

N8761A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8761A Power Supply, 300V, 17A, 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.

| | | | | | |
|------------|------------|------------|------------|------------|------------|
| US09L0042A | US11A1272A | US13D5345A | US14F7634N | US16A0287P | US17K3114P |
| US10A0407A | US11B1699A | US13E5879A | US14H9896P | US16A0288P | US17K3115P |
| US10A0408A | US12A1648A | US13E6580A | US14L5032P | US16E5658P | US17K3116P |
| US10B2621A | US12A1649A | US13F6917A | US14N7362P | US16F6098P | US17M5103P |
| US10E5863A | US12C3192A | US13J0149A | US15C3852P | US16F6099P | US17M5104P |
| US10E5864A | US12D4358A | US13J0150A | US15C3853P | US16L2117P | US17M5105P |
| US10E5866A | US12D4480A | US13J9630A | US15C3854P | US16L2118P | US17M5106P |
| US10F7346A | US12D5644A | US13K0602A | US15C3855P | US16L2119P | US17M5107P |
| US10H8759A | US12E6680A | US13K0603A | US15C3856P | US16L2120P | US17M5108P |
| US10H8760A | US12F7296A | US13N4648M | US15C3857P | US17E6718P | US17M5109P |
| US10H8761A | US12H8293A | US14A0866M | US15E6790P | US17E6719P | US17M5110P |
| US10H8762A | US12H9095A | US14B2427M | US15F6837P | US17H9053P | US17N6283P |
| US10L3580A | US12H9096A | US14B2428M | US15F6837P | US17H9054P | US18A0769P |
| US10L3581A | US12J9752A | US14B2429M | US15F7248P | US17H9055P | US18B1914P |
| US10L3582A | US12J9789A | US14D5824M | US15F7629P | US17H9056P | US18D5422P |
| US10M6053A | US12M3816A | US14D6004M | US15F7630P | US17K1854P | US18E7228P |
| US11A1261A | US13C3671A | US14F7633N | US15K0859P | US17K3113P | US18E7229P |

Table 1 Affected Serial Numbers

Revision History:

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