

**N5744A-03**

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

Supersedes:  
NONE

N5744A DC System Power Supply, 20V, 38A, 760W

Serial Numbers: All Units

**During verification performance testing of this power supply it can have a unexpected voltage level on its output as result of the verification procedure ending with the maximum voltage setting and not instructing the user to set voltage levels to zero at the end of the verification procedure**

**Parts Required:**

P/N	Description	Qty.
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NONE

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 0.1 Hours	
LOCATION X CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP X SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY: ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS	
<input type="checkbox"/> Calibration Required X Calibration NOT Required	PRODUCT LINE: SP AUTHOR: PF	
ADDITIONAL INFORMATION: Customer can view latest manual changes at <a href="http://www.agilent.com/find/n5700">www.agilent.com/find/n5700</a>		

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**Situation:**

When performing verification of power supply the last performance test instructs user to set the voltage setting to maximum rating. If power supply is set to auto restart mode it restores the operating setting that was set when it was last turned off. When this occurs the voltage or current will be set to maximum rating the next time it is turned on. This will present an unexpected voltage/current setting condition .

**Solution/Action:**

1. During verification of instrument (s) use the latest version of users guide.
2. Download the latest user's guide. Use web link to download latest manual found on Document Library tab. <http://www.agilent.com/find/n5700>

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	7/11/13	PF	As published