

N8757A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8757A Power Supply, 60V, 85A, 5100W

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.

US09D3908A	US10E6999A	US11M7264A	US13M4054M	US15J9639P	US17D5623P
US09N1589A	US10H8751A	US11M7265A	US13N4649M	US15J9902P	US17E6214P
US10B2612A	US10H8752A	US11M8207A	US13N4650M	US15J9903P	US17E6215P
US10B2613A	US10H8938A	US12A0380A	US13N4651M	US15M3953P	US17E6216P
US10B2614A	US10H8939A	US12A0834A	US13N4652M	US16A0054P	US17E6217P
US10B2615A	US10H8940A	US12B2816A	US14A0017M	US16A0284P	US17E6218P
US10B2616A	US10H8941A	US12E5675A	US14A0018M	US16A0285P	US17F8515P
US10C4358A	US10H9887A	US12H8290A	US14A0019M	US16A0286P	US17F8516P
US10C4359A	US10H9888A	US12H8291A	US14A0793M	US16A0480P	US17K1852P
US10C4360A	US10J0387A	US12H9217A	US14A1496M	US16A0481P	US17K3262P
US10C4361A	US10J0388A	US12H9218A	US14B2420M	US16A0482P	US17K3263P
US10C4362A	US10J0389A	US12H9219A	US14B2421M	US16A1092P	US17L3452P
US10D4853A	US10J0390A	US12J9794A	US14B2422M	US16B1211P	US17L3901P
US10D4854A	US10J0402A	US12K1276A	US14B2776M	US16B2268P	US17M4708P
US10D5214A	US10J0403A	US12K1589A	US14B2777M	US16D4645P	US17M4709P
US10D5215A	US10J0883A	US12L2526A	US14D5147M	US16D4706P	US17M5102P
US10D5216A	US10J0884A	US12L2527A	US14F8266N	US16E5229P	US17M5729P
US10D5217A	US10J0885A	US12L2916A	US14F8267N	US16F6355P	US17N7352P
US10D5218A	US10J0889A	US12M4882A	US14H8687N	US16F6595P	US17N7353P
US10D5219A	US10K2668A	US12N5451A	US14H8688N	US16F6784P	US18A1037P
US10D5220A	US10L3129A	US12N5452A	US14H8689N	US16F6965P	US18C4377P
US10D5221A	US10L3130A	US13A0927A	US14J1878P	US16H8039P	US18C4378P
US10D5222A	US10M6252A	US13B1694A	US14J1879P	US16H8040P	US18C4379P
US10D5223A	US10M6253A	US13B1695A	US14J1880P	US16J0220P	US18D5039P
US10D5224A	US11A1262A	US13B1696A	US14L4072P	US16K0701P	US18D5040P
US10D5225A	US11C4236A	US13B2050A	US15A1096P	US16K1233P	US18D5217P
US10D5226A	US11C4237A	US13C2970A	US15B2262P	US16L2961P	US18F8568P
US10D5227A	US11E8724A	US13C3233A	US15C3323P	US16L2962P	US18F8569P

US10D5228A	US11E8725A	US13C3241A	US15F7197P	US16L2963P	US18F8570P
US10D5229A	US11H1577A	US13C3848A	US15F7762P	US16L2964P	US18F8571P
US10D5314A	US11H1578A	US13E5740A	US15F7763P	US16M4352P	US18F8572P
US10D5315A	US11H1589A	US13E6130A	US15H9323P	US17B1550P	US18F8573P
US10D5316A	US11H1590A	US13F7513A	US15J9635P	US17D5619P	
US10D5317A	US11H1591A	US13H8280A	US15J9636P	US17D5620P	
US10D5318A	US11H1592A	US13H8448A	US15J9637P	US17D5621P	
US10E6998A	US11K5675A	US13K0210A	US15J9638P	US17D5622P	

Table 1 Affected Serial Numbers

Revision History:

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