34980A-03 <u>S E R V I C E N O T E</u>

Supersedes: NONE

34980A Multifunction Switch/Measurement Unit

Serial Numbers: MY44008776 and before SG44000321 and before

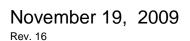
Intermittently 34980A units would not recognize the DMM anymore showing DMM revision to be 0.00

Parts Required: P/N	Description	Qty.
34980-60002	Malaysia Mainframe with DMM new replacement	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	 ✓ ON SPECIFIED FAILURE [[]] AGREEABLE TIME 	STANDARDS LABOR: 1.0 Hour			
LOCATION CATEGORY:	 [[]] CUSTOMER INSTALLABLE [[]] ON-SITE ✓ SERVICE CENTER [[]] CHANNEL PARTNER 	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP ✓ SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP ✓ SEE TEXT		
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: November 2010			
AUTHOR: TP		PRODUCT LINE: SP			
ADDITIONAL INFORMATION:					

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The issue might be caused by the problems below.

1. A drift issue in the comparator chip. The resistor at the comparator is not enough to handle the drift and so the transformer is not turned on properly when needed. This leads to the DMM not powering on and so the firmware doesn't recognize the DMM is there.

2. The comparator chip itself intermittently going bad resulting in a short circuited of driving a +12V source to ground. This leads melting off the two inductors in the circuit and power off the DMM.

Solution/Action:

Please contact your local Agilent Service Center to have your instrument exchanged.

**Note

This only applies to 34980A units containing an internal DMM. Units with Option 001 are not affected by this service note.