

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**J4610E-01**

# S E R V I C E                      N O T E

Supersedes:  
NONE

## Agilent Advisor J2300C and J2300D

**Serial Numbers:** US37210000/US37212718

**Upgrade kits for C and D series Advisors with the serial # range specified above MUST HAVE THE POWER SUPPLY REPLACED.**

**Parts Required:**

| Description                     | Qty. |
|---------------------------------|------|
| 5064-2886 POWER SUPPLY EXCHANGE | 1    |

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

AUTHOR: [initials]      PRODUCT LINE: [product line]

ADDITIONAL INFORMATION:

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**Situation:**

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

A power supply design issue is causing units to reboot, screens to black out, and page faults to occur. Changes to the power supply were made to address these issues and were incorporated into D series Advisors.

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

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

**Solution/Action:**

C/D/E series Agilent Advisors with the serial # range specified above MUST HAVE THE POWER SUPPLY replaced with a 5064-2886 Power Supply Exchange.