

S E R V I C E N O T E

SUPERSEDES: NONE

**E4401B, E4402B, E4403B,  
E4404B, E4405B, E4407B,  
E4408B, and E4411B  
ESA Spectrum Analyzer family.**

**Also  
E7401A, E7402A, E7403A,  
E7404A, and E7405A  
EMC Pre-Compliance Analyzers.**

Serial Numbers/Duplicate Service Notes: See Below

**The front panel flex circuits within this serial range can grow dendrites under certain environmental conditions, which can ultimately short out traces causing the front panel keys on the analyzer not to function.**

**ESA Spectrum Analyzer Serial Numbers:**

E4401B-04:	US39010101 / US39440459	No Exceptions.
E4402B-04:	US39010101 / US39441060	Exceptions: S39441057
E4403B-03:	US39010101 / US39440540	No Exceptions.
E4404B-03:	US39010101 / US39440540	Exceptions: US39440526, US39440527, US39440528
E4405B-03:	US39010101 / US39440354	No Exceptions.
E4407B-03:	US39010101 / US39440941	No Exceptions.
E4408B-03:	US39010101 / US39440369	Exceptions: US39440367
E4411B-04:	US39010101 / US39441107	No Exceptions.

*Continued*

DATE: May 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
<b>MODIFICATION RECOMMENDED</b>					
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.0 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 checked="" type="checkbox"/> SCRAP <input 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: End of GMS period		
AUTHOR: BD	ENTITY: 5320		ADDITIONAL INFORMATION:		



**EMC Pre-Compliance Analyzer Serial Numbers:**

E7401A-03: US39110101 / US39440310  
E7402A-03: US39110101 / US39440175  
E7403A-03: US39110101 / US39440132  
E7404A-03: US39110101 / US39440120  
E7405A-03: US39110101 / US39440174

**To Be Performed By:** Agilent Service Centers Only

**Parts Required:**

<b>P/N</b>	<b>Description</b>	<b>Quantity</b>
E4401-60198	Flex Circuit	1

**Situation:**

The front panel flex circuits that are green in color can grow dendrites, which can ultimately short out traces causing the front panel keys not to function. The "green" circuits utilize silver which can cause this dendrite growth. The new "copper" colored flex circuits utilize copper/nickel/gold plating which performs very well under various environmental conditions.

**Solution / Action:**

Agilent Service Centers should replace the flex circuits if the instrument serial falls within the specified range. Another method would be to look at the color of the existing flex circuit. All green flex circuits are suspect and should be replaced. Service Center personnel should refer to the ESA Service Guide for proper installation of the flex circuit.