

S E R V I C E N O T E

SUPERSEDES: NONE

E4418B EPM Power Meter**Serial Numbers:**

GB38410102/GB38410108
 GB38410131/GB38410136
 GB38410158
 GB38410161
 GB38410163/GB38410164
 GB38410166
 GB38410169
 GB38410171/GB38410198
 GB38410200/GB38410240
 GB38410254/GB38410296
 GB38410304/GB38410312
 GB38410318/GB38410608
 GB38410610/GB38410611
 GB38410612/GB38410624
 GB38410626/GB38410628
 GB38410636/GB38410637
 GB38410640

Continued

DATE: November 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS: LABOR 0.45 Hours	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	RETURN SCRAP SEE TEXT
AUTHOR: JW	ENTITY: E600	AGILENT RESPONSIBLE UNTIL: November 2001	
		ADDITIONAL INFORMATION:	



US38470101/US38470174
US38470176/US38470218
US38470223
US38470225/US38470227
US38470229/US38470311
US38470316
US38470318
US38470330
US38470333
US38470335/US38470462
US38470464/US38470639
US38470641/US38470647
US38470655/US38470658
US38470669/US38470728
US38470730

Premature RAM Backup Battery Failure

To Be Performed By: Agilent-Qualified Personnel

Parts Required: 1420-0338

Situation:

The units with serial numbers above have a cable fitted which will cause the premature failure of the SRAM Lithium backup battery. The backup battery is used to retain data in the memory when the unit is powered off. This will not affect the measurement integrity of the unit however the unit will lose all user data that was input before the power down. When the battery has failed it will display the following Power On Self Test error

RAM Battery Failed

Solution / Action:

If any of the units above appear in a service centre for repair or calibration perform the following procedure:

- Remove and discard the cable assembly (p/n E4418-61028) between the PSU (p/n 0950-3445) and the Daughter Assembly (p/n E4418-60015).
- Remove and replace the Lithium battery (p/n 1420-0338) on the E4418-60001 processor assembly.

Download the latest firmware from the World Wide Web. Load the processor card with the options, serial number, system version and processor revision using the following commands:

```
SERV:SERNUM XXXXXXXXXX"  
SERV:VERS:PROC ""C""  
SERV:VERS:OPT XXX"  
SERV:SYST:VERS ""2""
```

Verify that all the Built In Self Test tests pass.