

# Modification Recommended Service Note

Supersedes:  
E36155A-03

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

Serial Numbers: MY62101001 - MY63001001

**The Problem** – ATTENTION – Firmware update to 1.1.15-1.0.1-1.21 and newer is mandatory.

### Parts Required:

P/N	Description	Qty.
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 ( <b>No Parts involved</b> )	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:	10 <sup>th</sup> Feb 2026
	<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 **1.1.10\_1.0.1\_1.16 and older**, may encounter failure during operation.

The below errors will be shown:

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

## Solution/Action:

Firmware update to **1.1.15-1.0.1-1.21** and newer is mandatory.

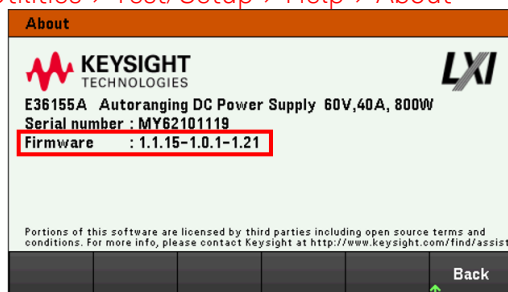
This firmware version resolve the booting issue when used in application with high capacitive loading.

Steps:

1. Check the instrument's firmware version.

At instrument front panel, go to:

Utilities > Test/Setup > Help > About



2. If the firmware version is **NOT 1.1.15-1.0.1-1.21 and newer**, 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.

## Caution:

1. **For non- ATMU user:**  
The maximum capacitive load at the output is limited to **300  $\mu$ F** when operating at the highest slew rate. The application should not exceed this limit.
2. **For ATMU user:**  
The maximum capacitive load at the output is limited to **220  $\mu$ F** when operating at the highest slew rate. The application should not exceed this limit.

This information is stated on page 17 of the E36150A datasheet:

<https://www.keysight.com/my/en/assets/3122-1798/data-sheets/E36150-Series.pdf>

Revision History:

Date	Service Note Revision	Author	Reason for Change
5 <sup>th</sup> Feb 2025	01	LIM ZHAN MING	As Published
7 <sup>th</sup> April 2025	02	LIM ZHAN MING	Updated firmware version