

S E R V I C E N O T E

SUPERSEDES: NONE

Agilent E4456B 220-240v International Power Distribution Unit

Includes Racks with PDU:

- E3660B-AW5
- E3661B-AW5
- E3662B-AW5
- E5790A-AW5

Serial Numbers: See Situation below

Relays with 110v coils were mistakenly installed in 220-240v units

Duplicate Service Notes:

- E4457B-01A
- E4452A-01
- E4453A-01
- E4456B-01

To Be Performed By: Agilent Qualified Personnel

Parts Required:

Agilent P/N	Description	Quantity
E4457B	200-240v International PDU	1

Continued

DATE: September 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 2.0 Hours		
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: September 2002		
AUTHOR: KB	ENTITY: C200	ADDITIONAL INFORMATION:			



Situation:

A group of relays with 110V coils were mistakenly installed in the 200-240V Power Distribution Units. The correct voltage for the coils should have been 200-240V. The relays failed with the application of 230 volts in the field. Current data indicates the failures are not widespread and occurred in an isolated area over a 2 month period of time.

It has been confirmed that the relay failure does not pose any safety hazards. The relay is open when the failure occurs and the coil always fails open (no voltage is present in the receptacles). Additional supporting data is available upon request, please contact Kim Bixler at TN 788-6277 or kim_bixler@agilent.com

Solution/Action:

In the event of a failure, replace the PDU with the appropriate Agilent part number (see above Parts Required table). Per product division discretion, immediate testing and/or replacement of key customer inventory is approved and will be supported via material supplied by ATLS. Additional testing and evaluation will be ongoing for the next 30 days to determine the likelihood of field failure.

All power distribution units (PDUs) are currently tested for quality before leaving the shipping warehouse. A tested unit is detectable by a blue sticker on the back side of the unit with the testing date written on the sticker. Testing began on all units September 15, 2000. The units are tested by the following method:

- 1.1 Plug the variac into the 120 V AC wall socket.
- 1.2 Set the variac switch to ON (if it has one).
- 1.3 Set the variac output to 60 volts (Check output voltage with the AC meter or DVM).
- 1.4 Leave the variac switch ON and unplug the variac from the wall socket.
- 1.5 Locate the PDU wires that would normally go to the PDUs remote switch.
- 1.6 Connect the remote switch wires (black and red wire leads) together with a wire nut.
- 1.7 Plug the PDU into the variac output socket.

NOTE: 200-240V PDUs without input plugs will be powered by the blue and brown wires. The yellow/green wire is ground. Use extreme CAUTION when connecting power to the PDU and insure that the power is OFF (UNPLUGGED) on the variac.

- 1.8 Connect the AC meter to one of the receptacles of the PDU.
- 1.9 Plug the variac into the 120 V AC wall socket.
- 1.10 Read the AC meter.
- 1.11 If no voltage is present at the receptacle of the PDU, the relay inside is a 240 V AC relay. This is because the 60 V AC is not sufficient voltage to excite the relay coil (i.e. make the contacts close).
- 1.12 If the meter reads 60 volts then the wrong relay has been installed in the PDU (120 V AC relay in a 240 V AC PDU).

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1.13 For testing the next PDU, return to step 1.4, above.

1.14 All defective PDUs should be returned to :

Agilent Technologies Logistic Solutions
1101 Creekside Ridge Drive Suite 100 MS RH22
Roseville CA 95661
Attn: Ryan Donovan

NOTE: Please write DEFECTIVE MATERIAL on the P/N label and the description label for each PDU; and write DEFECTIVE MATERIAL on all return packaging for each PDU.