

N1996A-02A

S E R V I C E N O T E

Supersedes:
N1996A-02

Agilent CSA Spectrum Analyzer

Serial Numbers: US45310101 / US45310453

Intermittent Boot-up Problems

To Be Performed By: Agilent qualified personnel

Parts Required:

P/N	Description	Qty.
N1996-60009	Flex Circuit	1
N1996-60012	Flex Circuit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AGILENT RESPONSIBLE UNTIL: 05/31/2008		
AUTHOR: MPM PRODUCT LINE: 12		
ADDITIONAL INFORMATION:		

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Situation:

This is an issue that affects the two flex circuits that connect the A2 Processor board to the A3 Power Supply board (W8 & W9). The issue is the quality of the solder connections between the flex circuit itself and the connectors that are attached to them.

This problem can manifest itself in many different ways, but the typical problem that this can cause is either the failure to boot-up or an intermittent lock-up of the analyzer.

It is projected that approximately 10% of the instruments in the serial number range specified may have a problem with this.

Solution/Action:

The solution to this issue is to replace both of these flex circuits if the failure occurs.

The part numbers for these flex circuits are:

Reference Designator	Description	Part Number
W8	Flex Circuit A	N1996-60009
W9	Flex Circuit B	N1996-60012

Please Note:

Since the projected failure rate for this issue is only 10% this does not mean that all instruments coming into a service center should have these parts replaced on a routine basis. The parts should only be replaced if the instrument is exhibiting the types of failures described above.

Also, please remember that there could be other causes for an instrument to not boot-up properly. Please refer to the Agilent CSA Service Guide for detailed instructions on how to troubleshoot an inoperative analyzer before replacing these, or any other parts.
