

**E3643A-02**

**S E R V I C E N O T E**

Supersedes:  
NONE

**E3643A DC Power Supply**

**Serial Numbers: MY40001327 / MY40001520**

**Difficulty to adjust the knob control on front panel due to encoder issue.**

**To Be Performed By: Agilent-Qualified Personnel**

**Parts Required:**

P/N	Description	Qty.
0960-2545	Rotary encoder insulated shaft	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: February 2009	
AUTHOR: CH      PRODUCT LINE: WC			
ADDITIONAL INFORMATION:			

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**Situation:**

- 1) When turning the knob of the power supply, user will find it difficult to adjust to get the desired setting (example of difficulty – user need a few turns to increase just a step of voltage/current).
- 2) Some times, by turning the knob clockwise to increase the voltage and current setting, user will see a decrease in values.

**Solution/Action:**

- 1) If the unit is confirmed having the problem described above (after verification steps), continue with Step 2. Otherwise, no further action is required.
- 2) Remove encoder (reference designator – RE1) on the front panel display PCA. Replace with another encoder (refer to Picture 1 below).

