

SAFETY – IMPLEMENTED DURING NORMAL COURSE
OF PROVIDING SUPPORT

34970A-09B-S

S E R V I C E N O T E

Supersedes:
34970A-09A-S

34970A Data Acquisition/Switch Unit

Serial Numbers: **US00000000 / US37048600**
MY00000000 / MY41001000
SA00000000 / SA41001000

POSSIBLE "SHOCK PINCH" HAZARD

WARNING

HAZARD CLASS 3

AC power connector can be damaged which creates a shock hazard.

Parts Required:

P/N	Description	Qty.
34970-88302	Rear Bezel	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
SAFETY		
ACTION ** SEE ADDITIONAL INFORMATION CATEGORY: <input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	LABOR: 0.25 Hours
LOCATION <input checked="" type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input checked="" type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input checked="" type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input 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: TMC	
ADDITIONAL INFORMATION: **THIS SAFETY MODIFICATION IS USER INSTALLABLE, ORDER THE PART IMMEDIATELY AND INSTALL THE PART AS SOON AS POSSIBLE		

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Agilent Technologies

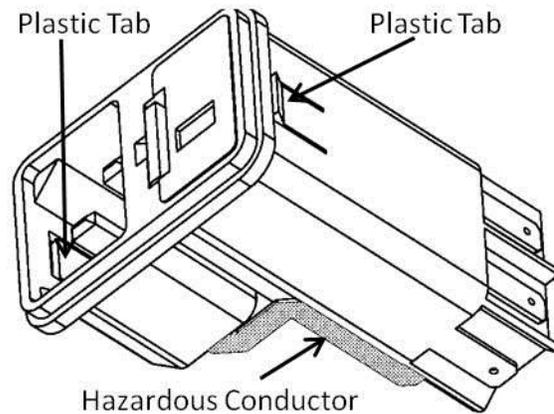
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Situation:

The plastic tabs that secure the AC power connector onto the rear panel of the 34970A can break when subjected to a strong force.

When broken, this connector can be easily moved to expose the line voltage conductors of the damaged AC connector. These exposed conductors are an electric shock hazard to the user.

Damage to the plastic tabs on the AC power connector may occur when moving the 34970A without removing the power cable or when forcefully pulling the power cable out of its connector.



The safety and strength standards of the 34970A satisfy the safety standards in (EN/IEC61010-1) Section 8: "Mechanical resistance to shock, vibration and impact" and the product can be used safely in a typical usage environment.

Solution/Action:

Part 34970-88302 adds external support to the AC power connector. All products with the above serial numbers should be modified with this part to reduce the risk of electric shock to the 34970A user.

The installation process takes less than five minutes and does not require entry into the product enclosure. Only the rear bezel needs to be removed to install the part. Installation instructions are included with the part. The 34970A serial number is on the bezel. Carefully remove the serial number label from the old bezel and place it on the new one.

***Test the connector for damage**

Turn off the instrument and disconnect the power cord from the AC supply outlet. Pull out and replace the power cord from the instruments AC power connector several times to make sure the connector is securely attached to the instrument and has not been damaged. (Note: If a tab is broken the connector will move outward several mm.)

If the power connector is damaged DO NOT USE THIS INSTRUMENT. Utilize the normal Agilent repair process by contacting the nearest Agilent Service Center.

If the power connector is not damaged, please order the free upgrade part described below.

***Order Information**

-Customers:

Two ways to order the part are:

- 1) Via web at: [Find-A-Part](#)

Please include: - Your Name

- Shipping Address

- Quantity needed

- 2) Contact your local Agilent Service Center (PN 34970-88302)

-Service Centers:

Order part 34970-88302 from GTLS. This part should be installed on all exchange units and units returned for calibration in the affected serial number range.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0			As published
2.0	6/26/13	TC	New replacement Part number