

Safety Service Note

Equipment Should
Remove from Service
Immediately

Supersedes:
RP7984A-01-S

RP7984A Regenerative Power System, 1500 V, ±60 A, 30 kW, 400/480 VAC

Serial Numbers: MY61000101 - MY61002047

POSSIBLE FIRE HAZARD

WARNING

HAZARD CLASS #3

The Problem – A Fire hazard that would not be contained by the equipment enclosure related to a fault in the output board.

Parts Required:

P/N	Description	Qty.
5067-7129	Tested Output 30kW 1500V Assembly	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR:	2 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> CHANNEL PARTNERS	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
		USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	30 th May 2029	NO CHARGE AVAILABLE UNTIL:	Always
	<input checked="" type="checkbox"/> Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE:	SP
		AUTHOR:	Lim Zhan Ming

ADDITIONAL INFORMATION:
No impact on service inventory.

Situation:

Keysight has identified that the DC circuit of the unit’s output board may have insufficient solder to guarantee an adequate connection between certain high-power components and the circuit board they are mounted to. This condition can create an abnormally high-impedance connection which will overheat. This could lead to circuit failure, causing the device to malfunction or, in the worst-case scenario, result in a safety hazard of a fire that is not contained by the equipment enclosure.

The above hazard was internally identified in Keysight during production testing and Keysight is notifying customers to eliminate this hazard where it may exist.

Solution/Action:

As a preventive measure, impacted equipment should be immediately removed from service and disconnected from any power source, if so connected.

Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for sending the affected unit back to service center for output board replacement.

To ship the unit to Keysight for service and repair:

- Attach a tag to the unit identifying the owner and indicating the service note “RP7984A-01A-S”, including model number and full serial number.
- Place the unit in its original container with appropriate packaging material.
- Secure the container with strong tape or metal bands.
- If the original shipping container is unavailable, please request a replacement set of packaging materials from Keysight to ensure that the unit is not damaged in shipment.

Revision History:

Date	Service Note Revision	Author	Reason for Change
13 th May 2024	01	Lim Zhan Ming	As Published
30 th May 2024	02	Khew	Part required changed