

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

3499B_05B

S E R V I C E N O T E

Supersedes:
3499B-05A

3499B Switch/Control Mainframe

Serial Numbers: Firmware 1.0/1.1 within CN34428601/40150232

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:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: March 31, 2004	
AUTHOR: IKR	PRODUCT LINE: AR		
ADDITIONAL INFORMATION:			

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Situation:

In normal 3499B working environment, the 3499B 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 pollute 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, but need to correct the defect afterwards.