

Modification Recommended Service Note

Supersedes:
NONE

EDU36311A Smart Bench Essentials DC Power Supply

Serial Numbers: CN64290002 - CN64470407

The Problem – The unit may become non-operational (no output) after being powered on for a certain period of time.

Parts Required:

P/N	Description	Qty.
EDU36311-61051	DC power supply, triple-output, 6 V, 5 A and 2 x 30 V, 1 A, 90 W: LAN, USB, 0E3	1
OR		
EDU36311-61052	DC power supply, triple-output, 6 V, 5 A and 2 x 30 V, 1 A, 90 W: LAN, USB, 0E9	1
OR		
EDU36311-61053	DC power supply, triple-output, 6 V, 5 A and 2 x 30 V, 1 A, 90 W: LAN, USB, 0EM	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	<input checked="" 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 type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 10 th March 2026	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PLSP
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	LIM ZHAN MING

ADDITIONAL INFORMATION:
Service Inventory is not impacted

Situation:

Unit within the serial number range may become non-operational (no output) after being powered on for a certain period of time.

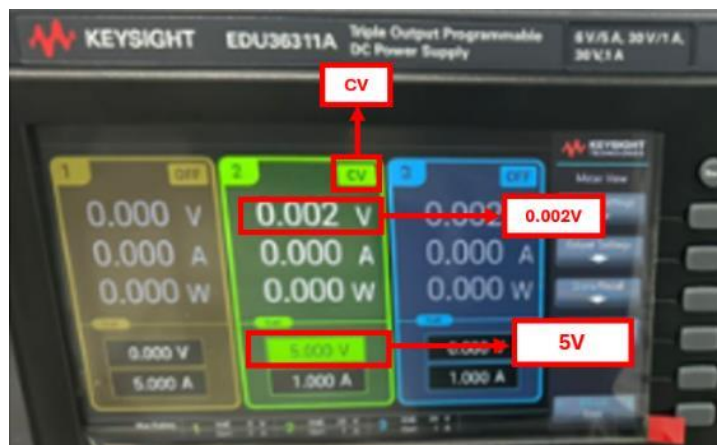
***Please note that one or more channels may become non-operational.**

Below are the failure symptoms:

- 1) No Output
- 2) Unregulated
- 3) Error code “-310, System error” and “562, Analog board does not respond”

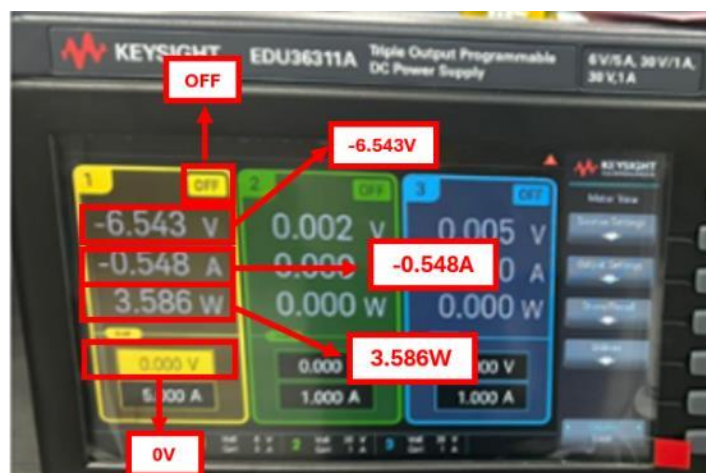
1) No Output

- The output is turned on, and the status shows “CV”, but there is no actual output.



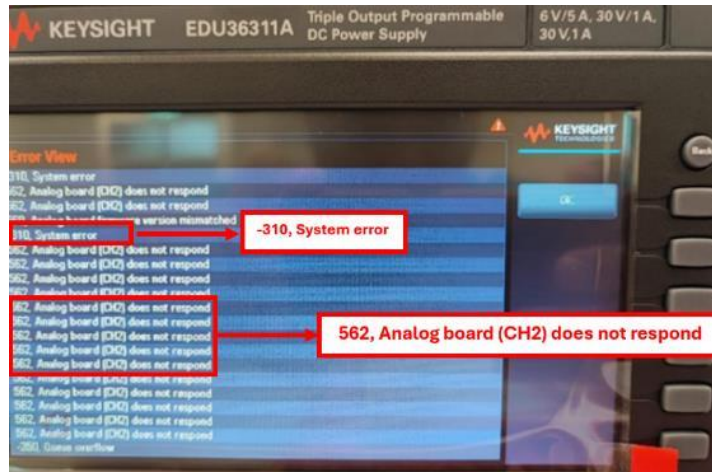
2) Unregulated

- The output remains off, but voltage, current, and power readings are still present.
- The readings can either be positive or negative.



3) Error code “-310, System error” AND “562, Analog board does not respond”

- The error will indicate the defective channel.
- In the example below, Channel 2 (CH2) is identified as defective.



Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus to arrange the return of the affected unit for unit exchange.

Revision History:

Date	Service Note Revision	Author	Reason for Change
01 March 2025	01	LIM ZHAN MING	As Published