

E4981A-07A

# Modification Recommended Service Note

Supersedes:  
E4981A-07

## E4981A Capacitance Meter

Serial Numbers: MY48207468 – MY48308574  
Manufacturing ID Number: N/A

E4981A cannot power on due to PSU malfunction

### Parts Required:

P/N	Description	Qty.	
0950-5146	Power Supply AC-DC Switching 125-Watt 4-Output	1	or
0950-5428	Power Supply AC 125-Watt 5-Output	1	

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31-Mar-2020		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	WN		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	jm		

ADDITIONAL INFORMATION:

**Situation:**

E4981A cannot power on due to PSU malfunction.

**Solution/Action:**

1. Check the Line Voltage and Fuse
2. Check the Power Supply Unit Output
3. Check booting process
4. When PSU malfunction is identified, replace the PSU by 0950-5146 or 0950-5428.

See Power on Sequence Troubleshooting, PSU Deck Assembly Removal and PSU Assembly Replacement in E4981A Capacitance Meter Service Guide for more details.

5. Scrap the defective PSU.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
15 Mar 2019	E4981A-07	Jun Maruo	As Published
01 Jul 2019	E4981A-07A	Jun Maruo	Narrowed serial-number range based on reported failure serial number range. Previous range was MY48207170 – MY48308757 Changed the used parts action.