

M9010A-01

Safety Service Note

Implemented During Normal Course of Providing Support

Supersedes:
NONE

M9010A PXIe Chassis: 10-slot, 3U, 24 GB/s, Gen 3

Serial Numbers: TW56500101, TW56500103-TW56500111, TW56500113-TW56500125, TW56500127-TW56500145, and TW56500152.

POSSIBLE SHOCK HAZARD

WARNING

HAZARD CLASS 3

Arcing between AC connector and sheet metal results in Hi-Pot failure

Parts Required:

P/N	Description	Qty.
M9010-69901	Refurbished M9010A Rear Panel Assembly	1

ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	X AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	X RETURN	USED X RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS			
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL:	EOS	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL	
	X Calibration NOT Required	AUTHOR:	TP	

ADDITIONAL INFORMATION:

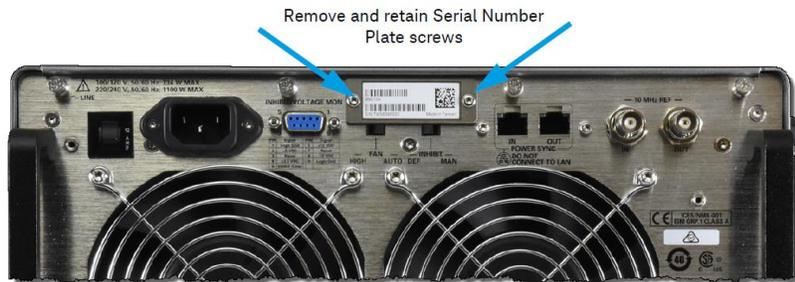
Situation:

Units in production failed Hi-Pot Safety test. All units that have shipped have passed this testing. Upon further examination, there is a concern that the insulation design of the Rear Panel Assembly for the M9010A may not be adequate. There is repair to the Rear Panel Assembly that increases the insulation and eliminates this risk. Keysight recommends all affected M9010A mainframes be returned to Keysight for the insulation upgrade to the Rear Panel Assembly.

Solution/Action:

Keysight service center technicians should follow the steps below to replace the Rear Panel Assembly on the affected M9010A mainframes.

1. Place the chassis on a work bench with the rear panel facing you.
2. Use Torx T8 screwdriver to remove the two screws and the Serial Number plate from the rear panel.



3. Loosen the eight captive screws indicated in the below figure. These screws are not removable; loosen them until they spring free from the chassis.



4. When all eight captive screws are loose, use the rear panel handles to pull the Rear Panel Assembly from the chassis.



5. Carefully pull the Rear Panel Assembly all the way out of the chassis.
6. Replace the Rear Panel Assembly with the refurbished assembly (M9010-69901).
7. To re-assemble, reverse the above steps.
8. Be sure to reattach the Serial Number plate to the rear panel of the repaired chassis.

Revision History:

Date	Service Note Revision	Author	Reason for Change
25 Sep 2017	01	TP	As Published