

S E R V I C E N O T E

SUPERSEDES: E4419A-04

E4419A EPM Power Meter (Product Number E4419A)

Serial Numbers: GB38270980 / GB38271062

Premature RAM Backup Battery Failure requiring the Processor Assy to be replaced.

Duplicate Service Notes: E4418A-03A

To Be Performed By: Agilent Qualified Personnel

Parts Required: E4418-60001

Situation:

The units with serial numbers above have had a trial modification implemented on their Processor assembly circuits to enable the use of 4 Mbit SRAMs. It has since been discovered that this modification shortens the lifetime of the RAM Lithium Backup battery. The backup battery is needed 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 stored in it before it was powered down. When the battery has failed it will display the following Power On Self Test error: RAM Battery Failed.

Continued

DATE: June 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.5 Hours		
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: Product's Support Life		
AUTHOR: FC	ENTITY: E600	ADDITIONAL INFORMATION:			



Solution / Action:

- Remove and replace the E4418-60001 processor card with a new E4418-60001 assembly.
- Download the latest firmware from the World Wide Web. The firmware and the download utility for the PC are both available as free downloads from the following URL :
<http://www.agilent.com>
- Verify that all of the Built In Self Test tests pass.
- Verify that the 1mW reference is within spec as per the service manual.
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