

81250A-01-S

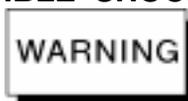
S E R V I C E N O T E

Supersedes: NONE

ParBERT HP81250-015 (Delivered with Dell Laptop PC)

Serial Numbers: DE43C00113, DE43C00114, DE43C00151, DE43C00168, DE43C00195,
DE43C00227, DE43C00243, DE43C00249, DE43C00267, DE43C00270, DE43C00287,
DE43C00289, DE43C00291, DE43C00295, DE43C00300, DE43C00301, DE43C00331,
DE43C00342, DE43C00350, DE43C00351, DE43C00352,

POSSIBLE SHOCK HAZARD



The plug adapters include loose metal pins which could potentially lead to shock hazard if inserted into a live electrical socket. In some European countries the pins are used to ground the adapter. If the pin is not used, then the adapter will not be grounded, and the user is at some slight risk of mild electrical shock in case he is able to contact metal parts of the computer.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

Replacement power cords are country specific and are available at division

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
SAFETY			
ACTION CATEGORY:		STANDARDS:	
<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME		LABOR: 0.0 Hours	
LOCATION CATEGORY:		SERVICE INVENTORY:	USED PARTS:
<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER		<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	AGILENT RESPONSIBLE UNTIL: ALWAYS	
AUTHOR: KH		PRODUCT LINE: PL24	
ADDITIONAL INFORMATION:			

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February 8, 2007

Situation:

For 81250A ParBERT systems which were ordered together with a Dell laptop PC (See serial numbers above) a power cord adapter set supplied by Dell was delivered to the customers. This adapter set looks like this:



The power adapters are used to connect the laptop to any country specific power outlet. The required safety approvals are missing. The power cord adapters do not meet the Agilent safety and regulations requirements for the following reasons:

- No safety certification (required for the USA, Canada, China, Japan and other countries)
- Product labeling does not meet regulation requirements.
- The plug adapters include loose metal pins (see picture above). The loose pins can be inserted into a live electrical socket, which could potentially lead to shock hazard and present a potential life risk.
- In some European countries the pins are used to ground the adapter. If the pin is not used, then the adapter will not be grounded, and the user is at some slight risk of mild electrical shock in case he is able to contact metal parts of the computer.

Solution/Action:

The power adapters need to be replaced by safety compliant extension cords and country specific power cords.



For some countries the replacement power cord kit will exist of an extension cord and a country specific power cord. The extension cord looks like this:



The exchange can be done at the customer site. It only involves removing the power cord including the power cord adapter from the Dell laptop PC power supply and replacing it with the new power cord.

The account FE will replace the power adapter with the power cord at customer site.

The FE should ship the complete Targus adapter kit back to the division.

All customers have been identified and are known (countries involved are: Japan, USA, Singapore, Korea, United Kingdom, Spain, and Germany). A master customer letter has been created for CCC translation as needed into local language and subsequent distribution. The division will contact the appropriate FE directly, advise them of this action and provide direction on how to secure parts and instructions on how to implement this exchange fix. The complete exchange action will be planned with the Division Support Manager) and the Support Business Consultant (SBC)

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The replacement power cords are available at the division..