

E4981A-12

Modification Recommended Service Note

Supersedes:
NONE

E4981A Capacitance Meter

Serial Numbers: MY48311433 - MY48312765
Manufacturing ID Number: N/A

E4981A Keypad Stuck While Using Instrument

Parts Required:

P/N	Description	Qty.
E4980-40055	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: E4981A-12 E4981A 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 E4980-40055.
Refer to Front Panel Assembly Removal in E4981A Capacitance 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 E4981A Capacitance Meter Service Guide for troubleshooting details.

Revision History:

Date	Service Note Revision	Author	Reason for Change
29 Sep 2021	E4981A-12	bs	As Published