

**E4445A-14**

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

Supersedes:  
None

**PSA Series Spectrum Analyzer E4445A**

**Serial Numbers: MY44300000 / MY46181524**

**Detection and Verification of Intermittent Input Attenuators**

Our quality records for the serial number range listed above indicates a higher than normal incident of intermittent attenuators. Often it is difficult to confirm the failure. A new tool has been developed to allow Agilent service centers to diagnose intermittent attenuator problems. Attenuators shipped before or after this serial number break are not affected. This only affects those attenuators for which an Agilent Service Center determines have intermittent slow switching responses.

**To Be Performed By: Agilent Service Personnel**

**Parts Required:**

P/N	Description	Qty.
33360-60003	A14 Attenuator	1
33321-60058	A15 Attenuator	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 4.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	1 Years	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: KL      PRODUCT LINE: 12		AGILENT RESPONSIBLE UNTIL: October 31, 2008
ADDITIONAL INFORMATION:		

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**Situation:**

Instruments within the above serial number range may be affected by a failure of either of the A14 or A15 input attenuators. Intermittent alignment errors may be seen during the periodic alignment procedure performed automatically by the instrument. Depending on which attenuator stage fails, several error messages will be displayed including the following error message:

Calibration failed, ATTEN\_STEPS

**Solution/Action:**

**This should be performed only on instruments within the above serial number range.**

If an instrument is reported to have intermittent alignment failures, the Agilent Service Center should run the Attenuator Switching Speed test, which is available on the Agilent internal web at:

<http://mktdev.soco.agilent.com/field/service/signal/psa/atten>

The Agilent service center is directed to e-mail the slow switching response results to:

SN,PSA

Upon approval, the slow switching attenuator is to be replaced (either the 33360-60003 or 33321-60058). Return instructions for the defective part will be provided.

After replacing the slow switching response attenuator, run the test again, then leave the instrument powered up for 12 hours and perform the attenuator switching speed test a second time.

Following replacement of an attenuator, a label must be applied to the rear of the instrument indicating that this service note has been performed. This label will need to be created at the service center.

Example label:

**Service Note**

**E4445A-14**