

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

N6710A-01

S E R V I C E

N O T E

Supersedes:
NONE

N6710A Modular Power Supply System

**Serial Numbers: MY00000000/MY00000510
MY00000511/up**

See note below for additional details.

There is a no display failure that is common on the N6710A MPS. The typical failure is that the fans are operational but the LCD display does function. Either a cable not being seated properly or a bad connection between two assemblies causes this display failure. If the unit is in the first serial number range, it should be repaired at the service center. If the unit is in the second serial number range, the division should be contacted via Matt Carolan (TN448-7114).

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

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ADDITIONAL INFORMATION:

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Situation:

There is a common failure on the N6710A that involves the display not functioning. This is caused by either the FFC cable from the Carrier Assembly to the Front Panel being incorrectly seated on the Carrier Assembly or the PPMC Assembly not being correctly connected to the Carrier Assembly.

Solution/Action:

If the product is in the first serial number range, follow this procedure to repair the unit:

Dis-assembling the unit (unit should be unplugged)

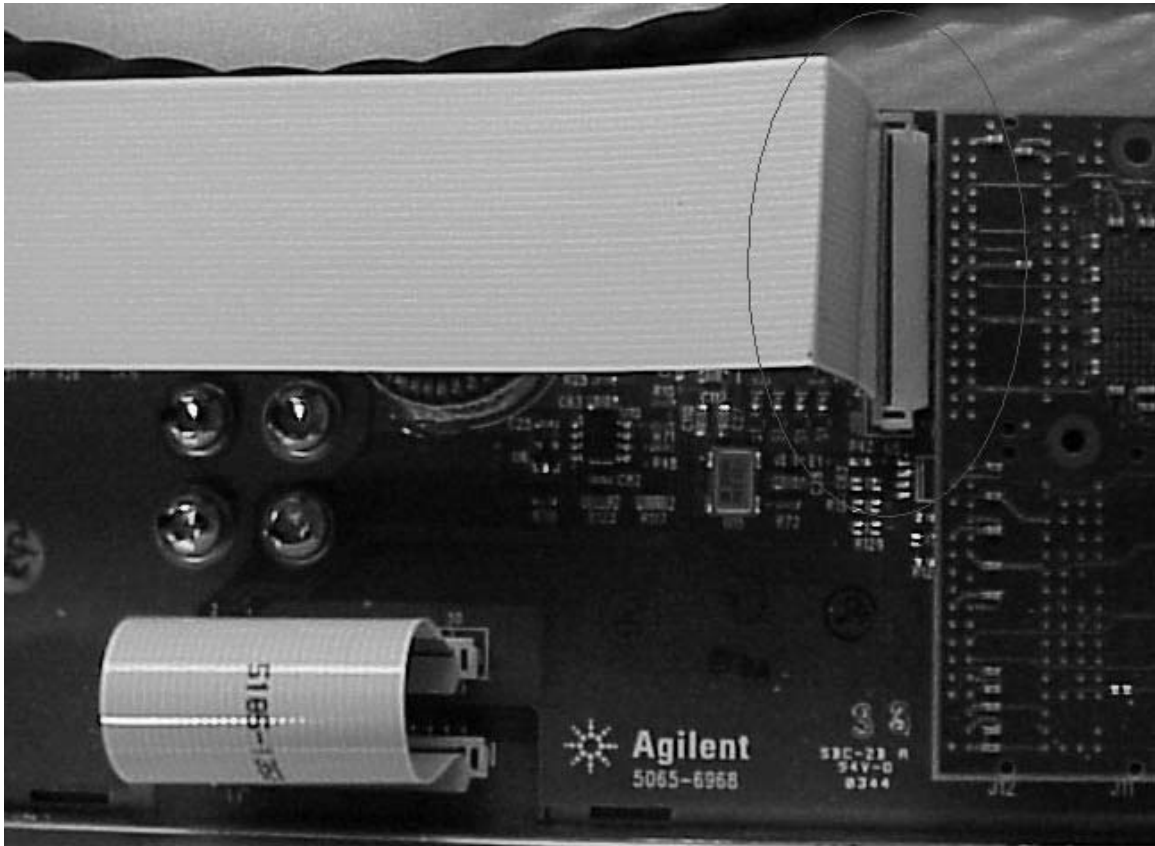
1. Remove the blower cover. There are five screws total.



2. Remove the PPMC cover. There are four screws total.

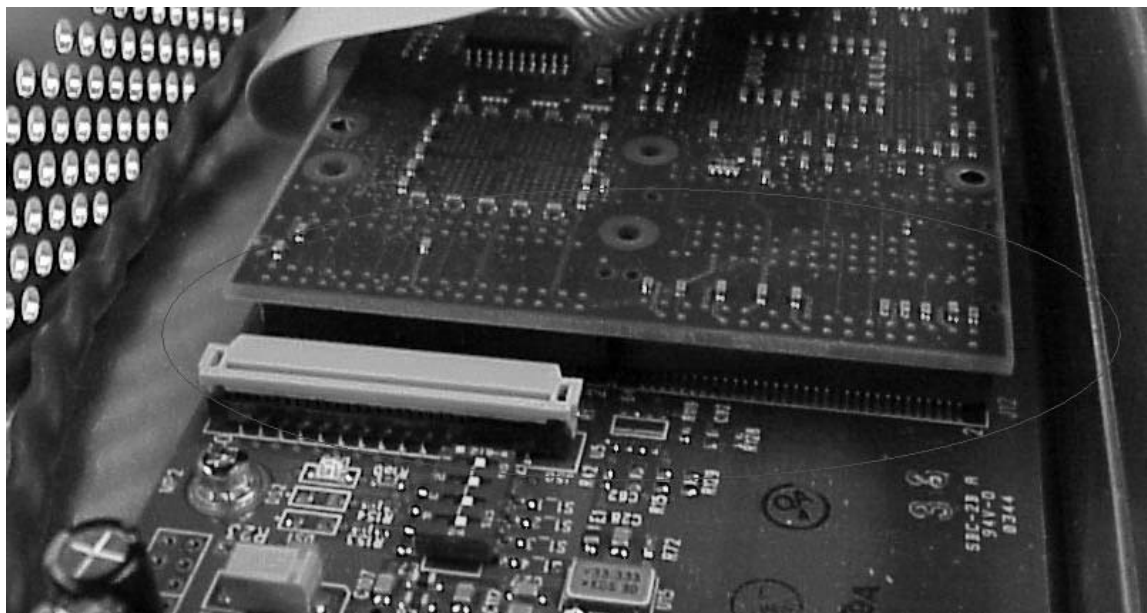


3. Under the PPMC cover, there is a cable running in from the front panel to the bottom board. Its connection to the board looks like this:

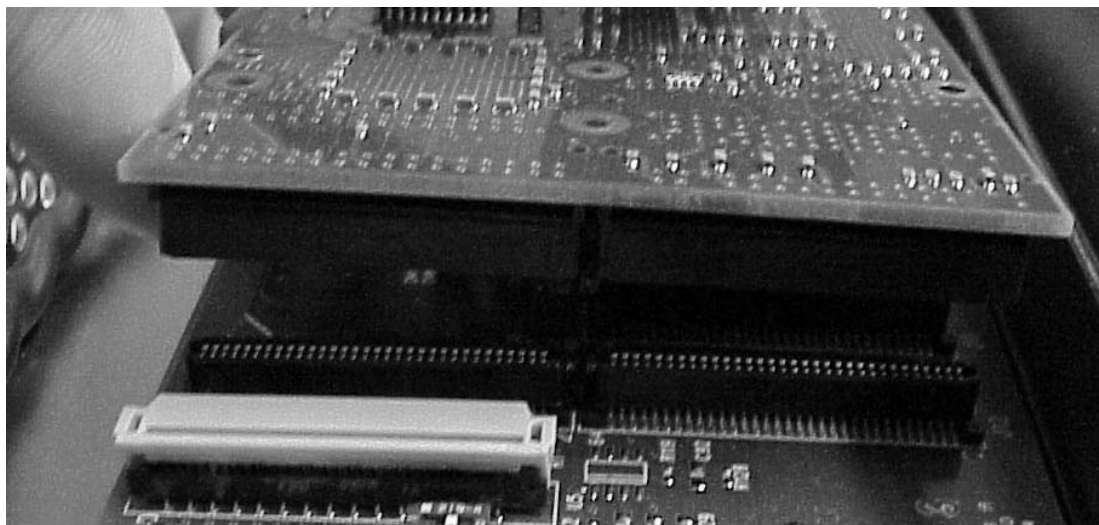


4. Check to ensure that the cable is securely fastened inside the connector. To open connector, lift up on the circled white component above. To lock the front panel in place, ensure that the connector is pushed all the way down.
5. If the cable is loose, reconnect the cable.
6. Plug the unit in. Be careful, as there will be voltages present and the cover off. If the display lights up, the problem has been repaired. If it does not, unplug the unit and continue troubleshooting.

7. Right next to the connector is a connection between two boards.



8. Pull up on the top board to see if the two boards are securely fastened together.



9. Push down on top board until the two boards are securely fastened.

10. Re-assemble unit. Plug in the unit and turn it on. If the display now works, then the problem has been fixed. If not, the unit needs to be sent to the Agilent service center for more in depth troubleshooting.

NOTE: If the product is in the second serial number range, please contact Matt Carolan at BEST PGU at either telnet 448-7114 or matthew_carolan@agilent.com.