

N5744A-07A-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
N5744A-07

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

Serial Numbers: US25E5969B, US25E5970B, US26A1375E, US26A1376E, US26A1377E only

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:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.1 Hours	
LOCATION CATEGORY:	<input checked="" 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 <input type="checkbox"/> RETURN PARTS: <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS	
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> 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
12 May 2017	02	HY	Revised with the affected serial number(s) only