

MODIFICATION RECOMMENDED

E4438C-20A

S E R V I C E N O T E

Supersedes:
E4438C-20

E4438C Vector Signal Generator

Serial Numbers: ALL

Power supply replacement for customer satisfaction purposes.

Parts Required:

P/N	Description	Qty.
0950-4031	Power supply	1
Or, if 0950-4031 is not available		
0950-5037	Power supply	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS LABOR: 1.5 Hours maximum	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE X SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE ☐ RETURN INVENTORY: ☐ SCRAP X SEE TEXT	USED PARTS: ☐ RETURN X SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE NO CHARGE AVAILABLE UNTIL: 1FEB2010		
AUTHOR: HLU	PRODUCT LINE: 15		
ADDITIONAL INFORMATION: Authorizes free replacement of Revision B/C 0950-4031 power supplies with Rev D or 0950-5037 for customer satisfaction purposes.			

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Situation:

An increasing failure rate of 0950-4031 Rev B/C power supplies has been observed. For customer satisfaction, on contact (at time of calibration or other repair) inspection and replacement of 0950-4031 Rev B/C power supplies is authorized as shown below. 0950-4031 Rev D power supplies may be used until gone and then 0950-5037 may be used.

Failed power supplies with symptoms shown in (1) below are to be replaced.

Working power supplies are to be inspected and replaced if the solder is found to be deteriorated as shown in (2) below.

Solution/Action:

1. ON SPECIFIC FAILURE: Replace failed 0950-4031 Rev B/C power supplies with 0950-4031 Rev D power supplies or, 0950-5037 power supplies after stock of 0950-4031 is gone, in cases where lead failure of R6 or R9 as shown in the photograph below. Other failures are not covered by this Service Note.



2. ON CONTACT INSPECTION: Inspect the condition of solder on the reverse side of working power supplies, in location shown in the photos below (R6/R9). If the solder is found to be deteriorated, appearing granular or partially re-melted, as shown in the pictures on the right below, replace the power supply. It is normal for the solder mask to have changed color from green to grey/brown on the trace between the connections to be inspected.
3. Removed power supplies are to be disposed of locally

