

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

83453A-01

S E R V I C E N O T E

Supersedes:
None

83453A High Resolution Spectrometer

Serial Numbers: US42030104 through US42030109

Defective Motherboard in system controller.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
MBATX-845G-VEA	Intel P4 Motherboard	1
3-274919-1	Intel P4 2.4GHz CPU	1
532-0019-00	Fan/Heatsink	1

The parts required for this service are not set up to be ordered by the service centers. The factory will provide the parts when the service is scheduled.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY:	☐ IMMEDIATELY ☐ ON SPECIFIED FAILURE ☒ AGREEABLE TIME	STANDARDS: LABOR: 4.0 Hours
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☒ ON-SITE ☐ SERVICE CENTER	SERVICE INVENTORY: ☐ RETURN ☒ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS: ☐ RETURN ☒ SCRAP ☐ SEE TEXT
AGILENT RESPONSIBLE UNTIL:		
AUTHOR: SJ PRODUCT LINE: 8F		
ADDITIONAL INFORMATION:		

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Situation:

The motherboard in the controller contains electrolytic capacitors that have failed after approximately 1 year of intermittent use. The capacitors can fail even if the system is not turned on but connected to AC line power.

Symptoms of failure include:

1. The system controller will seem very slow and the mouse may freeze. There may also be trouble when connecting to the LAN (Network).
2. When the system controller is turned on, it will start the boot process and then restart. You may also have a boot stall. A boot stall is where the system will start the boot process and stall at the hardware detection.
3. The system will start, no video will sync will happen it will look like the system monitor is turned off.

Solution/Action:

The motherboard in the controller should be replaced with a new redesigned board. A factory-trained representative must perform this service.