

PRIORITY SAFETY – REQUIRES IMMEDIATE REPAIR ACTION AND SPECIAL EFFORT TO CONTACT CUSTOMERS

E4980A-02B-S

S E R V I C E N O T E

Supersedes:

E4980A-02A-S

E4980A Precision LCR Meter 20 Hz to 2 MHz

Serial Numbers: MY46100102-MY46100344, SG46100101-SG46100102

POSSIBLE SHOCK HAZARD

WARNING

There is an unlikely possibility of an electrical shock hazard

To Be Performed By: Agilent-Qualified Personnel Only

Parts Required:

P/N	Description	Qty.
E4980-25005	FILM	1
5080-3270	LABEL	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
PRIORITY SAFETY			
ACTION CATEGORY: X IMMEDIATELY		STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY: X ON-SITE X SERVICE CENTER		SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: ALWAYS		AGILENT RESPONSIBLE UNTIL: ALWAYS	
AUTHOR: JM		PRODUCT LINE: WN	
ADDITIONAL INFORMATION:			

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Situation:

E4980A LCR meters within the serial number range specified do not contain an insulator that isolates the primary power signal of the power supply from the chassis of the E4980A. In the worst case, there is a possibility of an electrical shock hazard to the user if the user completes a circuit between the E4980A and another grounded connection while the E4980A is turned on. However, it is an unlikely possibility.

Solution/Action:

At the customer site....

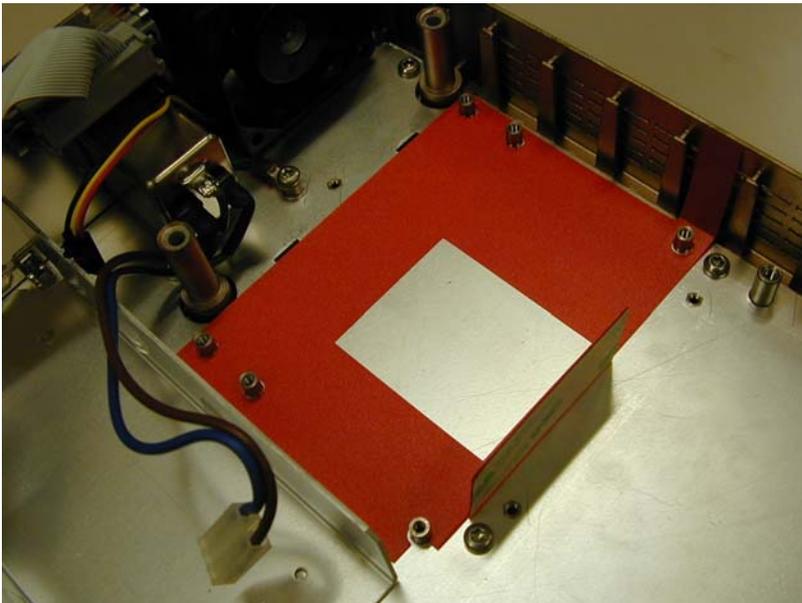
- (1) Users immediately check their protective grounding to assure that it is adequate. If it's OK, contact Agilent to return the equipment to Agilent for repair as soon as practical or check if appointment for on-site repair is possible.**
- (2) If users can not verify adequate protective grounding or ground is not adequate, users must unplug the equipment, stop using it until it and contact Agilent to return the equipment to Agilent fore repair as soon as practical or check if appointment for on site repair is possible.**

At the service center.....

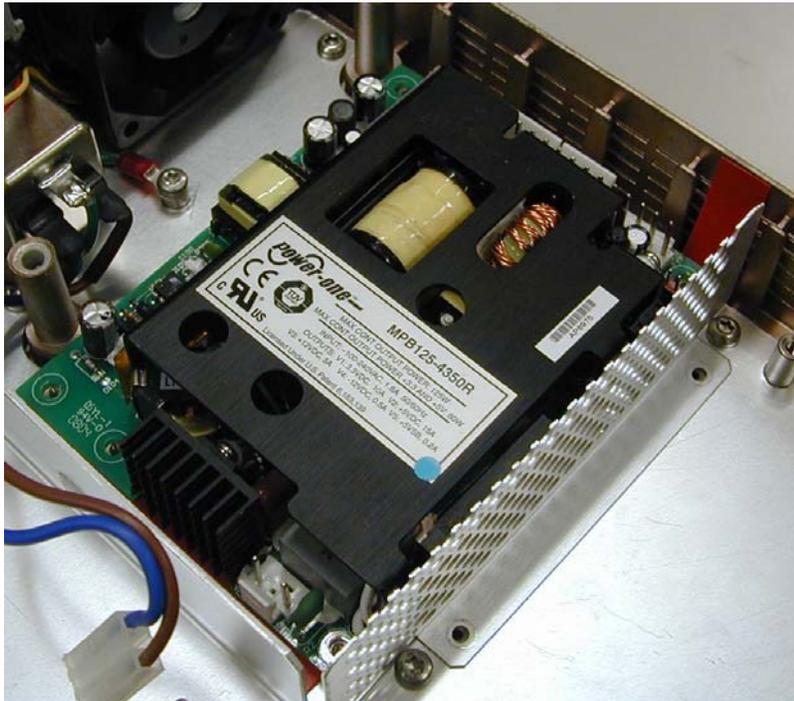
Install an insulator (FILM, p/n E4980-25005) in the E4980A

Step1. Remove the power supply. (Refer to E4980A service guide, section Power Supply Assembly Replacement)

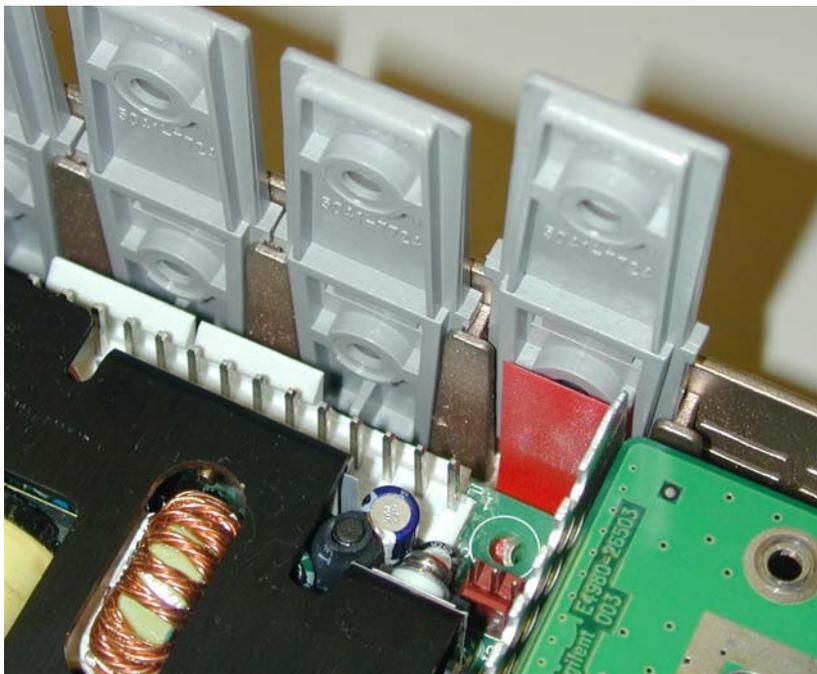
Step2. Put the insulator on base plate as shown in the figure below.



Step3. Place the power supply on the insulator. After fastening the power supply, remove the film of adhesive tape of the insulator. Then , fasten ANGLE SHIELD (E4980-01205) and stick the adhesive part of the insulator to the ANGLE SHIELD.



Step4. Reverse the order of the removal procedure. When installing the vent blocks, the confirmation tab of the insulator is set internally in the vent blocks.



Step5. Check whether the insulator is placed correctly. Look at the inside through the hole of the right side wall of the chassis with a flashlight. You can find the red color tab.



Step6. After installing the insulator, check the following items.

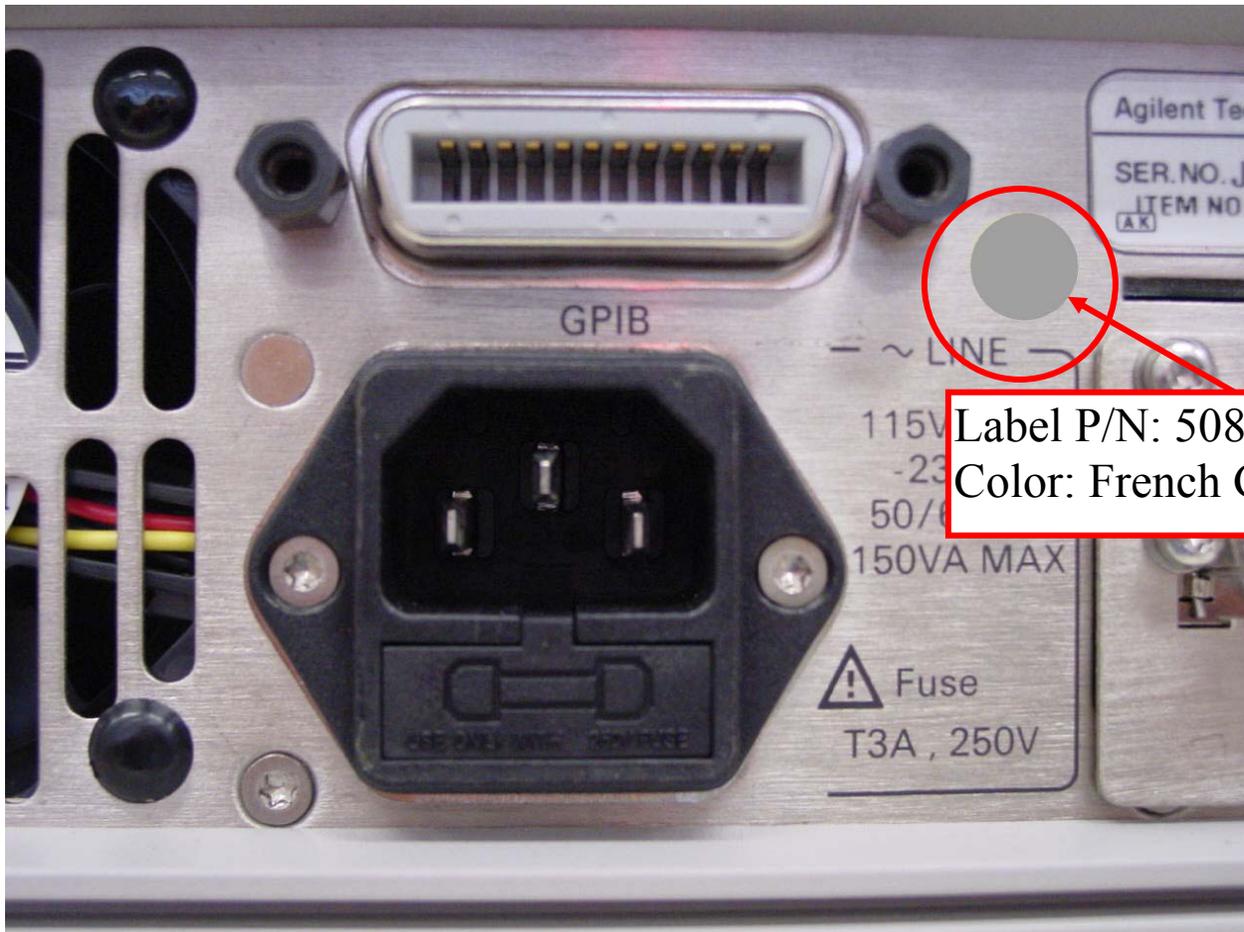
- Monitor the booting process
- Check to see that the “Power on test failed” message is not displayed

Step7. Update the firmware to latest one, if customer agrees to update. Firmware upgrade is not mandatory for this safety event, but some defects will be fixed while updating the latest firmware. (See related service notes: E4980A-03, E4980A-04 and E4980A-05 for more details)

The URL for the latest firmware is as follows.

<http://www.home.agilent.com/agilent/editorial.jsp?cc=US&lc=eng&ckey=828043&nid=-536902441.536908436.02&id=828043>

Step8. Stick a label (P/N 5080-3270) between AC Inlet and Serial Number Label. □See the place below□



Retrofit Time: 0.5 hour (test is included)