S E R V I C E N O T E

SUPERSEDES: None

E1401A VXI C-Size High-Power Mainframe

Serial Numbers: 3227A00165 / 3227A00207

Possible Shock Hazard

WARNING

Buildup of surface contamination inside the E1401A power supply plus a jumper wire with damaged insulation may cause a shock hazard to exist on an externally-accessible pin on the rear panel of the E1401A mainframe.

Parts Required:

Part No.	Qty.	Description
E1401-69201	1*	Power Supply (Exchange Assembly)

* Note: This part may not be required. (See text)

Continued

DATE: 06 April 1993

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: **SAFETY**

ACTION CATEGORY:	■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hour	
LOCATION CATEGORY:	■ CUSTOMER INSTALLABLE ☐ ON-SITE ■ SERVICE CENTER	SERVICE INVENTORY: ☐ RETURN ☐ SCRAP ■ SEE TEXT	USED PARTS: ■ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	ALWAYS	AGILENT RESPONSIBLE UNTIL: ALWAYS	
AUTHOR: KD	ENTITY: 0900	ADDITIONAL INFORMATION:	

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Situation:

A situation may exist in which an E1401A in the referenced serial number range could possibly become a shock hazard to personnel. This situation would likely only occur if two conditions BOTH exist internal to the E1401A power supply:

1. There is a buildup of surface contamination on a PC board that could result in a low impedance path for high voltage to a signal wire that is user-accessible on a connector pin on the rear panel of the mainframe.

2. A modification by the manufacturer was not correctly performed.

The shock hazard would then only be present if the user has a cable assembly connected to the Sub-D connector on the rear panel of the mainframe and pin #23 on that cable assembly was openly exposed to personnel.

Solution/Action:

Every E1401A mainframe in the referenced serial number range that comes in for service should be inspected for the failure condition as follows:

Connect a voltmeter between chassis ground and pin #23 on the Sub-D connector on the rear of the E1401A Mainframe. If a hazardous AC Voltage is present (greater than 30 VAC RMS, or 42 VAC Peak), then take the following action:

1. Turn off power to the mainframe and remove the power cord from the power supply.

2. Remove the power supply from the mainframe as follows:
    a. Using a torx T10 screwdriver, remove the seven screws securing the power supply to the mainframe. (Note: Two of the screws are also holding the two plastic “feet” in the upper corners of the E1401A rear panel.)
    b. Grasp the two large rings on the power supply and remove it from the frame.

3. Order a replacement power supply (p/n E1401-69201) and install it in the mainframe.

4. Attach a note to the defective power supply stating that it is defective as described in service note E1401A-02. Return the defective unit to the supplier of the exchange assembly for credit.