E7402A-12

S E R V I C E N O T E

Supersedes:
E7402A-03

E7402A EMC Analyzer

Serial Numbers: US39110101 / US39440175

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.

Parts Required:

P/N	Description	Qty.
E4401-60198	Flex Circuit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	[ ] ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	[ ] CUSTOMER INSTALLABLE [ ] ON-SITE X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY:	[ ] RETURN X SCRAP [ ] SEE TEXT
		USED PARTS:	[ ] RETURN X SCRAP [ ] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: (End of Support Life)	
AUTHOR: MPM		PRODUCT LINE: 12	
ADDITIONAL INFORMATION:			

September 7, 2009

Rev. 16

Agilent Technologies

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.