

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

N4010A-04

S E R V I C E N O T E

Supersedes:
NONE

N4010A Wireless Connectivity Test Set

Serial Numbers: GB45500250 / GB45500440

Damaged Line Module Causes Instrument To Intermittently Re-boot

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
N4010-61847	Line Module Assembly Kit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.5 Hours		
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: 06-April-2008			
AUTHOR: FC	PRODUCT LINE: PN				
ADDITIONAL INFORMATION: Service Inventory is unaffected. No spare parts were shipped during the period in question.					

© AGILENT TECHNOLOGIES, INC. 2006
PRINTED IN U.S.A.



April 6, 2006

Situation:

A manufacturing defect has resulted in damage to the line module of some N4010A instruments. The outer terminals (live and neutral) of a connector inside the N4010A have been forced open, which can cause an intermittent connection with the mating connector on the power supply unit. The center terminal (earth) of the line module connector is unaffected.

Units that have a damaged line module may exhibit one or both of the following faults:

1. The unit may intermittently re-boot.
2. The unit may generate an audible electrical crackling noise.

Important Note:

The damaged line module has been assessed with respect to electrical shock & fire hazards. In both instances, this damage has been judged to be non-hazardous.

Solution/Action:

If an instrument exhibits one or both of the faults detailed above, the following procedure should be used to determine whether or not the line module has been damaged:

1. Ensure the instrument is not connected to a mains power supply.
2. Loosen the five captive screws on the bottom of the instrument.
3. Remove the top cover from the instrument.
4. [Option 102/103 units only] Disconnect the semi-rigid cables from ports 2 & 3 of the RF Switch.
5. Lift the hinged deck assembly into the vertical position.
6. Disconnect the white line module connector from the deck assembly (refer to Figure 1).
7. Inspect the terminals of the white line module connector for signs of damage (refer to Figures 2 and 3).

If the line module is damaged, it must be replaced. Once the instrument has been re-assembled, it must be tested to ensure it meets electrical safety requirements.

If there are no signs of damage to the line module, then the reported issue is not related to this Service Note. As such, the instrument will require further debug to trace the issue to its root cause.

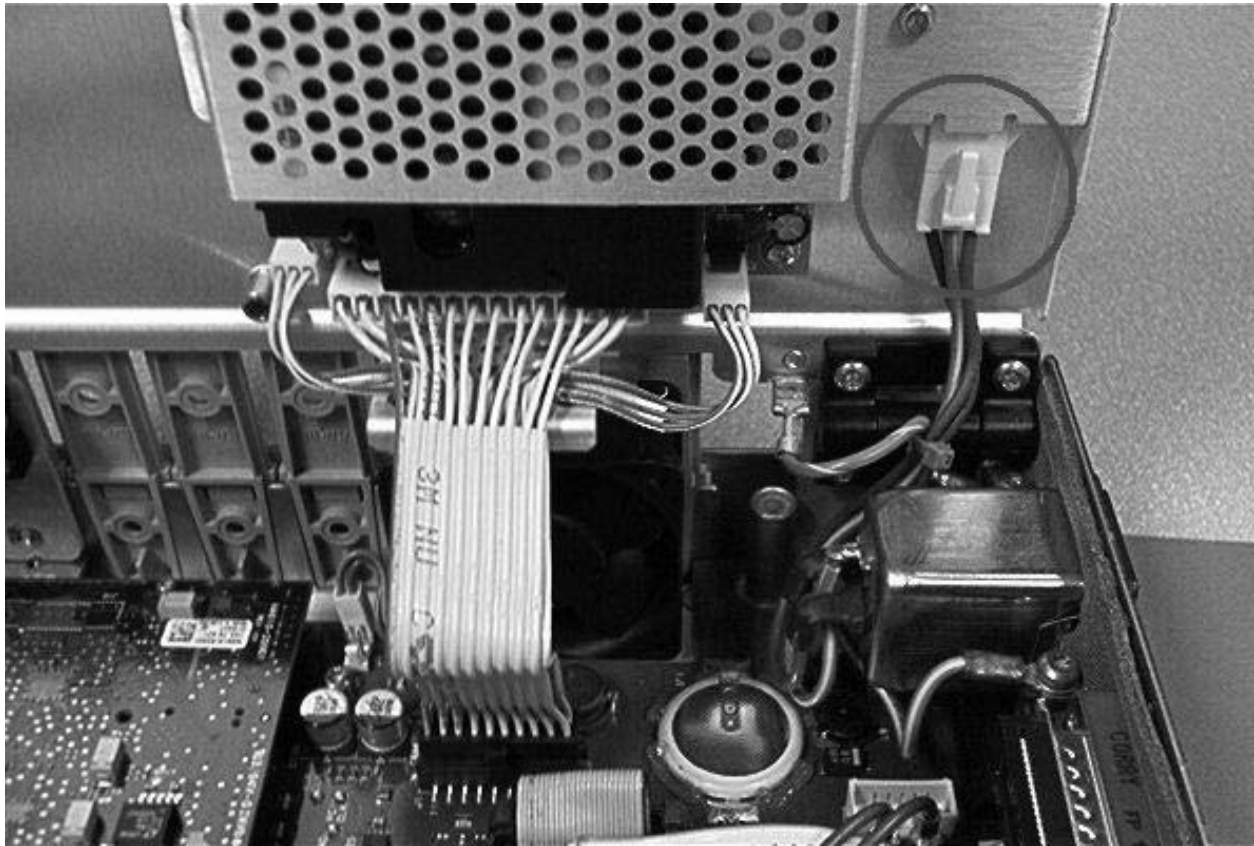


Figure 1: Line Module Connector (Attached To The Deck Assembly)

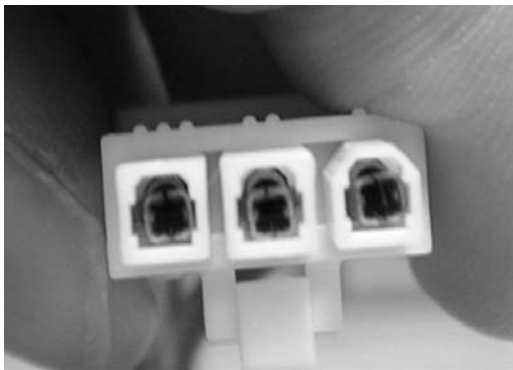


Figure 2: Example – Undamaged Connector

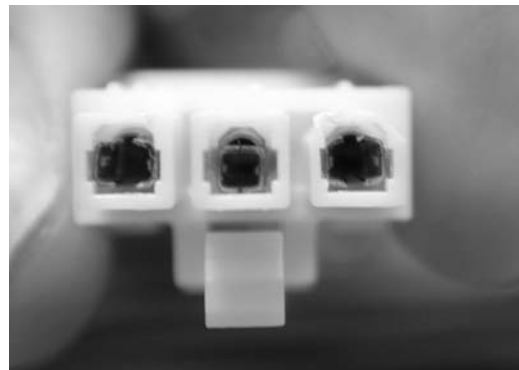


Figure 3: Example – Damaged Connector