

N5242A-01B

S E R V I C E N O T E

Supersedes:
N5242A-01A

N5242A PNA Series Microwave Network Analyzers

Serial Numbers: AA00000000/ZZ99999999

N5242A PNA-X Network Analyzer models are intentionally being shipped without front handles.

Parts Required:

P/N	Description	Qty.
None	--	--

Situation:

The N5242A PNA-X Network Analyzer that you have received has intentionally been shipped without front handles. As part of its quality monitoring program, Agilent Technologies has determined that the standard front handles may fail when exposed to severe handling conditions. This discovery was made during laboratory testing. No customers have reported any failures with the front handles.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
AUTHOR: RD/MF	PRODUCT LINE: WN
ADDITIONAL INFORMATION: Affected PNA models: N5242A. Service Note N5242A-01B revised 1/29/08. Service Note History: N5242A-01A released 1/23/08: removed handle p/n; N5242A-01B released 1/31/08: added last 2 paragraphs.	

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Solution/Action:

Agilent Technologies is committed to ensuring the quality of its products. Therefore, although we believe that there are minimal concerns associated with using the front handles, we have discontinued shipping N5242A instruments with the front handles until corrective action has been implemented.

If your N5242A instrument is already equipped with front handles, they should be used to slide the instrument in and out of racks or across a work surface. The side straps should be used to lift or carry the instrument.

Agilent Technologies is in the process of redesigning the front handles. This work is expected to be complete in the second half of 2008.

In addition, if you have received an option N5242A-1CP rack mount kit to use with your N5242A PNA-X Network Analyzer, you will find that the rack mount flanges provided in the N5242A-1CP rack mount kit will not mount to the N5242A instrument without the front handles.

To resolve this situation, Agilent Technologies will be happy to provide at no additional charge a set of replacement rack mount flanges that can be used without the front handles. The replacement flanges are the same flanges used in the option N5242A-1CM rack mount kit. Please ask your local Agilent sales FE to contact Component Test Customer Support to obtain the replacement flanges.

If you have any questions, please contact us.

Sincerely,

Agilent Technologies
Component Test Customer Support
(707) 577-6802
CTD-SOCO_SUPPORT@agilent.com