

6554A-08

# Safety Service Note

Implemented During  
Normal Course of  
Providing Support

Supersedes:  
NONE

## 6554A 500 Watt DC System Power Supply, 60V, 9A

Serial Numbers: MY40000390 to MY40000823

### POSSIBLE "SHOCK" HAZARD

**WARNING**

HAZARD CLASS #2

**The Problem** – Regulatory noncompliance with the option 901 (Power cord for Australia / New Zealand)

#### Parts Required:

P/N Description Qty.

8120-4419

#### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.1 Hours
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS	USED	<input type="checkbox"/> RETURN
		PARTS:	<input checked="" type="checkbox"/> SCRAP
			<input type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL:	EOS
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	SJ

ADDITIONAL INFORMATION:

**Situation:**

The Australian/New Zealand Regulations requires the use of power cord sets that meet AS3112. Since 2005, the live and neutral pins must be insulated for a prescribed length of pin. It was found that Keysight Technologies had shipped some power cord sets with the older style plug. To address this non-compliance, Keysight Technologies will supply a new power cord (part number 8120-4419) to affected customers.

**Solution/Action:**

1. Verify that your instrument(s) corresponds to the above model and serial numbers.
2. Replace the original power cord with the new power cord supplied by Keysight Technologies.
3. Destroy the original power cord to prevent it from being used with any electrical equipment, and recycle responsibly.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
07 June 2016	01	SJ	As Published