

S E R V I C E N O T E

SUPERSEDES: NONE

E4419B EPM Power Meter

Serial Numbers:

GB38410101
GB38410117/GB38410118
GB38410127/GB38410180
GB38410182/GB38410273

US38470101/US38470145/
US38470147/US38470321
US38470323
US38470326
US38470334

Premature RAM Backup Battery Failure

To Be Performed By: Agilent-Qualified Personnel

Parts Required: None

Continued

DATE: November 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS:	LABOR 0.45 Hours	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT	USED PARTS: RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: November 2001		
AUTHOR: JW	ENTITY: E600	ADDITIONAL INFORMATION:		



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 E4419-60003).
- 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:SERNUM XXXXXXXXXXXX"  
SERV:VERS:PROC ""C""  
SERV:VERS:OPT XXX"  
SERV:SYST:VERS ""2""
```

Verify that all the Built In Self Test tests pass.