

**S E R V I C E N O T E**

Supersedes:  
NONE

**8560EC Series Spectrum Analyzer**

**Serial Numbers: 4439A00765 - 4439A00839**

**Correction of Duplicated Serial Numbers**

**To Be Performed By: Agilent-Qualified Personnel**

**Parts Required:**

<b>P/N</b>	<b>Description</b>	<b>Qty.</b>
NONE		

NOTE: New Serial Number ID Tag to be obtained from Product Support Engineer

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION: <b>INFORMATION ONLY</b>
AUTHOR: JAB      PRODUCT LINE: 12
ADDITIONAL INFORMATION: Contact Agilent for more information about correcting this issue

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**Situation:**

Due to a database error, a problem occurred in which a series of 8560EC instruments were assigned the same serial number as another unit. All of the instruments that have this problem have been identified in this Service Note. Measures have been taken to prevent a reoccurrence of this type of error.

To rectify this error and ensure the unit continues to receive optimal service from Agilent, a new serial number must be assigned to the affected instruments.

**Solution/Action:**

Assign a new serial number for affected instruments. Write the new serial number to the instrument electronic memory (EEPROM) and attach a new serial number label to the unit. Document change in CSO repair comments.