

MODIFICATION RECOMMENDED

L4411A-01-Recall

S E R V I C E N O T E

Supersedes:
L4411A-01

L4411A - System Digital Multimeter

Serial Numbers:

The L4411A has an 'adjust always' policy recommended by the supplying division. The calibration values determined in the adjustment routine were not stored in non-volatile memory. As a result, the unit reverted to the conditions indicated by the "As Received" conditions in the cal cert and the "As Received" measurement report. The conditions indicated in the "As Completed" conditions in the cal cert and the "As Completed" measurement report are not valid.

Parts Required:

P/N	Description	Qty.
NONE		

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input checked="" type="checkbox"/> 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:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 15-Oct-2010	
AUTHOR:	MW	PRODUCT LINE: ** (see additional information below)	
ADDITIONAL INFORMATION: ** Gratis Support need to be chosen as the billing type, while creating the customer order.			

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Situation:

The storage of the calibration values in non-volatile memory has not been implemented in the test software for the product.

Solution/Action:

1. Customer, please to contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
2. Agilent WCSS Service & Support to re-calibrate the products.