

6811B-04

# Safety Service Note

Implemented During  
Normal Course of  
Providing Support

Supersedes:  
NONE

## 6811B AC Power Source / Power Analyzer, 375 VA, 300 V, 3.25 A

Serial Numbers: MY41000638 to MY54000274

### 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 CATEGORY:   | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE<br><input type="checkbox"/> AGREEABLE TIME                                                                                                                                | STANDARDS<br>LABOR: 0.1 Hours                                                                                                                                                                                                                                          |
| LOCATION CATEGORY: | <input checked="" type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE (active On-site contract required)<br><input checked="" type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNERS | SERVICE: <input type="checkbox"/> RETURN<br>INVENTORY: <input checked="" type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT<br>USED <input type="checkbox"/> RETURN<br>PARTS: <input checked="" type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT |
| AVAILABILITY:      | ALWAYS                                                                                                                                                                                                                             | NO CHARGE AVAILABLE UNTIL: EOS                                                                                                                                                                                                                                         |
|                    | <input type="checkbox"/> Calibration Required<br><input checked="" type="checkbox"/> Calibration NOT Required                                                                                                                      | PRODUCT LINE: SP<br>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<br>Note<br>Revision | Author | Reason for Change |
|--------------|-----------------------------|--------|-------------------|
| 07 June 2016 | 01                          | SJ     | As Published      |
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