

E4980A-02C-S

Safety Service Note

Implemented During Normal Course of Providing Support

Supersedes:
E4980A-02B-S

E4980A Precision LCR Meter, 20 Hz to 2 MHz

Serial Numbers: All

Manufacturing ID Number: N/A

POSSIBLE "SHOCK PINCH" HAZARD

WARNING

There is an unlikely possibility of an electrical shock hazard

Parts Required:

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

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR:	0.5 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> SERVICE CENTER <input checked="" type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> CHANNEL PARTNERS	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT		
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: ALWAYS	
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WN AUTHOR: YC	

ADDITIONAL INFORMATION:

Situation:

If E4980A LCR meters 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.

Refer to solution for the affected serial number range and all the unit in service center.

Solution/Action:

If Serial number within this range MY46100102-MY46100344, SG46100101-SG46100102, perform below step at the customer site.....

(1) Users immediately check their protective grounding to assure that it is adequate. If it's OK, contact Keysight to return the equipment to Keysight for repair as soon as practical or check if appointment for onsite repair is possible.

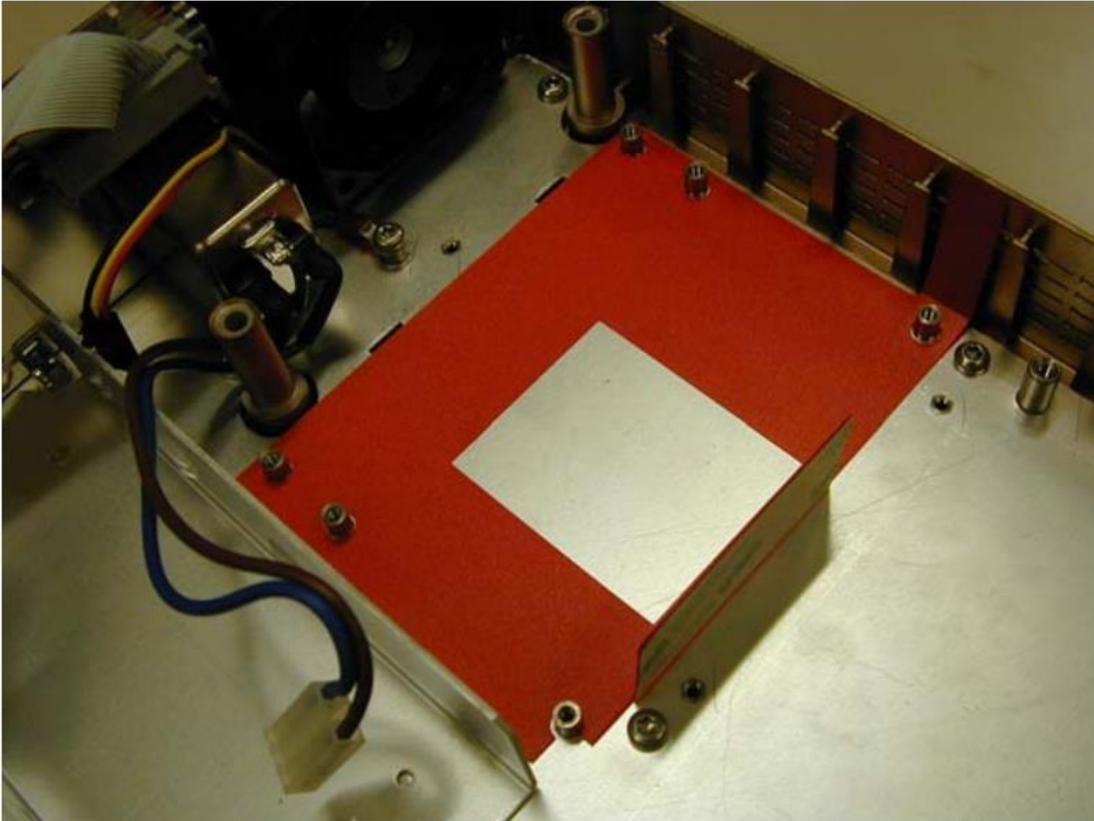
(2) If users can not verify adequate protective grounding or ground is not adequate, users must unplug the equipment, stop using it until contact Keysight to return the equipment to Keysight for repair as soon as practical or check if appointment for onsite repair is possible.

For all serial number which found situation as stated, perform below step at the service center.....

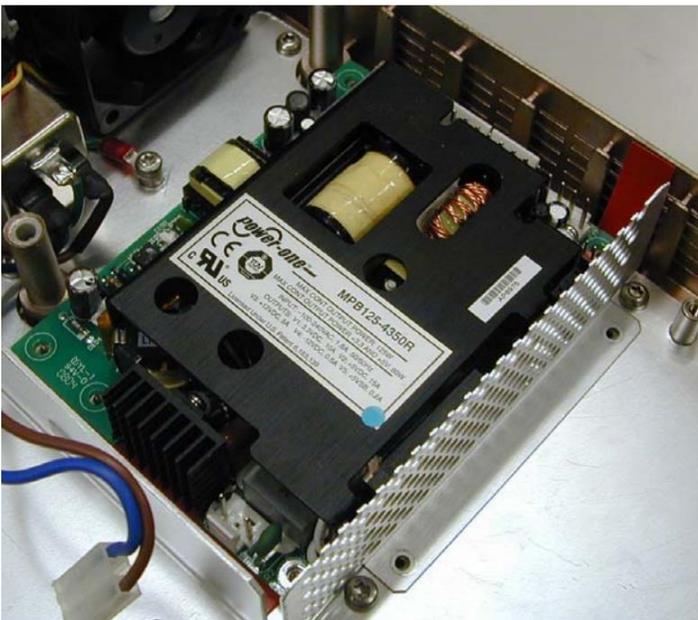
Install an insulator (FILM, p/n E4980-25005) in the E4980A

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.

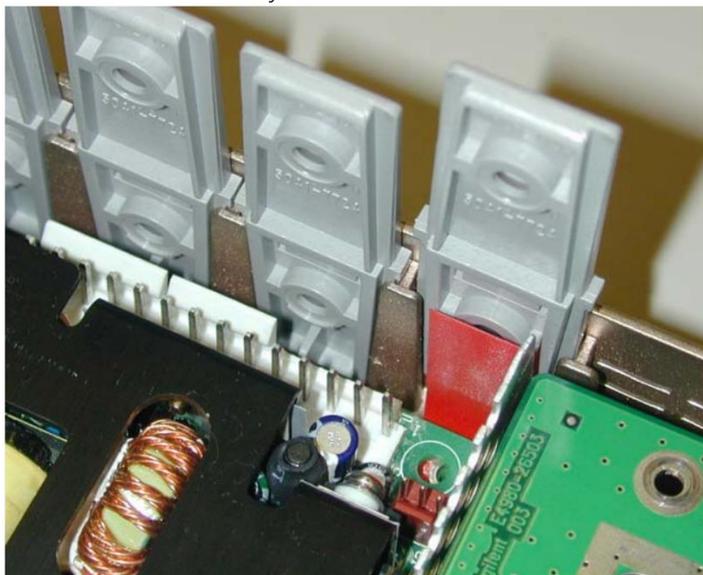


Step3. Place the power supply on the insulator. After fastening the power supply, remove the film of adhesive tape of the insulator. Then, fasten ANGLE SHIELD (E4980-01205) and stick the adhesive part of the insulator to the ANGLE SHIELD.



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.



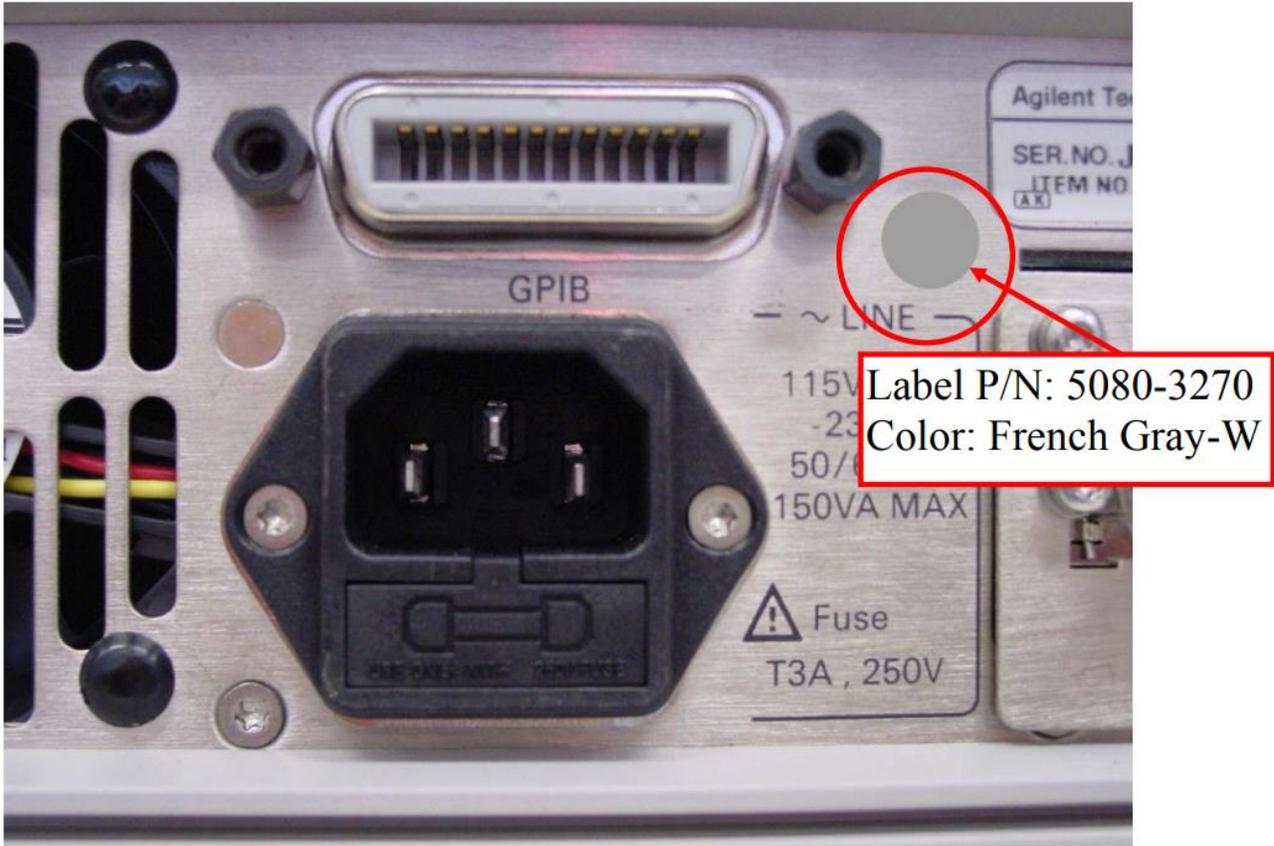
Step6. After installing the insulator, check the following items. - Monitor the booting process - Check to see that the “Power on test failed” message is not displayed

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-03x, E4980A-04x and E4980A-05x for more details)

The URL for the latest firmware is as follows.

[E4980A/E4980AL Precision LCR Meter Firmware Update | Keysight](https://www.keysight.com/india/precision-lcr-meter-firmware-update)

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)

Revision History:

Date	Service Note Revision	Author	Reason for Change
22 Dec 2022	E4980A-02C-S	YC	Update Serial Numbers to ALL