

S E R V I C E N O T E

SUPERSEDES: None

ESA Spectrum Analyzer Product Family

**WARNING**

**Defective handle may cause personal injury or equipment damage**

**Serial Numbers:**

*ESA Spectrum Analyzer Product Family*

- E4401B US39010101 / US39440365 No Exceptions
- E4402B US39010101 / US39440883 No Exceptions
- E4403B US39010101 / US39440435 No Exceptions
- E4404B US39010101 / US39440431 No Exceptions
- E4405B US39010101 / US39440291 No Exceptions
- E4407B US39010101 / US39440797 No Exceptions
- E4408B US39010101 / US39440249 No Exceptions
- E4411B US39010101 / US39440915 No Exceptions

*ESA-L1500A Spectrum Analyzer*

- E4411A US36450101 / US99999999 No Exceptions

*Continued*

DATE: April, 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>SAFETY</b>			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	0.1 Hours LABOR
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: BD	ENTITY: 5330	AGILENT RESPONSIBLE UNTIL: ALWAYS	
		ADDITIONAL INFORMATION:	



*EMC Analyzer Product Family*

E7401A US39110101 / US39440283 No Exceptions  
 E7402A US39110101 / US39440164 No Exceptions  
 E7403A US39110101 / US39440125 No Exceptions  
 E7404A US39110101 / US39440119 No Exceptions  
 E7405A US39110101 / US39440160 No Exceptions

**WARNING**

Lack of inward force on the instrument handle contact points has raised potential safety implications. As a precautionary matter, Agilent is replacing all instrument handles on the products within the serial number ranges identified above.

**Duplicate Service Notes:**

E4401B-05-S	E4402B-05-S	E4403B-04-S	E4404B-04-S
E4405B-04-S	E4407B-04-S	E4408B-04-S	E4411A-22-S
E4411B-05-S	E7401A-03-S	E7402A-03-S	E7403A-03-S
E7404A-03-S	E7405A-03-S		

**To Be Performed By:**

A handle replacement program will be initiated starting April 2000. Customer Engineers (CEs) will contact all customers to advise them of the replacement program, and will travel to customer sites to replace the original handles with handles that provide greater inward force. In the limited circumstances where CEs cannot travel to customer sites, the CE will advise the customer of the nearest Agilent Service Center, where the handle will be replaced. CEs will remove all original handles from the customer site, and dispose of them in a proper manner. Planned completion date for the replacement program is October 2000.

**Parts Required:**

HP P/N	Description	Quantity
E4401-40001	Handle	1

**Situation:**

When the instrument is carried by the handle, lack of inward force on the original handle rotation points may cause the instrument to rotate on the handle axis. This rotation may cause injury to the person carrying the instrument or may result in damage to the instrument.

**Solution / Action:**

Handles with an inward force of 10-12 lbs. ( $\pm 1$  lb) have been tested and specified as the optimal inward force for the replacement handles. Additionally, warning labels have been affixed to the replacement handles to provide customers with additional guidance concerning proper usage.

1. CEs should replace all original instrument handles, including the handles on rack-mounted instruments, as soon as possible.
2. CEs should make absolutely sure that the original handle is removed from the customer location.