

S E R V I C E N O T E

SUPERSEDES: 34970A-02A

**34970A Data Acquisition/Switch Unit**

Serial Numbers: 0000A00000 / US37009329

**34970A Intermittently Fails to Power On (This SN applies to instrument failures;  
See SN 34970A-04A for non-failure situation)**

To Be Performed By: HP-Qualified Personnel

**Parts Required:**

Model	P/N	Description	Quantity
34970A Std	34970-69201	Replacement Unit	1
34970A, Opt. 001	34970-69202	Replacement Unit	1

*Continued*

DATE: November 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
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 type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: DAA	ENTITY: 0940	AGILENT RESPONSIBLE UNTIL:	
		ADDITIONAL INFORMATION:	



**Situation:**

The instrument fails to power on when connected to an ac power line. This condition is most likely to occur when the unit was unplugged for a short period of time or following a brief power outage.

**NOTE**

This issue may appear to be a "no trouble found" in the service office. Units that have been disconnected from the line may not show this problem again for several weeks.

**Solution / Action:**

Defective units should be exchanged for a replacement unit (Choose appropriate part number listed above).