E5515C-11

S E R V I C E N O T E

Supersedes:
NONE

E5515C Wireless Communications Test Set

Serial Numbers: MY00000000 - MY47510643

Failure to power up due to an improperly inserted Power Supply connector.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: **INFORMATION ONLY**	
AUTHOR: SW	PRODUCT LINE: PL13
ADDITIONAL INFORMATION: Instruments with the listed serial number range should be inspected for a partially inserted power supply connector. The connector can be inspected from the rear panel power supply vent holes. Using an appropriate tool, the connector can be pushed into place without removing the covers.	

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WARNING: Before attempting this procedure, turn the power switch off and unplug the power cord. Failure to unplug the test set can result in personal injury**.**

Situation:
During the manufacturing process, a connector on the OEM power supply wasn't fully inserted to it's locked position. A partially inserted connector can cause instrument operational failures. The symptoms can include both situations where the instrument will not power up or will unexpectedly power-down.

Solution/Action:
The power supply connector can be inspected externally through the rear-panel power supply vent holes (see Figure 2). There are two similar connectors -- the connector of interest is the top connector. A flash-light will be necessary to properly inspect the connector.

If the connector is not fully inserted (see Figure 2), the connector can be pushed to it's locked position by using an appropriate tool that will fit through a vent hole. A tool that works well is a "Beau-Tech" solder tool (SH-20B) or any similar tool (see Figure 3). If, in the unlikely event, the connector has separated completely from it's mate, the instrument will have to be disassembled and the power supplies separated to access and re-insert the connector. As stated, this is very unlikely and has not been seen.

Figure 1 – Power Supply Vent holes and connector location

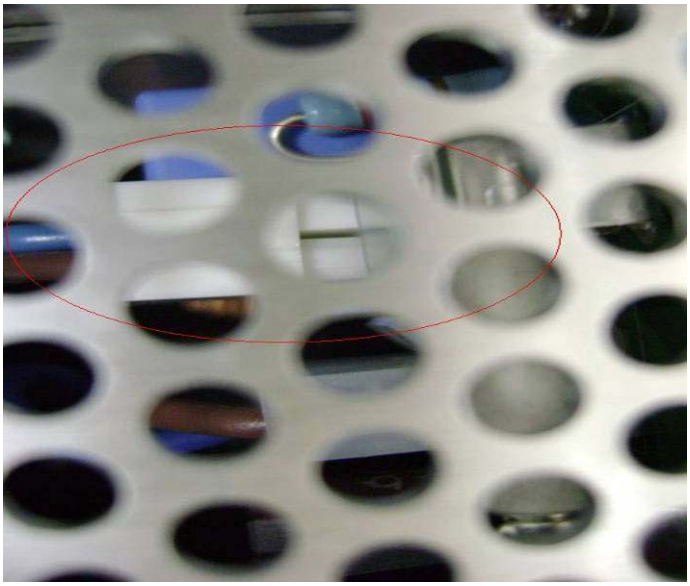

Figure 2 – close up of an improperly inserted power supply connector

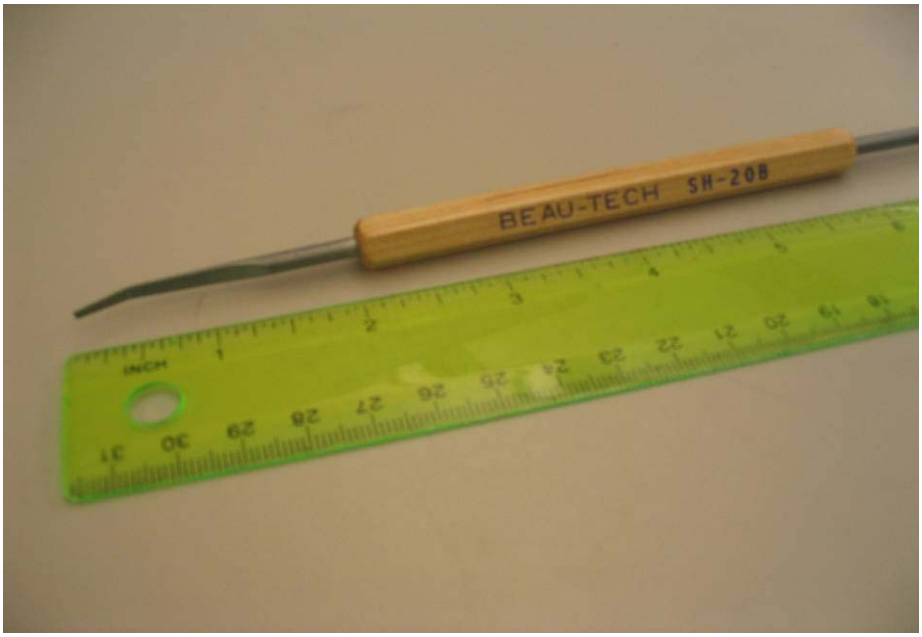

Figure 3 – generic tool to re-insert power supply connector