Customers may arrange to have their cases exchanged by contacting the Microwave Instruments Division Spectrum Analyzer Support Line at (707)577-6801.