

MODIFICATION RECOMMENDED

E4419B-22A

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

Supersedes:  
E4419B-22

E4419B - EPM Power Meter

Serial Numbers: MY45103757 / MY45104406; SG45100618 / SG45100706

**Power Meter Display Shrink**

**Parts Required:**

P/N	Description	Qty.
E4419-60201	Front Panel Assembly for Agilent E4418B and Agilent E4418B Option 002 <b>OR</b>	1
E4419-60202	Front Panel Assembly for Agilent E4418B Option 003 <b>OR</b>	1
E4418-61045	Front Panel Sub-assembly for Agilent E4418/19B	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.5 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN X SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31-March-2011	
AUTHOR:	LCH	PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

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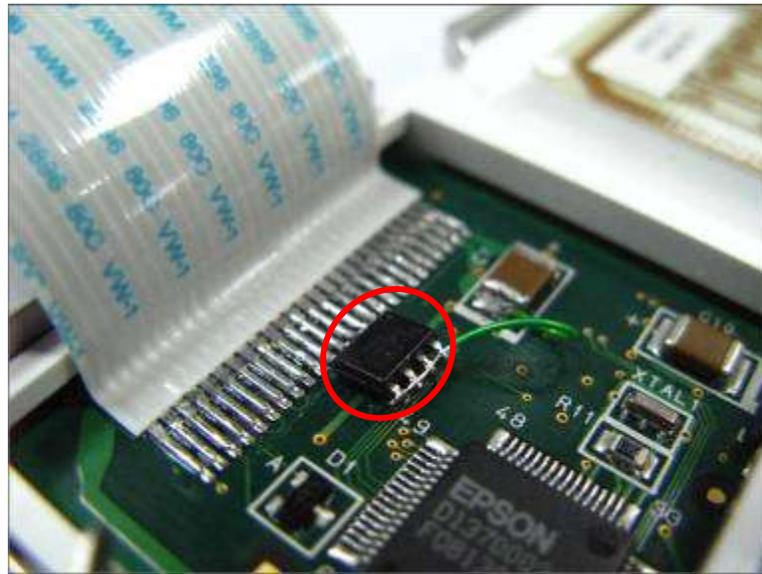


**Situation:**

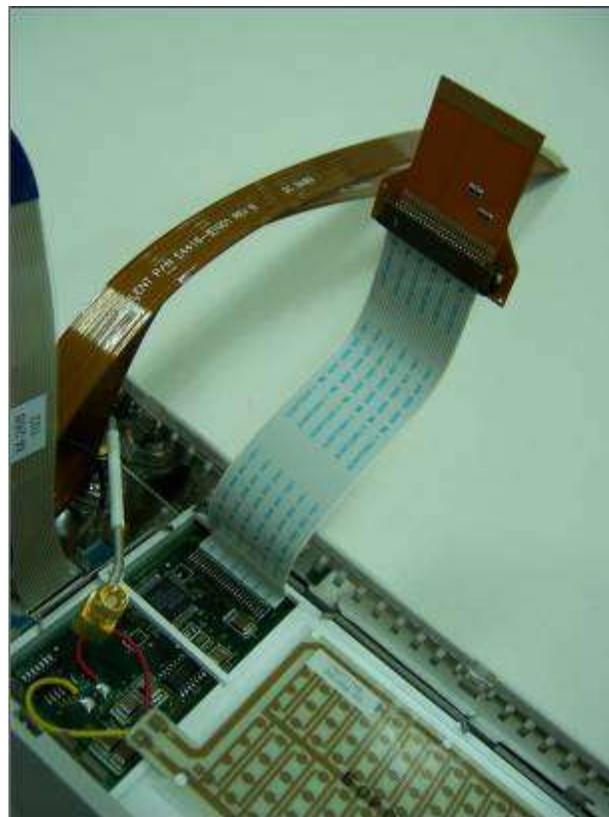
Due to some issues with the implementation of new LCD display controller in the power meter's display, intermittent display shrink is observed when operating the power meter. This however doesn't impact all the units. The display shrink scenario may look like something shown below:

**Solution/Action:**

To resolve this problem, replace the front panel assembly with a good one. A good front panel has additional Transient Voltage Suppress (TVS) diode soldered on its PCA **OR** additional ribbon cable with Damping Resistors attached to it. The photos for good front panel assembly are shown below. Additional of TVS diode **OR** Damping Resistors will prevent the display shrink from happening.



**Figure 1**



**Figure 2**

Front panel with older version of LCD display controller can also be used to resolve this problem. For more information on old and new version of LCD display controller, please refer to service note E4419B-21A.