

N8754A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8754A Power Supply, 20V, 250A, 5000W

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 to obtain the kit at no cost. Customer must install the discharge kit per the installation instructions upon receiving it.

US10H8747A	US12E6676A	US12M3896A	US14J1873P	US15C3237P	US17C3016P
US10H8748A	US12E6677A	US12M4879A	US14J1874P	US15C3238P	US17D5003P
US10M6054A	US12H9259A	US12M4880A	US14K2302P	US15H8496P	US17D5004P
US10M6055A	US12H9260A	US12N5220A	US14K2771P	US15H8993P	US17D5005P
US10M6056A	US12J0041A	US13F7265A	US14K2772P	US15H8994P	US17D5006P
US11A1266A	US12J0042A	US13F7266A	US14K2773P	US15H8995P	US17L3662P
US11M8206A	US12J0245A	US13H8493A	US14M5851P	US15L2464P	US17L4472P
US12A0831A	US12J0246A	US13H8494A	US14M5852P	US15L2465P	US17L4511P
US12A0832A	US12J0406A	US13L1813M	US14M5853P	US15L2466P	US17M5465P
US12A0833A	US12J0407A	US13M4097M	US14N7805P	US15L2787P	US17M5466P
US12B2893A	US12K2113A	US14A0310M	US15A0918P	US15M3555P	US18E8261P
US12C3439A	US12K2114A	US14A0311M	US15A0919P	US15M3556P	US18E8262P
US12D4357A	US12L3094A	US14J0138P	US15A0920P	US15M4332P	US18E8263P
US12D5534A	US12L3095A	US14J0139P	US15B1508P	US16A0283P	
US12E5699A	US12M3815A	US14J1363P	US15B1509P	US16A0860P	

Table 1 Affected Serial Numbers

Revision History:

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