

MODIFICATION RECOMMENDED

E3631A-12

S E R V I C E N O T E

Supersedes:
NONE

E3631A DC Power Supply

Serial Numbers: MY09380006 to MY09390040, MY40049931 to MY40056716, MY49390001 to MY49530021, SG40015800 to SG40016008, SG49400001 to SG49500003

±25V output channel displays intermittent conductivity to ground terminal

Parts Required:

P/N	Description	Qty.
E3631-69001	80W Triple Output Power Supply 6V, 5A & ±25V, 1A	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: Not Applicable
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31 July 2012	
AUTHOR:	TL	PRODUCT LINE: WC	
ADDITIONAL INFORMATION: Perform quick verification if unit fails, return to factory if unresolved.			

© AGILENT TECHNOLOGIES, INC. 2011
PRINTED IN U.S.A.

August 3, 2011

Rev. 18



Situation:

At the $\pm 25\text{V}$ output power line, the power supply displays intermittent conductivity to the ground terminal. When encountering this behavior, please follow the action below.

The procedure below verifies the behavior described above.

a) Use DMM to measure the impedance between:

1. $+25\text{V}$ output power line to ground terminal
2. -25V output power line to ground terminal
3. $\pm 25\text{V}$ output power line's common terminal to ground terminal

b) If any of the measured impedance is below 1M ohm, the behavior described above is valid.



$+25\text{V}$ output power line to ground terminal



-25V output power line to ground terminal



$\pm 25\text{V}$ output power line's common terminal to ground terminal

Solution/Action:

Customers with E3631A units displaying the behavior described above should contact their local Agilent Service Center and quote this service note number to arrange to have their instruments exchanged.