

# INFORMATION ONLY

## E5071C-43

# S E R V I C E N O T E

Supersedes:  
NONE

E5071C ENA Series Network Analyzer, 9 kHz to 20 GHz

Serial Numbers: MY46314593 - MY46524085, SG46300351 - SG46500436

### CPU-FAN failure

#### Parts Required:

P/N	Description	Qty.
3160-4502	CPU-FAN	1

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>INFORMATION ONLY</b>		
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: May 31, 2016
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required		PRODUCT LINE: WN AUTHOR: jm
ADDITIONAL INFORMATION: LABOR: 0.5 Hours including Box Open/Close		

**Situation:**

One of the three symptoms below is shown, it's recognized as CPU-FAN rotor mechanical failure.

- (1) While the instrument is working correctly, CPU-FAN is rotating with strange sound
- (2) While the instrument is working correctly, the instrument shut down after approximately 10 times beep.
- (3) While booting up the instrument, the instrument shut down after approximately 10 times beep.

**Solution/Action:**

Replace the CPU-FAN with 3160-4502.

To prevent from this failure in future, ask customer to keep the operating environment clean. If onsite cleaning service (inside the instrument cleaning service) is available at your region, offer it to the customer.

**Revision History:**

Service Note Revision	Date	Author	Reason For Change
01	1-Jun-2015	jm	As published