

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

E4443A-13A

S E R V I C E N O T E

Supersedes:
None

E4440A, E4443A, E4445A, E4446A, E4448A

Serial Numbers: [0000A00000 / 9999Z99999]

The PSA Series Spectrum Analyzer is being sent in for repair with a high number of these instruments returned to the customer as a “No Trouble Found.” After reviewing the data associated with these instruments it is likely the division could have assisted in determining a most probable cause.

Parts Required:

| P/N | Description | Qty. |
|------|-------------|------|
| NONE | | |

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR: BNN PRODUCT LINE: 12

ADDITIONAL INFORMATION:

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Situation:

The PSA Series Spectrum Analyzer is being sent in for repair with a high number of these instruments returned to the customer as a “No Trouble Found.” After reviewing the data associated with these instruments it is likely the division could have assisted in determining a most probable cause.

Solution/Action:

To aid in troubleshoot the instrument to a most probable cause, it is requested that the service engineer send an email to the following email address:

sa-support_pgu@agilent.com

Please include the following information:

- 1) Customer Name and Contact information
- 2) Complete description of issue reported by the customer
- 3) Any additional information or observations
- 4) Model Number
- 5) Serial Number
- 6) Options Installed
- 7) Firmware Version
- 8) Title the email- “NTF-<problem summary>”

The division will respond with a recommendation on what course of action is needed.