

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E8247C-04**

**S E R V I C E N O T E**

Supersedes:  
None

**E8247C PSG Analog Signal Generator**

**Serial Numbers:**

**E8247C : US00000000 to US43320378**

**and**

**MY00000000 to MY43320415 Except for the following serial numbers:**

**MY43000120,MY43320380, MY43320391, MY43320398, MY43320405, MY43320408,**

**MY43320411, MY43320413**

**and**

**SG00000000 to SG43320376**

**To replace the A21 Rear Panel Interface Board to improve reliability.**

**To Be Performed By: Agilent-Qualified Personnel**

**Parts Required:**

<b>P/N</b>	<b>Description</b>	<b>Qty.</b>
E8251-60203	A21 Rear Panel Interface Bd Assy	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1 Hr	
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 checked="" 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: November 15, 2005	
AUTHOR: DMc	PRODUCT LINE: 15		
ADDITIONAL INFORMATION:			

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**Situation:**

The intent of this service note is to inspect and replace suspect boards when an instrument is in the service center for repair or calibration. The rear panel interface board assembly has the potential for capacitor failures. The capacitors can short and may cause temporary power supply shutdown or smoke. After shorting, the capacitor may open and operation returns too normal. The shorting capacitor is not a safety issue.

**Solution/Action:**

When a suspect serial number is returned to the service center for repair or calibration:

1. Review the PSG Service Guide Assembly Replacement section to determine the location of the A21 Rear Panel Interface Board Assembly and for removal and installation instructions.
2. Inspect the bottom side of the rear panel interface board for a hand written "OK".
3. If there is a hand written "OK" on the board, the board has already been replaced and no further action is required.
4. If there is no "OK" visible, replace the A21 Rear Panel Interface Board Assembly. Use a permanent marker to mark the bottom side of the replacement assembly with an "OK" next to the mounting screw on the left hand sided (looking from the front) of the instrument.
5. Once the installation is finished and a self-test is run, the procedure is complete.

GTLS/SPO inventory has been purged. If there is inventory being held at the service center, scrap and order reorder.