

S E R V I C E N O T E

SUPERSEDES: NONE

E3631A Triple Output DC Power Supply

Serial Numbers: KR83012201/KR83014493

Transient failure on the outputs when the *RST command is utilized**To Be Performed By:** Agilent-qualified Personnel or Qualified Customers (Technician level)**Parts Required:**

P/N	Description	Quantity
E3631-60038	EPROM revision 1.6	1

Note:

The required part will be available from the middle of November 1998. The upgrade kit includes the EPROM, ESD safety wrist strap, ROM (U14) replacement instruction and extraction tool to assist in removing the part being replaced from the socket. This kit must be requested directly from the factory and will be sent directly to the customer. The part number of the kit is E3631-69010 and may be requested by sending a FAX message or an e-mail message to:

FAX Phone Number (Korea): (822) 818-3099
E-mail Address: support_kio@agilent.com

Continued

DATE: February 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 checked="" type="checkbox"/> RETURN <input 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: YCP	ENTITY: Y300	AGILENT RESPONSIBLE UNTIL: February 2001	
		ADDITIONAL INFORMATION:	

Including the following information in your message:

- Request for kit P/N: E3631-69010
- Serial number of the E3631A being modified
- Ship-to address (need a street address for package delivery)
- Name of person to receive the part

Situation:

A transients with maximum rated voltage for approximately 360 ms is presented on all the outputs when the *RST command is utilized over the remote remote interface. During power-on the power supply goes into the "power-on / reset" state. However, the amplitude of the transients during power-on are limited to less than 1 volt. And this unwanted transient can create unwanted stress on circuits connected to the E3631A product.

Solution / Action:

The transient can be eliminated by replacing the ROM in the unit. Replace the ROM (U14) on the top PC board assembly (E3631-60002) with the P/N E3631-60038 (revision 1.6). U14 is a large integrated component in a socket. Use the E3631A component locator drawing (E3631-60002) in the E3631A Service Guide to help locate U14. Installation of this part into the E3631A will not affect the calibration. Follow the steps below to replace the U14: (please use appropriate ESD procedures)

- Power-down all circuits connected to the E3631A that is being modified.

Caution

Verify that all power is removed from the circuits connected to the E3631A. Any voltage present in these circuits may be attached to terminals inside the E3631A. These terminals can be touched by following these instructions.

- Disconnect the E3631A from the line by removing the line cord.
- Remove the rear bezel and cover from the E3631A.
- Replace U14 with P/N E3631-60038 (use an appropriate extraction tool to remove the EPROM from the IC socket.
- Reassemble the E3631A by installing the cover. - Connect the line cord to the E3631A.

Verification: (Has this E3631A been modified properly?)

- After replacing the ROM in the unit, the complete self-test is required to check whether the upgrade is done properly.
- The complete self-test is enabled by pressing the RECALL key (actually any front panel key except the ERROR key) and the power-line switch simultaneously, then continuing to press the RECALL key for about 5 seconds. It will be finished in 2 seconds.
- If the complete self-test is successful, "PASS" is displayed on the front panel. If the self-test fails, "FAIL" is displayed and the ERROR annunciator turns on.
- If it fails, contact your nearest local Service center to repair or replace your E3631A.