

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E4419B-04A

S E R V I C E N O T E

Supersedes:
E4419B-04

Agilent E4419B EPM Average Power Meter

Serial Numbers: GB39510792 / GB39511028

Remove & Refit Outer Cover To Fix EMI Gasket Issues

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 checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.5 Hours
LOCATION CATEGORY:	<input checked="" 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 type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL:	March 2001
AUTHOR: FC	PRODUCT LINE: PN		
ADDITIONAL INFORMATION:			

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Situation:

The units with serial numbers above may have a badly positioned EMI Gasket. The first indication of the problem would be via a visual inspection, where the conductive EMI Gasket may be seen to be in contact with the underside of the Comms Assembly (A4). The inspection procedure is shown in the next section. Where the gasket position is causing the unit to fail, the failure mode is uncertain, as this will depend on the area of the board it is touching. The following failure modes have been encountered so far:

- * Instrument will not power up after the Hi-Pot insulation test.
- * RS422/RS232 self-test failure.

Other failure modes may also exist that have not yet been encountered.

Solution/Action:

It is recommended that the following inspection procedure be carried out:

1. Remove the Rear Bezel and inspect the gasket to see if it is encroaching on the Comms Assembly. See Figure 1 below for an example of a badly positioned gasket.
2. If the gasket is not positioned correctly, slide off the Outer Cover and then slide it back on again. As the gasket is part of the Outer Cover Assembly, this action will put it back into the correct position.
3. Inspect the gasket to make sure it is now positioned correctly. Verify that all the Built In Self Test tests pass.



Figure 1. Example of a badly positioned gasket.