

S E R V I C E N O T E

SUPERSEDES: NONE

6672A 2KW General Purpose Power Supply

Serial Number: See below

Intermittent Phone Cables

Duplicate Service Notes:

- 6571A-03 US36520140 / US36520154
- 6572A-03 US36350146 / US36350165
- 6573A-03 US36330256 / US36330326
- 6574A-04 US36340286 / US36340386
- 6575A-05 US36340146 / US36340172
- 6671A-05 US36400212 / US36400267
- 6672A-05 US36390401 / US36390461
- 6673A-05 US36380376 / US36380605
- 6674A-06 US36370827 / US36371132
- 6675A-07 US36370336 / US36370431

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

- 5080-2167 (W4; A2 bd. to bd. A5)
- 5080-2168 (W5; A2 bd. to bd. A1)

Continued

DATE: August 1999

ADMINISTRATIVE INFORMATION

| | | | |
|---------------------------------|---|--|---|
| SERVICE NOTE CLASSIFICATION: | | | |
| MODIFICATION RECOMMENDED | | | |
| ACTION CATEGORY: | <input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME | STANDARDS: | LABOR 0.5 Hours |
| LOCATION CATEGORY: | <input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER | SERVICE INVENTORY: | <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | USED PARTS: | <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AUTHOR: BM | ENTITY: 2100 | AGILENT RESPONSIBLE UNTIL: End of Product Support Life | |
| | | ADDITIONAL INFORMATION: | |



Situation:

The 2 phone style cables might have been improperly crimped causing intermittent connections on the cables. Could cause "Secondary Down" or "Serial Down" message.

Solution / Action:

Units returned for any reason in the specified serial number range exhibiting "Secondary" or "Serial Down" messages or intermittent communication problems. Replace the gray phone style cables.