

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E4421B-08

S E R V I C E N O T E

Supersedes:
NONE

ESG “B” Signal Generator E4421B

Serial Numbers: MY43351083/ MY43351201
SG43350120 / SG43350127

Unit has no backlight on the LCD display due to the cables on the inverter having improper connection either over-clamp or under-clamp.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
0950-3093	Inverter-Dc to	1
1400-0493	Cable Tie Wrap	1

Tools Equipment
Cutter

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ IMMEDIATELY ☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 0.5 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: 10 August 2007		
AUTHOR: PYong PRODUCT LINE: PL15			
ADDITIONAL INFORMATION:			

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Situation:

The ESG-B AP/DP Family of Signal Generators has been experiencing failures where there is no backlight on the LCD display. The failures are due to the cables on the inverter having improper connection either by over or under crimping the wires to the black connector. This failure is intermittent. To check for this issue, slightly pull each of the 3 cables (black / brown and red in color) attached to the black connector. If any improper crimping is present, the cable(s) will easily detach from the connector. If the cables do not detach then, with the connector installed and power on the unit, agitate / shake the 3 cables at the same. Observed the display and look for any flickers or intermittent operation.

Solution/Action: - Removing the front panel is optional.

The resolution plan is as below:-

1. Remove the inverter from the front panel by cutting off the cable tie wrap with a cutter.
2. Install the new inverter to the front panel and secure it with the appropriate cable tie wrap.