

MODIFICATION RECOMMENDED –
 CORRECTS MANUFACTURING OR DESIGN DEFECTS

E9325A-01

S E R V I C E N O T E

Supersedes:
None

E9325A 50MHz-18GHz Peak and Average Sensor

Serial Numbers:

Only the following serial numbers are affected by this recall:

US40420101	US40420117	US40420129	US40420142
US40420102	US40420118	US40420130	US40420143
US40420103	US40420119	US40420131	US40420144
US40420104	US40420120	US40420132	US40420145
US40420106	US40420121	US40420133	US40420147
US40420107	US40420122	US40420134	US40420148
US40420108	US40420123	US40420135	US40420149
US40420109	US40420124	US40420136	US40420150
US40420113	US40420125	US40420138	US40420151
US40420114	US40420126	US40420139	US40420152
US40420115	US40420127	US40420140	US40420153
US40420116	US40420128	US40420141	US40420156
			US40420161

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 2.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE X FACTORY <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: X RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: 1 year from publish date		AGILENT RESPONSIBLE UNTIL: November 9, 2002	
AUTHOR: Tom Clemons		PRODUCT LINE: PLPN	
ADDITIONAL INFORMATION:			

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November 12, 2001

Product recall : Increased cal factor uncertainty at high frequency and high power levels

To Be Performed By: Agilent-Qualified Personnel (at 5320 only)

Parts Required:

P/N	Description	Qty.
None		

Situation:

Agilent Technologies has determined that a portion of E9325A Peak and Average Power Sensors shipped between November 2000 and June 2001 have been incorrectly calibrated at high power (greater than 0dBm) and high frequency (greater than 6GHz).

Not all sensors produced within the above dates are affected. If the customer's sensor does not appear on the above list of serial numbers, it does not require re-calibration and is not affected by this recall.

This error has resulted in higher Calibration Factor Uncertainty values than recorded on the Calibration Report provided with the power sensor. Our data indicates your customer's sensor exceeds the Cal Factor Uncertainty specifications above 6GHz and at power levels above 0dBm. This is not a safety concern. It is important to note that this only affects the uncertainty of the parameters, not the absolute value.

Solution/Action:

Your customer has been asked to contact their regional Instrument Support Center to make arrangements to return affected E9325A Power Sensor(s) for re-calibration at the factory as part of a product recall described by Service Note E9325A-01. Contact information and instructions provided to the customer are included below. Please note that an RMA number must be assigned and the sensor must be returned to the factory at Rohnert Park, CA., through the Factory Repair Coordinator there.

Contact Information:

Within the USA:

Please call 1-800-403-0801

The Instrument Support Center will issue an "RMA" number and help to arrange for the shipment of affected sensors back to the factory. The sensors will be shipped directly between the factory and customer with the assistance of the ISC.

Outside of the USA:

Please contact the appropriate Agilent Equipment Service (Repair & Calibration) office for your country at the following address:

<http://www.tm.agilent.com/classes/MasterServlet?view=howtobuy&language=eng&locale=us>

An "RMA" number will be issued and shipment to and from the factory will be handled by this organization.

A re-calibration will be performed on your customer's E9325A Power Sensor(s), free of charge. This service will be performed promptly, and the sensor will be returned as quickly as possible. A re-calibration of the power sensor at the factory is the only method of correcting the problem. There is no specific "work around" other than determining whether the increased uncertainty above 6GHz and 0dBm is a problem.

Once re-calibrated, the sensor will meet all published specifications. If the power sensor has been repaired and re-calibrated at the factory since manufacture, no additional calibration is necessary. The recommended one-year calibration cycle should be restarted to the date of the re-calibration.

