

N5744A-07

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

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

Serial Numbers: US25D4679B to US27M5171L, US08B2403L to US15J9871P

POSSIBLE "SHOCK" HAZARD

WARNING

HAZARD CLASS #2

The Problem – Regulatory noncompliance with the option 901 (Power cord for Australia / New Zealand)

Parts Required:

P/N Description Qty.

8120-4419

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS LABOR: 0.1 Hours
LOCATION CATEGORY:	☒ CUSTOMER INSTALLABLE ☐ ON-SITE (active On-site contract required) ☒ SERVICE CENTER ☐ CHANNEL PARTNERS	SERVICE: ☐ RETURN INVENTORY: ☒ SCRAP ☐ SEE TEXT USED ☐ RETURN PARTS: ☒ SCRAP ☐ SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS
	☐ Calibration Required ☒ Calibration NOT Required	PRODUCT LINE: SP AUTHOR: SJ

ADDITIONAL INFORMATION:

Situation:

The Australian/New Zealand Regulations requires the use of power cord sets that meet AS3112. Since 2005, the live and neutral pins must be insulated for a prescribed length of pin. It was found that Keysight Technologies had shipped some power cord sets with the older style plug. To address this non-compliance, Keysight Technologies will supply a new power cord (part number 8120-4419) to affected customers.

Solution/Action:

1. Verify that your instrument(s) corresponds to the above model and serial numbers.
2. Replace the original power cord with the new power cord supplied by Keysight Technologies.
3. Destroy the original power cord to prevent it from being used with any electrical equipment, and recycle responsibly.

Revision History:

Date	Service Note Revision	Author	Reason for Change
07 June 2016	01	SJ	As Published