

N8760A-06

# Safety Service Note

Implemented During  
Normal Course of  
Providing Support

Supersedes:  
NONE

## N8760A Power Supply, 150V, 34A, 5100W

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](mailto:power.servicenote@keysight.com) to obtain the kit at no cost. Customer must install the discharge kit per the installation instructions upon receiving it.

US09L0041A	US12A0153A	US12B2818A	US14J1883P	US15N4635P	US18A0768P
US09N2178A	US12A1510A	US12B2894A	US14N7350P	US15N5165P	US18A1038P
US10B2619A	US12A1511A	US12B2895A	US14N7351P	US15N5166P	US18A1039P
US10B2620A	US12A1512A	US12C3542A	US14N7352P	US16C2588P	US18D6045P
US10D5230A	US12A1513A	US12F7953A	US15A0607P	US16C2589P	US18F8377P
US10D5231A	US12A1513A	US12H8292A	US15A0608P	US16H7424P	US18F8378P
US10H8757A	US12A1514A	US12J0415A	US15C3239P	US16H7425P	US18F8379P
US10H8758A	US12A1516A	US12J0416A	US15C3240P	US16J9904P	US18F8380P
US10J1154A	US12A1517A	US12J0417A	US15D5210P	US16J9905P	US18F8381P
US10J1155A	US12A1518A	US12J0418A	US15D5211P	US16J9906P	US18F8382P
US10J1156A	US12A1519A	US12L2640A	US15D5212P	US16J9907P	US18F8383P
US10J1157A	US12A1520A	US12N5412A	US15D5213P	US16J9908P	US18F8384P
US10J1158A	US12A1521A	US13A0500A	US15E6787P	US16N4932P	US18F8385P
US10L3137A	US12B2056A	US13A0928A	US15E6788P	US17C3294P	US18F8386P
US10L3852A	US12B2057A	US13A0929A	US15E6789P	US17E6370P	
US10M6052A	US12B2058A	US13A0930A	US15L3127P	US17E6371P	
US11C4238A	US12B2059A	US13L1209M	US15L3128P	US17K1853P	
US11C4239A	US12B2060A	US13M3459M	US15L3129P	US17K3075P	
US11C5011A	US12B2061A	US14A0795M	US15L3130P	US17K3076P	
US11K4737A	US12B2062A	US14D6003M	US15L3131P	US18A0235P	
US12A0152A	US12B2817A	US14J1355P	US15N4533P	US18A0437P	

Table 1 Affected Serial Numbers

Revision History:

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