

N8759A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8759A Power Supply, 100V, 50A, 5000W

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.

US09L0040A	US12A1524A	US14C4628M	US15D5209P	US16A0871P	US16L2332P
US10C3714A	US12E690A	US14D4919M	US15E6785P	US16B2102P	US16M3692P
US10H8755A	US12L2528A	US14D4920M	US15E6786P	US16D3865P	US17D5541P
US10H8756A	US12L2529A	US14D4921M	US15H8498P	US16D3866P	US17D5542P
US10L4752A	US12L2530A	US14J1375P	US15H8499P	US16E5230P	US17H9612P
US10M5385A	US12M4122A	US14M5836P	US15J0151P	US16E5482P	US17N6030P
US10M5386A	US12M4272A	US14M6674P	US15J0152P	US16E5483P	US17N6031P
US10M5387A	US13B1649A	US14M6675P	US15M3868P	US16E5484P	US17N6032P
US10M5388A	US13F6835A	US14N7370P	US15N4531P	US16E5617P	US18C4093P
US10N7902A	US13F7435A	US14N7371P	US16A0866P	US16E5731P	US18D5221P
US10N7903A	US13M3458M	US15A0598P	US16A0867P	US16F6966P	US18D6473P
US11K4742A	US13M4056M	US15B1515P	US16A0868P	US16J0119P	US18D6474P
US11K4952A	US14A0318M	US15B1516P	US16A0869P	US16K0563P	US12E6690A
US11M7977A	US14A0319M	US15C4213P	US16A0870P	US16K0564P	

Table 1 Affected Serial Numbers

Revision History:

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