

Modification Recommended Service Note

Supersedes:
NONE

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

Serial Numbers: MY62101001 - MY63001001

The Problem – ATTENTION – Firmware update to 1.1.14-1.0.1-1.16 and newer is mandatory for non-ATMU user only.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN	USED <input type="checkbox"/> RETURN
	<input type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE (<i>active On-site contract required</i>)		<input checked="" type="checkbox"/> SEE TEXT	<input checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS			
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	10 th Feb 2026	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP	
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	LIM ZHAN MING	

ADDITIONAL INFORMATION:

SERVICE INVENTORY: Not Impacted

USED PARTS: Not Applicable

Situation:

Instrument with the firmware version 1.1.10_1.0.1_1.16 and older, may encounter failure during operation.

The below errors will be shown:

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

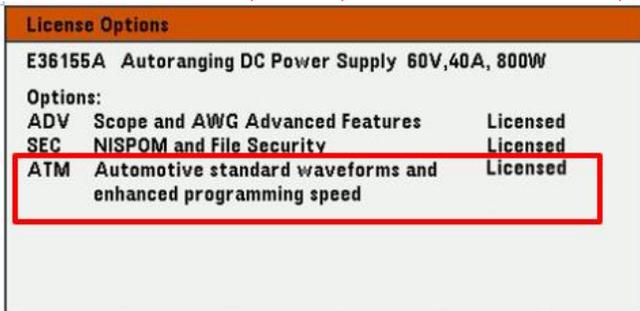
Solution/Action:

For **ATMU users**: No action is needed.

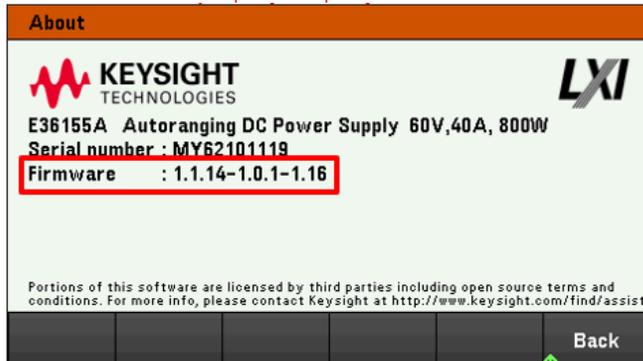
For **non-ATMU users**: Firmware update to 1.1.14-1.0.1-1.16 and newer is mandatory to adjust the maximum slew rate to 4000V/s (15ms) according to the data sheet specification.

Steps:

1. Check if the instrument is installed with ATMU option
At instrument front panel, go to:
[Utilities > Test/Setup > Help > About > License Options](#)



2. Check the instrument's firmware version.
At instrument front panel, go to:
[Utilities > Test/Setup > Help > About](#)



3. If the firmware version is **NOT 1.1.14-1.0.1-1.16 and newer**, please update the firmware.
4. Download the firmware file from:
<https://keysight.com/find/E36155A> > Visit Technical Support > Driver, Firmware & Software.
Detailed instructions for updating E36155A are available at Keysight.com.

Revision History:

Date	Service Note Revision	Author	Reason for Change
5 th Feb 2025	01	LIM ZHAN MING	As Published