

Modification Recommended Service Note

Supersedes:
E36155A-02

E36155A 800W Autoranging Benchtop Power Supply, 60V, 40A

Serial Numbers: MY62101001 - MY63000468

The Problem - ATTENTION – Firmware update to 1.1.10-1.0.1-1.16 and above is mandatory.

Parts Required:

None

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	<input type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE (<i>active On-site contract required</i>)		<input checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	30 th Nov 2025
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	LIM ZHAN MING

ADDITIONAL INFORMATION:

SERVICE INVENTORY: Not Impacted

USED PARTS: Not Applicable

Situation:

Instrument with the firmware version below 1.1.10-1.0.1-1.16, may display the below errors after booting up.

- Dashes “---”
- Error 614: Invalid serial number
- Error 561: Analog board (CH1) does not respond

Solution/Action:

Firmware update to 1.1.10-1.0.1-1.16 and above is mandatory to enhance the Positive Peak Current Limit Protection Mechanism to reduce the current surge during instrument power on.

Steps:

1. Check the instrument's firmware version.
At instrument front panel, go to:
Utilities > Test/Setup > Help > About > Firmware



2. If the firmware version is not 1.1.10-1.0.1-1.16 and above, please update the firmware.
3. Download the firmware file from:
<https://keysight.com/find/E36155A> > Visit Technical Support > Driver, Firmware & Software.
Detailed instructions for updating E36155A are available at Keysight.com.

Revision History:

Date	Service Note Revision	Author	Reason for Change
17 Oct 2024	01	LIM ZHAN MING	As Published
30 Nov 2024	02	LIM ZHAN MING	Change from IO to MR