

N8762A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8762A Power Supply, 600V, 8.5A, 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.

US09L0043A	US11B2622A	US12D4824B	US13L2725M	US14J0483P	US15M3872P	US17A0250P
US09M1264A	US11C4195A	US12E5952B	US13L2726M	US14K3106P	US15N5167P	US17A0251P
US09M1265A	US11C4196A	US12E6688B	US13M3460M	US14L5034P	US15N5168P	US17A0252P
US09M1266A	US11E8726B	US12F7121B	US13M3460M	US15A0028P	US16A0304P	US17C4022P
US09N2086A	US11F9025B	US12F7954B	US13M4049M	US15A0029P	US16B2125P	US17H9607P
US09N2087A	US11F9026B	US12H8294B	US13M4050M	US15A1093P	US16C3265P	US17J1518P
US10A0396A	US11K5514B	US12H9097B	US13M4055M	US15A1094P	US16D4271P	US17K2781P
US10A0983A	US11K5515B	US12J9611B	US13M4099M	US15C3858P	US16D4427P	US17K2782P
US10A0984A	US11K5516B	US12L2531B	US14A0010M	US15C3859P	US16D4545P	US17M5111P
US10A0985A	US11K5517B	US12L2532B	US14A0011M	US15C3860P	US16E5005P	US17N6033P
US10A0986A	US11K5518B	US12M4270B	US14A0179M	US15C3861P	US16E5006P	US17N6034P
US10C3759A	US11K5519B	US12M4271B	US14A0270M	US15C3862P	US16E5659P	US17N6135P
US10D4924A	US11K5520B	US12N5278B	US14B2480M	US15C3863P	US16H7815P	US17N6135P
US10D4925A	US11K5554B	US12N5447B	US14B2481M	US15D4986P	US16H7816P	US17N6136P
US10D4928A	US11K5555B	US13A0931B	US14B2775M	US15E5885P	US16H8540P	US17N6136P
US10D4929A	US11K5556B	US13A0967B	US14B2778M	US15E5886P	US16J0007P	US18A0438P
US10E6325A	US11M8178B	US13C3852B	US14C3783M	US15E5887P	US16J0008P	US18A1186P
US10E6748A	US11N8557B	US13C3853B	US14C3784M	US15E6823P	US16J0009P	US18E8121P
US10H8763A	US11N8558B	US13C3854B	US14D5092M	US15F6904P	US16J0010P	
US10H8764A	US12A0131B	US13E6424B	US14E6219M	US15H8642P	US16J8899P	
US10K1889A	US12A0828B	US13H8562B	US14E6220M	US15H8643P	US16J8900P	
US10L3138A	US12B2040B	US13H8684B	US14E6221M	US15J0166P	US16J8901P	
US10L3857A	US12B2055B	US13H8948B	US14E6222M	US15J9559P	US16J8902P	
US10L4597A	US12C3193B	US13J0151B	US14E6223M	US15K1356P	US16J9070P	
US10M6254A	US12C3194B	US13J0152B	US14E6224M	US15K1487P	US16K0389P	
US11A0709A	US12C3195B	US13J9631B	US14F7515N	US15L2148P	US16K0390P	
US11A0710A	US12C3196B	US13L2723M	US14J0482P	US15M3870P	US16K0391P	
US11B2621A	US12C3919B	US13L2724M	US14J0482P	US15M3871P	US16K0392P	

Table 1 Affected Serial Numbers

Revision History:

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