

## S E R V I C E N O T E

SUPERSEDES: 3499B-03A

**3499B Switch/Control Mainframe****Serial Numbers:** Products with Firmware 1.0/1.1 and within the Below Serial Number.

cn34428601 / 40150232

**No display(dark) or blinking after power switch on. Defect in the battery back-up circuit.****To Be Performed By:** Agilent-qualified personell**Parts Required:**

HP P/N	Description	Quantity
03499-69002	3499B Mainframe	1

**Situation:**

In normal 3499B working environment, the 3499B have experienced a lockup problem. The display show up a blinking or dark and no response from key or buttons and the instrument is stop working. Some failure unit also showed a defect in the battery back-up circuit.

**Solution / Action:**

We would like to exchange customer's unit for one that has been upgraded/modified to eliminate this potential failure.

DATE: April 2001

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
<b>MODIFICATION RECOMMENDED</b>					
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours		
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: April 2003		
AUTHOR: AJT	ENTITY: Y500	ADDITIONAL INFORMATION:			

