SUPERSEDES: NONE

**E4418B Option 001 EPM Power Meter
(Product Number E4418B)**

Serial Numbers:

GB38410241
GB38410243/GB38410244
GB38410246
GB38410248/GB38410249
GB38410252/GB38410253
GB38410298
GB38410300/GB38410302

US38470640
US38470648/US38470654
US38470659/US38470668
US38470686

Premature RAM Backup Battery Failure in E4418B option 001 units

Duplicate Service Notes: None

To Be Performed By: Agilent-Qualified Personnel

Continued

DATE: December 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	USED PARTS:	RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: December 2001			
AUTHOR: JW	ENTITY: E600	ADDITIONAL INFORMATION:			

Agilent Technologies

Parts Required: P/N 0950-3681 PSU assembly
                             P/N 1420-0338 Lithium Battery

Situation:

The units with serial numbers above have a design error in the PSU assembly can 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 center for repair or calibration perform the following procedure:-

Remove the PSU assembly p/n 0950-3445 and replace with PSU assembly p/n 0950-3681.

Remove and replace the Lithium battery 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 XXXXXXXXX"
SERV:VERS:PROC ""C"""
SERV:VERS:OPT XXX"
SERV:SYST:VERS ""2""

Verify that all the Built In Self Test tests pass.