

MODIFICATION AVAILABLE – PERFORMANCE ENHANCEMENT
CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY
ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

SN J2300C-04

S E R V I C E N O T E

Supersedes:
None

J2300C Agilent Advisor

Serial Numbers: [0000A00000 / 9999Z99999]

Power Supply cables can become defective.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
5063-6256	Cable, power supply	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: End of support
AUTHOR: DM PRODUCT LINE: 2J		
ADDITIONAL INFORMATION:		

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December 12, 2005

Situation:

Failures are being reported on Advisors that have been upgraded to E series.

A power supply cable issue is causing units to reboot, screens to black out, and a failure to power up with an under-cradle attached.

There are many units that were upgraded from C to D--retaining the original C series power supply cable. C series and many "upgraded" D series instruments that are upgraded to E-series still retain the original C series power supply cable and are at risk to fail.

Reference SN J2300C-01 and J4610E-01 for original information regarding power supply failures.

Solution/Action:

Replace power supply cable per the instructions contained in the J2300C Service manual