



**Situation:**

The 4155A/4156A/41501A units within the listed serial number range may have a power supply shutdown/reboot problem. This problem shows the following phenomena.

- During the operation, shutdown and reboot of the unit occurs.
- Caution 308: Unknown Emergency (SMUC time-out) is displayed intermittently during the operation.
- (4155A/4156A with 41501A only) Caution 303: Power Failure at Expander Box is displayed intermittently during the operation.

Typically, the above phenomena cannot be duplicated at Agilent service centers and/or the phenomena disappears when the unit is plugged in at a different location.

**Solution / Action:**

A voltage sag higher than 30 V may cause the above problem.

Replace the power supply module by using the exchange program (P/N 04155-69013).

If the 4155A/4156A has the 41501A Expander, confirm the serial numbers of both units and then replace the power supply module(s) accordingly.

In case the problem persists after replacing the power supply module, using a UPS (Uniterruptible Power Supply) or AVR (Automatic Voltage Regulator) is recommended.