

S E R V I C E N O T E

SUPERSEDES: None

5345A Electronic Counter**Serial Numbers:** 0000A00000 / 9999A99999**Duplicate Service Note:** 5355A-05**Service Parts Availability****Situation:**

The 5345A and its optional plug-in, the 5355A, were built with some unique proprietary fabricated parts, and purchased parts from a number of different vendors. Some of these parts have not been available since 1984, and "lifetime buy" quantities were built or purchased to last through the anticipated support life of these two products. The factory and GTLS still have sufficient quantities of most of the service parts required, but there are several semiconductor parts that are now no longer available, because of yields less than 100% and other factors.

Agilent can no longer supply certain new parts to its repair operations and to customers doing their own repair. It is likely that more parts will be added to this category before the minimum support period ends on 1 July 2003.

Continued

DATE: November 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

CF

ENTITY:

0200

ADDITIONAL INFORMATION:



Solution / Action:

If your troubleshooting has led you to believe that you need a certain part or assembly, check its availability through the Agilent Parts System. If it is listed as "Contact Parts ID", then there may be an alternate assembly or group of assemblies that can be used. If it is listed as "No Longer Supplied", it means that we cannot supply any more new replacement parts or assemblies. It is possible that we would have good refurbished parts or assemblies available.

The first step would be to return the complete defective model to the factory so that we can verify your troubleshooting conclusion. You can return the unit to your local Agilent repair center which will forward the unit to the factory in Santa Clara, California, USA. The second step is that we will prepare an estimate for repair of the unit. There will be no charge for this estimate. The estimate will include the use of refurbished parts, and the repair will be warranted for 90 days if approved.

If we cannot repair the unit, we will attempt to locate a complete working replacement model from the local surplus market. We would not charge a "finder's fee" but you would have to purchase the unit yourself. At the same time, we would offer a trade-in allowance for your unit on new replacement product{s}. Depending upon your application, the replacement product might be a 53132A, perhaps with Option 010 and 3 GHz Option 030, and a 53150A, 53151A, or 53152A if your system also uses the 5356X harmonic mixers. There are no other products made which use the 5345A programming codes, so ATE users will have to use something from the surplus market or re-write test programs in SCPI for the new units.