

N7951A-04

# Modification Recommended Service Note

Supersedes:  
NONE

## N7951A Advanced Power System – DC Power Supply, 20V, 50A, 1000W

Serial Numbers: MY59310228/MY59310237

### The Problem – Front Panel Keypad Incorrect Function Error

#### Parts Required:

| P/N       | Description            | Qty. |
|-----------|------------------------|------|
| 5067-6851 | Tested Front Panel PCA | 1    |

#### ADMINISTRATIVE INFORMATION

|               |   |                            |   |        |   |
|---------------|---|----------------------------|---|--------|---|
| ACTION        | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE            | STANDARDS                  |   |        |   |
| CATEGORY:     | <input type="checkbox"/> AGREEABLE TIME                             | LABOR:                     | 0.75 Hours                                |        |   |
| LOCATION      | <input type="checkbox"/> CUSTOMER INSTALLABLE                       | SERVICE:                   | <input type="checkbox"/> RETURN           | USED   | <input type="checkbox"/> RETURN           |
| CATEGORY:     | <input type="checkbox"/> ON-SITE (active On-site contract required) | INVENTORY:                 | <input checked="" type="checkbox"/> SCRAP | PARTS: | <input checked="" type="checkbox"/> SCRAP |
|               | <input checked="" type="checkbox"/> SERVICE CENTER                  |                            | <input type="checkbox"/> SEE TEXT         |        | <input type="checkbox"/> SEE TEXT         |
|               | <input type="checkbox"/> CHANNEL PARTNERS                           |                            |   |        |   |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE  | NO CHARGE AVAILABLE UNTIL: | 30 September 2022                         |        |   |
|               | <input type="checkbox"/> Calibration Required                       | PRODUCT LINE:              | SP  |        |   |
|               | <input checked="" type="checkbox"/> Calibration NOT Required        | AUTHOR:                    | KHEW                                      |        |   |

#### ADDITIONAL INFORMATION:

**Situation:**

The power supply front panel keypad may respond to incorrect function. Figure below shows the N7951A front panel keypad.



**Solution/Action:**

If the described conditions occur, the instrument requires to send back to Keysight service center for front panel PCA board replacement.

**Revision History:**

| Date                         | Service Note Revision | Author | Reason for Change |
|------------------------------|-----------------------|--------|-------------------|
| 31 <sup>st</sup> August 2021 | 01                    | KHEW   | As Published      |
|                              |                       |        |                   |
|                              |                       |        |                   |
|                              |                       |        |                   |