N6781A-02

S E R V I C E N O T E

Supersedes:
NONE

N6781A - 2-Quadrant Source/Measure Unit for Battery Drain

Serial Numbers: MY50000101/MY50000704

N6781A SMU modules have a higher incident of over-temperature failures than expected. There have been hardware and firmware changes made to the modules to prevent these failures.

Parts Required:

P/N	Description	Qty.
N6781-69101	Replacement module	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY: x ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY: [[]] CUSTOMER INSTALLABLE [[]] ON-SITE x SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE INVENTORY: x RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS: x RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1/2015	
[[]] Calibration Required x Calibration NOT Required	PRODUCT LINE: SP AUTHOR: MJC	
ADDITIONAL INFORMATION:		

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Situation:
The N6781A will sometimes report the error: “Error 202, Selftest failed; cannot read heatsink temperature, chan #”. It will also trip the over temperature protection. In order to be covered by the service note, both of these events must happen. The over temperature protection cannot be cleared and the module will not operate in this mode. The over-temperature event is a false alarm and neither the product nor device under test is in any danger. These errors are due to a hardware failure inside the module.

Solution/Action:
There are two actions that are required. The first is to make sure that the N670x mainframe has the most recent firmware. For the N6700B, N6701A, and N6702A mainframes, the firmware can be found at http://www.agilent.com/find/N6700firmware . For the N6705A/B mainframes, the firmware can be found at: http://www.agilent.com/find/N6705firmware. Updating the firmware will not make the unit work again; it will just reduce the amount of failures.

The module then needs to be put through the normal repair process and swapped with a refurbished module.