

SAFETY – IMPLEMENTED DURING NORMAL COURSE
OF PROVIDING SUPPORT

E8267C-13-S

S E R V I C E N O T E

Supersedes:
NONE

E8267C - Digital Signal Generator

Serial Numbers: All

POSSIBLE SHOCK HAZARD

WARNING

HAZARD CLASS 2

Potential Safety hazard due to E8267C Line Module

Parts Required:

P/N	Description	Qty.
9135-5695	Line module with cable assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
SAFETY			
ACTION CATEGORY: x AGREEABLE TIME		STANDARDS LABOR: 1.0 Hour	
LOCATION CATEGORY: <input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: x <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN x <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	
AVAILABILITY: Oct. 15, 2015		NO CHARGE AVAILABLE UNTIL: Oct. 15, 2015	
AUTHOR: SN		PRODUCT LINE: PL15	
ADDITIONAL INFORMATION: For Agilent service center only, perform E8267C Line Module Replacement per Service Note E8267C-14			

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Situation:

During a recent new product evaluation it was found that one E8267D failed to properly start up. The fault was found to be a loose (unsatisfactory) crimp on one of the hot/neutral line module wires inside the instrument. This poor crimp did not ensure a secure electrical connection from the AC line to the power supply. The earth ground was still securely in place. Additional shock and vibration testing demonstrated that the bottom cover and main PC board mechanically restrain these wires from pulling free of the connector and contacting the instrument chassis. Therefore, this is not a safety issue for an instrument user. The earth ground connection within the instrument is a separate wire and is securely held in place with a bolt and nut to the instrument chassis to ensure the user's safety.

All part, 9135-5695 line modules have been purged from stock.

All new and replacement line modules are corrected.

Solution/Action:

Please contact your local Agilent Technologies Sales and Service office to make arrangements to have the instrument returned for service.