

N8738A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8738A Power Supply, 80V, 42A, 3360W

Serial Numbers: Refer to Table 1.

POSSIBLE "SHOCK PINCH" HAZARD

WARNING

HAZARD CLASS 2

The Problem – Presence of a residual voltage at the output terminals with respect to chassis ground when the output is turned off but power supply remains connected to the mains for more than 60 hours.

Parts Required:

P/N Description Qty.
NONE

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	SERVICE: <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS	
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: SP AUTHOR: KHEW	

ADDITIONAL INFORMATION:

Situation:

Presence of a residual voltage at the output terminals with respect to chassis ground when the output is off but power supply remains connected to the mains for more than 60 hours. User will experience a shock if the terminal is touched. The insufficient energy level will not cause any injury.

Solution/Action:

Do not touch the terminal of the affected unit under any conditions. For the affected serial numbers, a discharge kit with installation instructions will be provided. Please download and fill in this [form](#) and email to power.servicenote@keysight.com to obtain the kit at no cost. Customer must install the discharge kit per the installation instructions upon receiving it.

US09L9740A	US13A0285B
US11A0567B	US13A0286B
US11K5550B	US14J1178P
US12A0825B	US15N4636P
US12A0826B	US15N4637P
US12B1708B	US15N4638P
US12D4373B	US15N4639P
US13A0282B	US16L2881P
US13A0283B	US18A0234P
US13A0284B	US18A0620P

Table 1 Affected Serial Numbers

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Nov 2018	01	KHEW	As Published