E5810A-02

S E R V I C E　　　N O T E

E5810A - LAN/GPIB Gateway

Serial Numbers: MY47030070/MY49480011 OR SG47070006/SG49450007

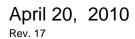**E5810A Hang Upon Turned On Due To Power Supply Failure**

Parts Required:

P/N	Description	Qty.
E5810-60000	LAN/GIPB Multiport Controller To Control GPIB And RS-232 Interfaces Via LAN Unit Only	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		

ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE X RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED X RETURN PARTS: [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 1-May-2011	
AUTHOR: LCH		PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

April 20, 2010

Agilent Technologies

Situation:
When E5810A is supplied with line voltage in the range of 110Vac to 150Vac, there is possibility the E5810A will hang upon powered on. The photos below show the difference between good and faulty unit.

Faulty Unit

Good Unit

Solution/Action:
Return the defective E5810A to nearest service centre to have the unit exchanged.