

E8267D-22A-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
E8267D-22-S

E8267D - Digital Signal Generator

Serial Numbers: MY00000000-MY49060130, MY40960132-MY49060157, MY49060161-MY49060210, MY49060212-MY49060213, MY49060215-MY49060220, MY49060222-MY49060224, MY49060226-MY49060235, MY49060237-MY49060238, SG00000000-SG49060029, US00000000-US49060141, US49060143-US49060173, US49060175-US49060190, US49060193-US49060199, US49060203, US49060212

POSSIBLE "SHOCK PINCH" HAZARD

WARNING

HAZARD CLASS "(2)"

Potential Safety hazard due to E8267D Line Module

Parts Required:

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

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	SERVICE: <input type="checkbox"/> RETURN INVENTORY: <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	EOS	NO CHARGE AVAILABLE UNTIL: ALWAYS	
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 15 AUTHOR: PY	

ADDITIONAL INFORMATION:

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 Keysight Technologies Sales and Service to make arrangements to have the instrument returned for service.

Revision History:

Date	Service Note Revision	Author	Reason for Change
14 Oct 2010	01	Son Nguyen	As Published
15 Sep 2020	02	Petrina Yong	Extend Service note till EOS