

E4980AL-13

# Modification Recommended Service Note

Supersedes:  
NONE

## E4980AL Precision LCR Meter, 20Hz to 300kHz/ 500kHz/ 1MHz

Serial Numbers: MY54410164 - MY54412015  
Manufacturing ID Number: N/A

### E4980A/AL Keypad Stuck While Using Instrument

#### Parts Required:

P/N	Description	Qty.
E4980-40051	Panel Front Molded, Phantom Gray	1

#### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	2.0 Hours	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input checked="" type="checkbox"/> RETURN	USED <input checked="" type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS			
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	29 September 2022	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	WN	
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	bs	

ADDITIONAL INFORMATION: E4980AL-12 E4980A/AL Keypad Stuck While Using Instrument

**Situation:**

User may find that the instrument's keypad stuck as the picture below while using the instrument. If user reported to have the keypad stuck issue with instrument serial number listed, refer to solution.



**Solution/Action:**

The reason behind is that there is issue in supplier's molding causing the front panel to have burr that leads to keypad stuck.



The solution is to:

Send your instrument to the nearest service center. The service center with repair capability will then perform the following:

1. Replace front panel E4980-40051.  
Refer to Front Panel Assembly Removal in E4980A/E4980AL Precision LCR Meter Service Guide for the procedure to remove and replace the front panel.
2. Power-on the instrument after replacement. Check for any error message or any display failure.  
Refer to Power On Sequence Troubleshooting in E4980A/E4980AL Precision LCR Meter Service Guide for troubleshooting details.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
29 Sept 2021	E4980AL-13	bs	As Published