

MODIFICATION RECOMMENDED

34980A-03

S E R V I C E N O T E

Supersedes:
NONE

34980A Multifunction Switch/Measurement Unit

Serial Numbers: MY44008776 and before
SG44000321 and before

Intermittently 34980A units would not recognize the DMM anymore showing
DMM revision to be 0.00

Parts Required:

P/N	Description	Qty.
34980-60002	Malaysia Mainframe with DMM new replacement	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hour
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: November 2010	
AUTHOR:	TP	PRODUCT LINE: SP	
ADDITIONAL INFORMATION:			

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Rev. 16



Situation:

The issue might be caused by the problems below.

1. A drift issue in the comparator chip. The resistor at the comparator is not enough to handle the drift and so the transformer is not turned on properly when needed. This leads to the DMM not powering on and so the firmware doesn't recognize the DMM is there.
2. The comparator chip itself intermittently going bad resulting in a short circuited of driving a +12V source to ground. This leads melting off the two inductors in the circuit and power off the DMM.

Solution/Action:

Please contact your local Agilent Service Center to have your instrument exchanged.

****Note**

This only applies to 34980A units containing an internal DMM. Units with Option 001 are not affected by this service note.