

S E R V I C E N O T E

SUPERSEDES: None

**87421A Power Supply**

**Serial Numbers:** 3116A00101 / 3116A00150

**A potential shock hazard is present if the rivets fastening the AC power input module cause the plastic case to fracture.**

**To Be Performed By:** Agilent Service Facility

**Parts Required:** Replace power supply; order new 87421A.

**Situation:**

The power input module is secured to the plastic case of the power supply by two metal rivets. If improperly installed, these rivets can cause the plastic case to fracture. Should this occur, the power input module may pull out of the housing, exposing a potential shock hazard.

**Solution/Action:**

Agilent will replace any unit that has metal rivets. Should the housing be found to be broken, remove the AC (mains) power to the power supply at the AC supply outlet.

*Continued*

DATE: 21 February 1992

ADMINISTRATIVE INFORMATION

|                              |   |                                   |   |
|------------------------------|---|-----------------------------------|---|
| SERVICE NOTE CLASSIFICATION: |   |                                   |   |
| <b>SAFETY</b>                |   |                                   |   |
| ACTION CATEGORY:             | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE<br><input checked="" type="checkbox"/> AGREEABLE TIME                          | STANDARDS:                        | Labor 0.5 Hours   |
| LOCATION CATEGORY:           | <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER | SERVICE INVENTORY:                | <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT            |
| AVAILABILITY:                | PRODUCT'S SUPPORT LIFE  | USED PARTS:                       | <input type="checkbox"/> RETURN<br><input checked="" type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT |
| AUTHOR: LL                   | ENTITY: 4500  | AGILENT RESPONSIBLE UNTIL: ALWAYS |   |
|                              |   | ADDITIONAL INFORMATION:           |   |

**WARNING**

**DO NOT REMOVE THE POWER CORD FROM THE POWER SUPPLY  
WHILE STILL PLUGGED INTO THE MAINS.**

Return the power supply to the nearest Agilent sales and service office. The power supply will be exchanged for one with black nylon fasteners securing the AC input module.

All units with serial number 3116A00151 and above use black nylon fasteners to secure the AC input module. This service note does not apply to units with black nylon fasteners or with serial number 3116A00151 and above.