

E3631A-13C**S E R V I C E N O T E**Supersedes:
E3631A-13B**E3631A DC Power Supply****Serial Numbers: MY51240260 to MY53210014****Metal Strap Kit for tightening loose bumper and for fitting rear lock link in side-by-side rack mounting****Parts Required:**

P/N	Description	Qty.
5067-4888	Metal Strap Kit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
MODIFICATION AVAILABLE	
ACTION CATEGORY:: AGREEABLE TIME	☐ PERFORMANCE ENHANCEMENT ☒ SERVICE / RELIABILITY ENHANCEMENT
LOCATION ☒ CUSTOMER INSTALLABLE CATEGORY: ☐ ON-SITE (active On-site contract required) ☐ SERVICE CENTER ☐ CHANNEL PARTNERS	AVAILABILITY: Until 31 March 2014
☐ Calibration Required ☒ Calibration NOT Required	PRODUCT LINE: WC AUTHOR: KT
ADDITIONAL INFORMATION:	

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Situation 1:

There is a new rear bumper design starting from serial number MY51240260. The rear bumper may become loose or it may slip out of the instrument chassis when force is applied to the rear bumper, as shown in Figure 1 below.



Figure 1: Loose rear bumper – gap observed between bumper and chassis

Situation 2:

The chassis depth difference between the two designs is 3mm as shown in Table 1 and Figure 1 below.

Serial number range	Chassis depth
MY51240260 and after	345.2 mm
Before MY51240260	348.2 mm

Table 1: Chassis depth dimension

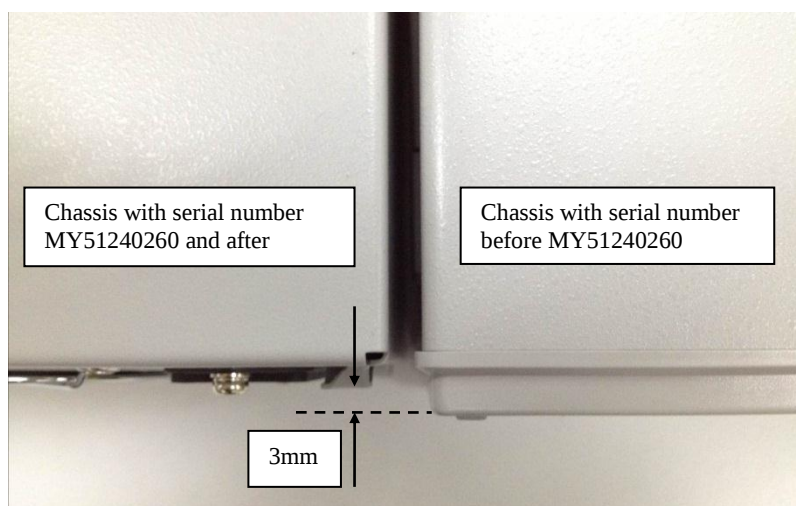


Figure 1: Top view 3mm gap observed between two different chassis designs

The 3 mm gap between the two different chassis may cause difficulties in securing them together using a rear lock link kit (part number 0050-2167) for side-by-side rack mounting as shown in Figure 2 below.

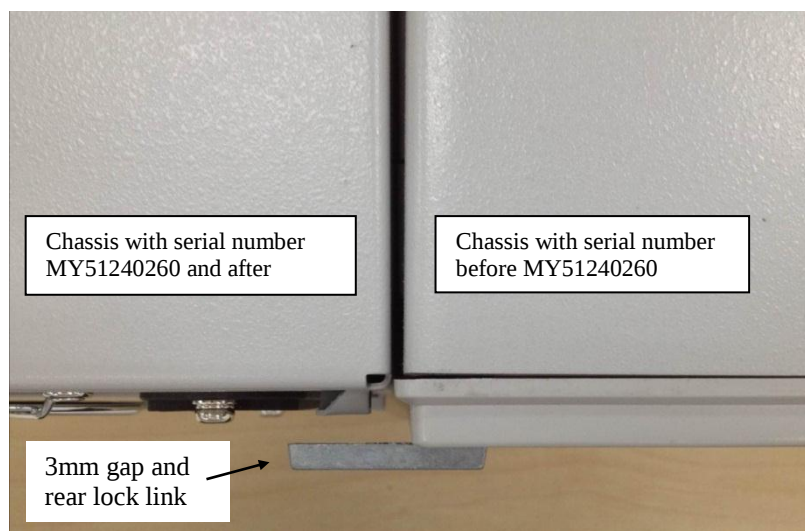


Figure 2: Top view 3mm gap observed on rear lock link for side-by-side rack mounting

Solution/Action:

Solution for Situation 1

Use two metal straps (part number E3631-07901) to secure each side of the bumper as shown in Figure 3 below.



Figure 3: Secure with metal straps – no gap observed between the bumper and chassis

Solution for Situation 2

Use metal strap (part number E3631-07901), and stack the provided two metal straps together to form 3mm thickness and secure it with the provided screws on the rear lock link as shown in Figure 4 below.



Figure 4: Rear view rear lock link secured with metal straps kit for side-by-side rack mounting

If customers observe that their E3631A DC Power Supply's rear bumper has become loose (situation 1) or having rear lock link side-by-side rack mounting issue (situation 2) and their power supply is within the serial number range stated in this service note, then they will be entitled to one complementary 5067-4888 metal strap kit per unit with immediate effect until 31 Mar 2014.

To request for a free metal strap kit set, please click [HERE](#) and provide the following information at the web form:

1. Instrument Model Number
2. Serial Number
3. Name of distributor where the unit is purchased from
4. Date of purchase
5. Delivery details:
 - Receiver's Name
 - Receiver's Address
 - Receiver's Telephone number

Agilent will arrange for the shipment to customers who are eligible for the free 5067-4888 metal strap kit set.

Appendix I

The 5067-4888 Metal Strap Kit consists of:

P/N	Description	Qty.
E3631-07901	Metal Strap Kitting	2
0515-0887	Screw	4
5971-0086	Bumper Instruction sheet	1
0515-1235	Screw	4
5971-0087	Rack Mount Instruction sheet	1

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	25 March 13	TL	As published
2.0	2 July 13	KT	Revised the affected serial number (Change “MY51240260 to MY99999999 “ to “MY51240260 to MY53210014”)