

MODIFICATION RECOMMENDED

N4391A-01

S E R V I C E N O T E

Supersedes:
NONE

N4391A – Optical Modulation Analyzer

Serial Numbers: DE49900117, DE49900122, DE49900123, DE49900125, DE49900126,
DE49900128, DE49900129, DE49900130, DE49900133

**Optical switch inside N4391A may not work properly under all circumstances
Only 'external Local Oscillator Mode' is affected**

Parts Required:

P/N	Description	Qty.
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NONE – switch replacement will be done at division (RTF) or onsite by AE

Optional :

86038-68301	Packaging for optical test set w/ one scope	1
54916-68709	Packaging for second scope (G-Rex)	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 4.0 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 type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31-Oct-2013	
AUTHOR:	jm	PRODUCT LINE: 3E	
ADDITIONAL INFORMATION: Switch replacement will be done at division (RTF)			

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Situation:

We (Agilent) have learned from a supplier that an optical switch which is used in the N4391A system may not work properly under all circumstances. In such a case, the insertion loss of the optical switch can increase over time (minutes to hours), but only on 'external LO mode'. The 'internal LO mode' is **NOT** affected.

Until today we have not observed such an increasing switch loss, but to remove any doubt, we are offering and recommending a free-of-charge service for the identified units.

Solution/Action:

As systems with the above mentioned serial numbers might be affected, please choose one of the following options:

1. Send the complete system to your nearest Agilent service location for replacement of the optical switch in question. The service will be done at our factory (RTF). Additionally we will provide complimentary commercial calibration including a respective calibration certificate. Please refer to this Service Note "N4391A-01".
To minimize turnaround time please coordinate your shipment with us that we can reserve a specific production slot for your system.
2. We will carry out the recommended service onsite. The system will be tested for functionality afterwards but no cal documents can be provided. The onsite service will be coordinated with our local field organization.

In case of any further questions or to coordinate logistics to perform this service, please contact your local Agilent representative or your nearest Agilent Contact center, for details see <http://www.home.agilent.com/agilent/morecountries.jspx> .