3499A_05B

S E R V I C E   N O T E

Supersedes:
3499A-05A

3499A Switch/Control Mainframe

Serial Numbers: Firmware 1.0/1.1 within CN38428201/40050719
Except the following Serial numbers:

38428398	38428448	38428455	38428456		
38428458	38428461	38428463	38428467	38428469	38428471
38428472	38428473	40050154	40050395	40050396	40050397
40050398	40050400	40050401	40050404	40050405	40050408
40050409	40050463	40050466	40050467	40050582	

Blinking or a dark display due to a defect in the battery back-up circuit

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
03499-61010	3499 A/B Control module assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	[[]] IMMEDIATELY X ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	

LOCATION CATEGORY:	X CUSTOMER INSTALLABLE
	[[]] ON-SITE
	X SERVICE CENTER
		SERVICE [[]] RETURN
		INVENTORY: X SCRAP
		            [[]] SEE TEXT
			USED [[]] RETURN
			PARTS: X SCRAP
			       [[]] SEE TEXT

AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: March, 31, 2004	
AUTHOR: IR	PRODUCT LINE: AR		
ADDITIONAL INFORMATION:			

© AGILENT TECHNOLOGIES, INC. 2002
PRINTED IN U.S.A.

Agilent Technologies

September 6, 2002

Situation:
In normal 3499A working environment, the 3499A have experienced a lockup problem. The display may blink or remain dark with no response from front panel buttons. Some failed units show a Battery Leakage problem.

The battery leakage will not corrode the circuit boards or components, and will not pullute the environment. The affected instruments may stop working and cause the system down time.

Solution/Action:

There are 2 options for different customer situations:

Option 1:
Replacement of the Control Module (03499-61010) will completely solve the problem.
1. Customers can send unit to an Agilent service Center for repair (control module replacement). Please call your local Contact Center for the Service Center nearest you
2. Customers can order a new Control Module 03499-61010, and replace it themselves. Please call your local Agilent Contact Center to place your order.

Option 2: (For shorter TAT – turn around time)
Control Module Modification and Firmware Update (both activities must be performed)
Step 1. Control Module Modification:
   a. Follow the instructions of the Service Manual chapter 6, pages 67-70, to access the battery circuit.
   b. Unload the battery (Bt101)
   c. Unload R124 (near by the battery)
   d. Short circuit the two pads of the foot print of the battery with a solid wire.
   e. Reassemble the box
Step 2. Firmware upgrade: (customers with firmware 1.0 or 1.0 must upgrade to firmware 2.0)
 The new firmware upgrade 2.0 and upgrade instructions can be found at Agilent External web:
   http://www.tm.agilent.com/classes/MasterServlet?view=softwareupdate&sud-ItemID=1000000842&language=jpn&locale=JP

If you have any questions, please send an E-mail to **support_bi@agilent.com**

Service Inventory is not affected

Remark: An active worldwide product recall program was launched in spring 2001, running through March 31, 2002.. This service note is for those customers who did not respond to the recall notice in, but need to correct the defect afterwards.