

N6702C-07

# Modification Recommended Service Note

Supersedes:  
None

## N6702C Low-Profile Modular Power System Mainframe, 1200W, 4 Slots

Serial Numbers: MY56007431 - MY56301521, SG56000261 - SG56300039

**The Problem** – Unit may not be able to power on when user switches on from the front panel.

### Parts Required:

P/N	Description	Qty.
5067-5091	Back Plane PCA LF	1
5185-1352	Insulator Back Plane	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1 Hour
LOCATION	<input checked="" type="checkbox"/> SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
USED		<input checked="" type="checkbox"/> RETURN	
PARTS:		<input type="checkbox"/> SCRAP	
		<input type="checkbox"/> SEE TEXT	
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	01 Nov 2024
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	LIM ZHAN MING

ADDITIONAL INFORMATION:  
No impact on service inventory

**Situation:**

For the Serial Number listed in Table 1, unit may suddenly power off when operating and no longer can be powered on again when user switches on from the front panel.

**Solution/Action:**

Kindly contact Keysight Technologies Customer Contact Center at [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus) for sending the affected unit back to service center for inspection and repair.

**\*Service center to perform inspection and confirm if the failure is on the backplane assembly.**

**\*This service note is only meant for backplane failure (5067-5091).**

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
5 <sup>th</sup> Oct 2023	01	LIM ZHAN MING	As Published