

MODIFICATION RECOMMENDED

E4418B-02A

S E R V I C E N O T E

Supersedes:
E4418B-02

E4418B EPM Power Meter

Serial Numbers:

GB38410102/GB38410108, GB38410131/GB38410136, GB38410158, GB38410161
GB38410163/GB38410164, GB38410166, GB38410169, GB38410171/GB38410198
GB38410200/GB38410240, GB38410254/GB38410296, GB38410304/GB38410312
GB38410318/GB38410608, GB38410610/GB38410611, GB38410612/GB38410624
GB38410626/GB38410628, GB38410636/GB38410637, GB38410640
US38470101/US38470174, US38470176/US38470218, US38470223, US38470225/US38470227
US38470229/US38470311, US38470316, US38470318, US38470330, US38470333
US38470335/US38470462, US38470464/US38470639, US38470641/US38470647
US38470655/US38470658, US38470669/US38470728, US38470730

Premature RAM Backup Battery Failure

Parts Required:

P/N	Description	Qty.
1420-0338	Battery	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.45 Hours
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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: November 2001	
AUTHOR:	DBL	PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

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Situation:

The units with serial numbers above have a cable fitted which will cause the premature failure of the SRAM Lithium backup battery. The backup battery is used to retain data in the memory when the unit is powered off. This will not affect the measurement integrity of the unit; however the unit will lose all user data that was input before the power down. When the battery has failed it will display the following Power On Self Test error;

RAM Battery Failed

Solution/Action:

If any of the units above appear in a service centre for repair or calibration perform the following procedure:

- Remove and discard the cable assembly (p/n E4418-61028) between the PSU (p/n 0950-3445) and the Daughter Assembly (p/n E4418-60015).
- Remove and replace the Lithium battery (p/n 1420-0338) on the E4418-60001 processor assembly.

Download the latest firmware from the World Wide Web. Load the processor card with the options, serial number, system version, and processor revision using the following commands:

```
SERV:SNUM "XXXXXXXXXX"  
SERV:VERS:PROC "C"  
SERV:OPT "XXX"  
SERV:VERS:SYST "2"
```

Verify that all the Built In Self Test tests pass.