

Modification Recommended Service Note

Supersedes:
NONE

N8937A - Autoranging System DC Power Supply, 1500V, 30A, 15000W, 208 VAC

Serial Numbers: DE14290000 - DE15369999 without manufacturing ID Version "B"

The Problem:

Operation of like model numbered products, in a Master/Slave current sharing configuration could result in a non-uniform distribution of the total output current amongst the configured units. Disparate current division may also cause individual instruments to oscillate.

**** NOT Customer Serviceable. Return to Keysight for Service Modification.**

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.75 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	12/2019		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	[SP]		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	[JFOC]		

ADDITIONAL INFORMATION:

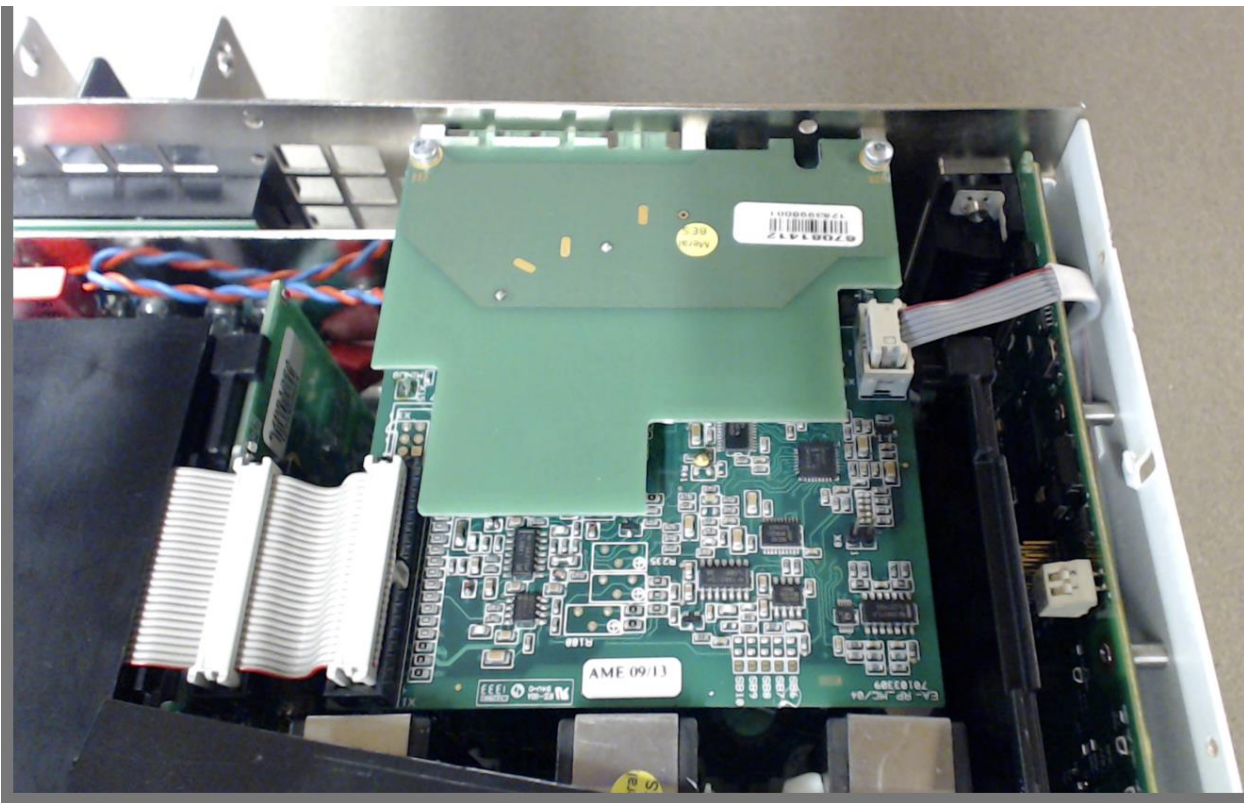
Situation:

Resistors R93 and R94 must be removed, no replacement parts are required for modification.

Solution/Action: ** NOT Customer Serviceable. Return to Keysight for Service Modification.

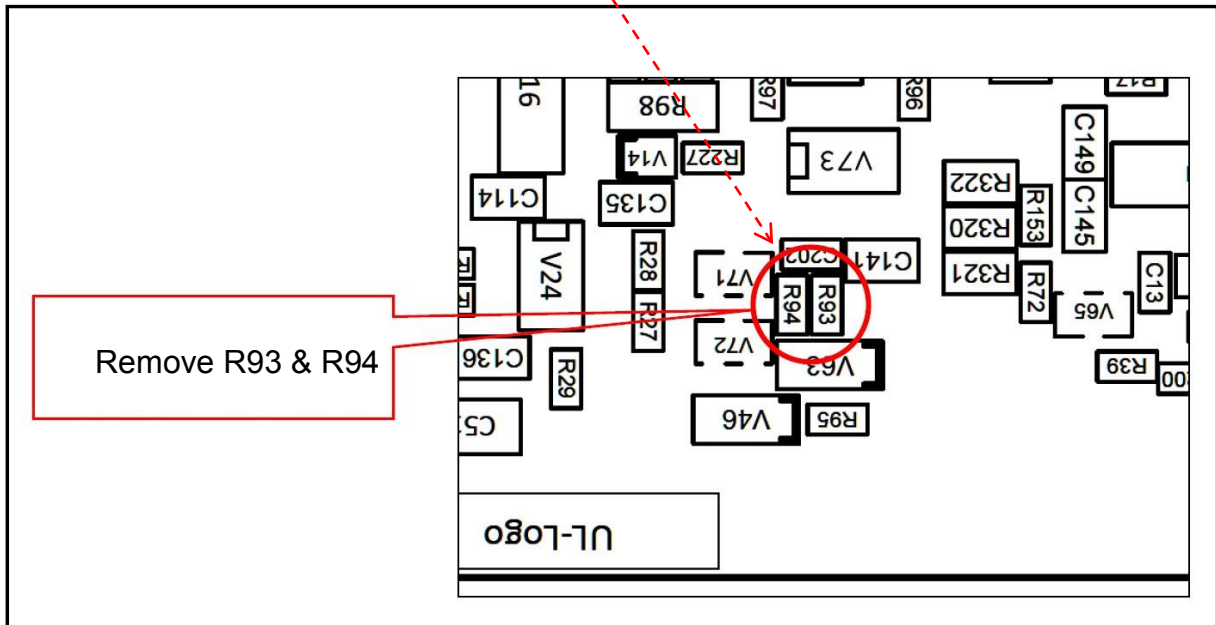
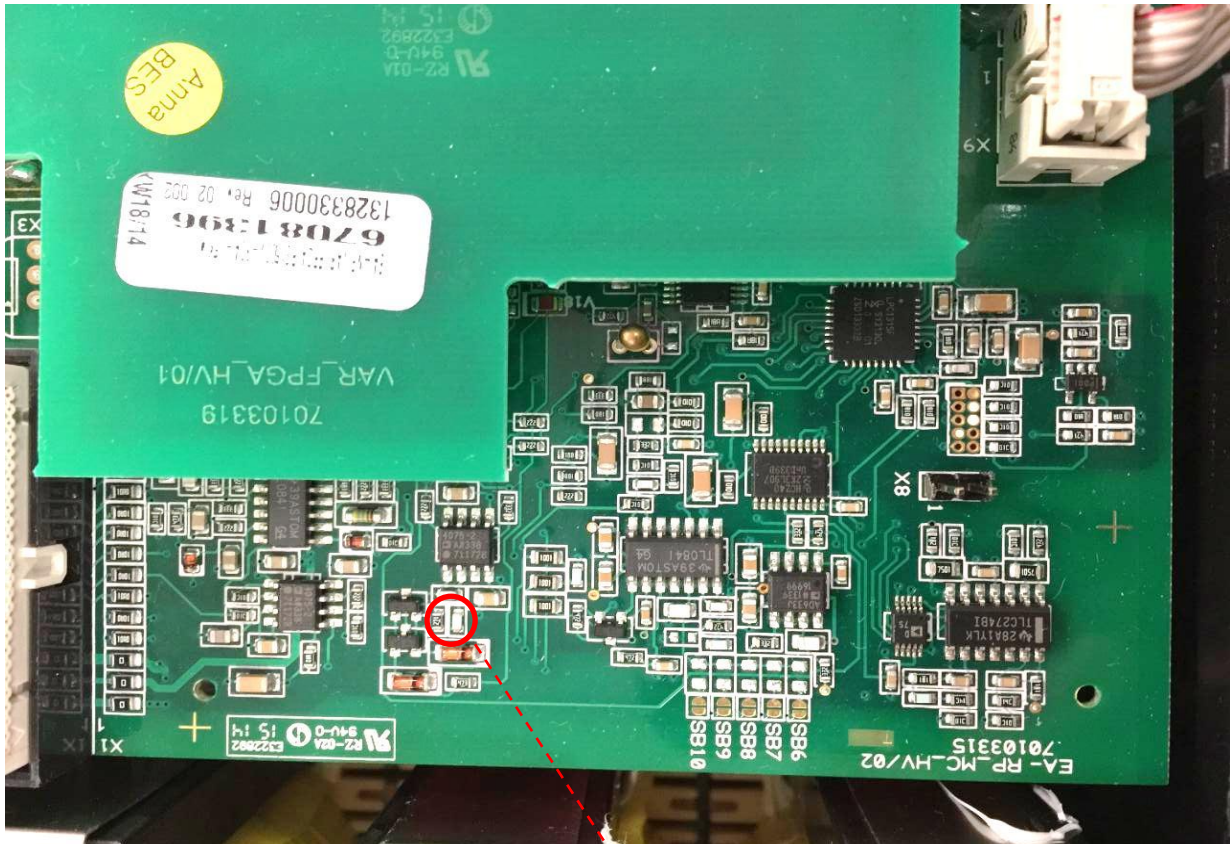
Removal of two (2) surface mount resistors, R93 and R94, will correct this problem:

- 1) Remove acMains cable from power source.
- 2) Wait 5 minutes
- 3) Remove top cover from instrument.
- 4) In the 5kW units (viewed from the front of the unit), a small SMT assembly located at the right-rear of instrument will be readily visible (see below):



In the 10kW & 15kW units; although found in the same location, a black plastic cover will have to be removed to gain visibility and access to the SMT assembly. Plastic cover snaps-on and can be removed with a small screwdriver.

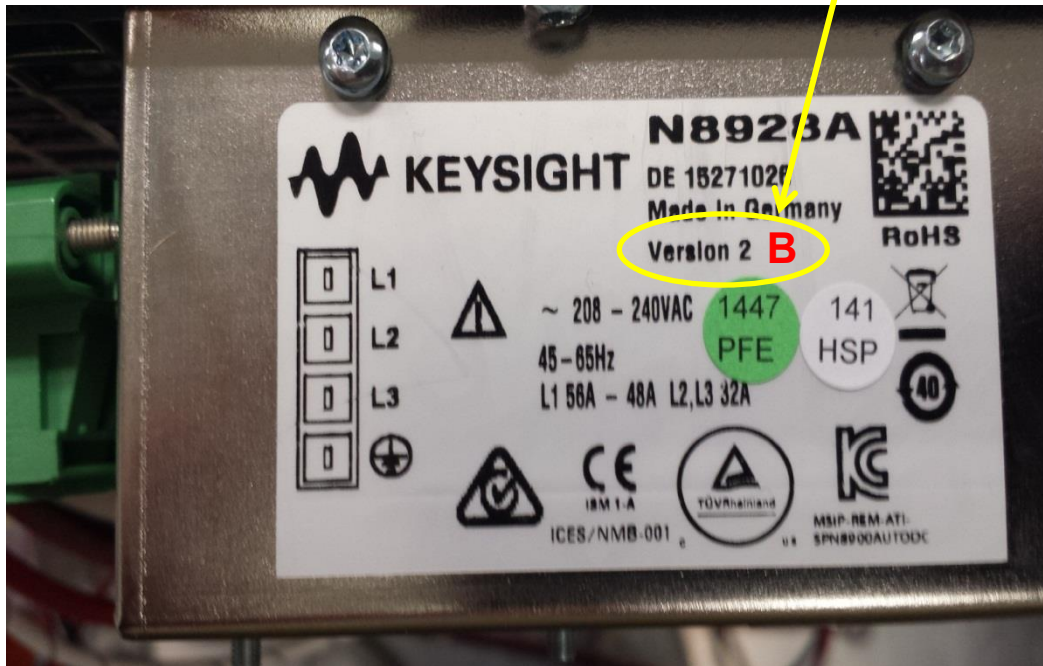
5) SMT resistors R93/94 are located in red circle shown below:



6) After removal of R93 & R94, re-install all covers. Instrument does NOT require recalibration after the removal of R93 & R94.

7) On the acMains label, on the rear of the instrument; use an indelible marker, to add the suffix letter “B” after the Version ID. This will assist in the tracking of modified instruments.

Suffix “B” added



Revision History:

Date	Service Note Revision	Author	Reason for Change
07 Jun 2016	01	JFOC	As Published