

N8734A-06

# Safety Service Note

Implemented During  
Normal Course of  
Providing Support

Supersedes:  
NONE

## N8734A Power Supply, 20V, 165A, 3300W

Serial Numbers: Refer to Table 1.

### POSSIBLE "SHOCK PINCH" HAZARD

**WARNING**

HAZARD CLASS 2

**The Problem** – Presence of a residual voltage at the output terminals with respect to chassis ground when the output is turned off but power supply remains connected to the mains for more than 60 hours.

#### Parts Required:

P/N Description Qty.  
NONE

#### ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	SERVICE: <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" 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: KHEW	

ADDITIONAL INFORMATION:

**Situation:**

Presence of a residual voltage at the output terminals with respect to chassis ground when the output is off but power supply remains connected to the mains for more than 60 hours. User will experience a shock if the terminal is touched. The insufficient energy level will not cause any injury.

**Solution/Action:**

Do not touch the terminal of the affected unit under any conditions. For the affected serial numbers, a discharge kit with installation instructions will be provided. Please download and fill in this [form](#) and email to [power.servicenote@keysight.com](mailto:power.servicenote@keysight.com) to obtain the kit at no cost. Customer must install the discharge kit per the installation instructions upon receiving it.

US10H8936B	US14H0050P	US16H7887P
US12H8288B	US14N7033P	US16J9117P
US13B2046B	US14N7034P	US17D5155P
US13K0621B	US15A0910P	US17J1042P
US13N4390M	US15F8149P	US17N7070P
US13N4391M	US15H9170P	US18A1455P
US13N4392M	US15M3873P	US18C3174P
US13N4393M	US15M3874P	US18C3175P
US13N4394M	US16E4940P	US18D5498P
US14D6002M	US16H7886P	

Table 1 Affected Serial Numbers

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
30 Nov 2018	01	KHEW	As Published