

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E8247C-07

S E R V I C E N O T E

Supersedes:
None

E8247C PSG Analog Signal Generator

Serial Numbers: MY43321164/ MY43321366

Possible poor solder on CPU U4 causing power to cycle.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.25 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 checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: March 25, 2007	
AUTHOR: Dan McNamee		PRODUCT LINE: PL15	
ADDITIONAL INFORMATION:			

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Situation:

The failure symptom is rebooting repeatedly or power cycling. This problem is intermittent and can be associated to the CPU board. U4 may have a non-wetted solder connection on CPU date code boards 0431

Solution/Action:

When the instrument is in for repair or calibration, inspect the CPU for this problem. If necessary, resolder the pins of U4 on the CPU board. If the board is damaged or SMTC tools are not available to perform soldering, replace the CPU board to ensure customer satisfaction. The CPU board replacement is under warranty.

The problem has been corrected and replacement boards have been checked for this problem.