

MODIFICATION RECOMMENDED

E3647A-01A

**S E R V I C E N O T E**

Supersedes:  
E3647A-01

E3647A Dual Output Programmable DC Power Supply

Serial Numbers: All

The Capacitors used in the Circuit Reference (C107, C108, C173 & C174) have been found with cold solder connections

Parts Required:

| P/N  | Description | Qty. |
|------|-------------|------|
| None |             |      |

ADMINISTRATIVE INFORMATION

|  |  |  |   |
|--|--|--|---|
| SERVICE NOTE CLASSIFICATION:   |  |  |   |
| <b>MODIFICATION RECOMMENDED</b>  |  |  |   |
| ACTION CATEGORY:   | X ON SPECIFIED FAILURE<br><input type="checkbox"/> AGREEABLE TIME  | STANDARDS  | LABOR: 1.0 Hours  |
| LOCATION CATEGORY:   | X CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br>X SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: <input type="checkbox"/> RETURN<br>X SCRAP<br><input type="checkbox"/> SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br>X SEE TEXT |
| AVAILABILITY:  | PRODUCT'S SUPPORT LIFE   | NO CHARGE AVAILABLE UNTIL: (Always)  |   |
| AUTHOR:  | CP   | PRODUCT LINE: SP   |   |
| ADDITIONAL INFORMATION: This is a process related issue, it is possible that the problem may come and go over time that is why there will be a No charge Available Always. It is recommended that the when a E364XA comes in these parts be inspected. |  |  |   |

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**Situation:**

It has been determined that one or more of the capacitors loaded into one or more of the circuit locations described, may become intermittent due to poorly soldered leads. The contract manufacturer soldering the parts that are loaded in one or more of the following circuit locations (C107, C108, C173, C174) had a process problem.

It is possible that the contract manufacturer soldering the parts described may have problems with the solder process. For this reason it is recommended that when a unit comes in for a repair these parts be inspected for poor solder connections.

The models E3646A, E3647A, E3648A & E3649A all use the same printed circuit board. When these models are manufactured different capacitors will be loaded depending on the model. There will be two parts loaded in any combination of the following circuit reference locations (C107, C108, C173, C174). These parts can be found in side of the instrument. The part that is loaded is model dependent. It is recommended that all of these parts be inspected, and resoldered if required.

**Solution/Action:**

It may be difficult to determine if the solder joint is good. So it is recommended that any part loaded into the circuit locations described above be resoldered. The printed circuit board has very heavy traces. It is recommended that a 100watt soldering iron be used to do this rework. Care should be taken when this rework is done. It is important not to apply too much heat.

Too much heat may result in damage to the printed circuit board.

After the part is resoldered the instrument should be turned on and checked.  
There is NO calibration required.

Duplicate Service Notes

E3646A-01A, E3647A-01A, E3648A-01A & E3649A-01A