

Information Only Service Note

Supersedes:
NONE

E36155A 800W Autoranging Benchtop Power Supply, 60V, 40A

Serial Numbers: ALL

The Problem – ATTENTION – Firmware update to 1.1.10-1.0.1-1.16 is mandatory.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

PRODUCT LINE: SP
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ADDITIONAL INFORMATION:

Situation:

Instrument with the firmware version **1.1.10-1.0.1-1.16 and below**, may display the below errors after booting up.

- Dashes “---”
- Error 614: Invalid serial number
- Error 561: Analog board (CH1) does not respond

Solution/Action:

Scenario 1

Check the instrument’s firmware version.

If the firmware version is not **1.1.10-1.0.1-1.16 and above**, please update the firmware.

This **1.1.10-1.0.1-1.16** firmware version enhances the Positive Peak Current Limit Protection Mechanism to reduce the current surge during instrument power on.

Download the firmware file from:

<https://keysight.com/find/E36154A> > Visit Technical Support > Driver, Firmware & Software.

Detailed instructions for updating E36154A are available at Keysight.com

Scenario 2

If the above symptoms are displayed at the front panel of the instrument after booting up, kindly contact Keysight Technologies Customer Contact Center at <http://www.keysight.com/find/contactus> for sending the affected unit back to service center for unit replacement.

Revision History:

Date	Service Note Revision	Author	Reason for Change
17 Oct 2024	01	LIM ZHAN MING	As Published