

MODIFICATION RECOMMENDED

E8364C-06A

S E R V I C E N O T E

Supersedes:
E8364C-06

E8364C PNA Series Microwave Network Analyzers

Serial Numbers:

E8364C:

MY49040250- MY49040253, MY49040255- MY49040256, MY49040258, MY49040260- MY49040261,
MY49040264, MY49040267, MY49040270, MY49040271, MY49040273-MY49040274
SG49040114- SG49040117

Possible faulty E8364C performance due to defect in microcircuit assembly.

Parts Required:

P/N	Description	Qty.
E8362-69002	20 GHz Source Assembly Exchange	1
<i>If above part is not available, use the following part instead:</i>		
E8362-60002	20 GHz Source Assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: MODIFICATION RECOMMENDED		
ACTION CATEGORY: AGREEABLE TIME		STANDARDS LABOR: 5.5 Hours (includes 4 hours of calibration time)
LOCATION CATEGORY: X ON-SITE X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY: N/A	USED PARTS: RETURN
AVAILABILITY: Through August 31, 2013	NO CHARGE AVAILABLE UNTIL: September 1, 2013	
AUTHOR: MF	PRODUCT LINE: WN	
ADDITIONAL INFORMATION: PNA models affected: E8361C, E8362C, E8362CH85, E8363C, and E8364C. This Service Note to be reevaluated after August 31, 2013. History: 1) The original E8364C-06 service note was released September 2011. 2) E8364C-06A, dated, March 29, 2012, changed the CTD Support email address.		

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Situation:

There is a possibility of faulty PNA performance because of a defect in microcircuit assembly. The assembly defect has been fully resolved and Agilent is committed to replacing all affected microcircuits as soon as possible.

Solution/Action:

- Replace the **E8362-60002** (reference designator A12) microcircuit with the **E8362-69002** exchange microcircuit (if not available, use a new E8362-60002 microcircuit) unless this rework has already been done. (See http://na.tm.agilent.com/pna/service/PNA_Microcircuits.html. A green serial number on this Web page indicates the rework has already been done.) If the rework has already been done, replace only an A12 microcircuit that fails.
- Refer to the PNA Service Guide chapter 7 for repair and post-repair procedures. To view the online Service Guide, see the numbered list below for instructions.
- Return the microcircuit using the exchange process.
- If you have replaced the A12 microcircuit as per this service note, email scott_stewart@agilent.com or ctd-soco_support@agilent.com, providing the instrument model and serial number.

Refer to the PNA Service Guide for instructions on removing/replacing microcircuits, post-repair adjustments/procedures, and verification/performance tests. To view this Service Guide information, use the following steps:

1. Go to <http://www.agilent.com>.
2. Enter your PNA model number (Ex: E8363C) in the **Search** box and click **GO**.
3. Scroll down to the heading **Manuals & Guides** and click on the title/hyperlink for the Service Guide. If you don't find your Service Guide listed on the Web page that is displayed initially, click on the **More** hyperlink.
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 bookmark hyperlinks for the repair and post-repair procedures and follow the instructions.
Successful completion of the post-repair adjustments/procedures and verification/performance tests will set the analyzer to its pre-repair condition. All pre-repair certification still applies.

NOTE: The PNA contains extremely sensitive components that can be ruined if mishandled. Follow instructions carefully when making cable connections, especially wire harness connections.