

# MODIFICATION RECOMMENDED

## E4981A-06

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

Supersedes:  
NONE

E4981A Capacitance Meter, 120/ 1 kHz/ 1MHz

Serial Numbers: MY48100101 - MY48205014, SG48100103 - SG48100106

**Overload error occurs while Autor-anging with low temperature**

**Parts Required:**

P/N	Description	Qty.
E4980-62134	Tested PCA, Analog with shield case, Pb-Free	1

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: <b>MODIFICATION RECOMMENDED</b>		
ACTION <input checked="" type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 2.0 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: May, 2017	
<input checked="" type="checkbox"/> Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WN AUTHOR: jm	
ADDITIONAL INFORMATION:		

**Situation:**

Overload error frequently occurs while Auto-ranging with low temperature (equal or below 5 degrees Celsius) at customer site. This symptom might not be reproduced with normal temperature at Keysight service center.

**Solution/Action:**

When service center receives this complaint from a customer, replace the analog board with a brand new analog board though it's not reproduced by the service center. This action is to prevent from reoccurrence of the same symptom at customer site after No Trouble Found (NTF) return.

**Revision History:**

Service Note Revision	Date	Author	Reason For Change
E4981A-06	05-Jun-2015	jm	As published