

S E R V I C E N O T E

SUPERSEDES: NONE

6684A 5kW GPIB DC Power Supply

Serial Number: see below

Intermittent Phone Cables

Duplicate Service Notes:

- 6680A-03 US36480140 / US36480147
- 6681A-03 US36400341 / US36400360
- 6682A-01 US36400211 / US36440270
- 6683A-02 US36420231 / US36420395
- 6684A-01 US36410301 / US36410355

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Quantity
5080-2168 W4 (A2J107 to A10J507)	Phone Cable	1
5080-2168 W5 (A2J108 to A1J6)	Phone Cable	1

Situation:

The 2 phone style cables might have been improperly crimped causing intermittent connections inside the cable assemblies. Could cause "Secondary Down" or "Serial Down" messages.

Continued

DATE: September 1999

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 type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: PS	ENTITY: 2100	AGILENT RESPONSIBLE UNTIL: Product Support Life	
		ADDITIONAL INFORMATION:	



Solution / Action:

Units returned for any reason in the specified serial number range exhibiting "Secondary Down" or "Serial Down" messages or intermittent communication problems. Replace the gray phone style cables.