

N6702C-05

# Modification Recommended Service Note

Supersedes:  
NONE

## N6702C Low-Profile Modular Power System Mainframe, 1200W, 4 Slots

Serial Numbers: Refer to Table 1

**The Problem** – Unit may not be able to power up when user switches on from the front panel

### Parts Required:

P/N	Description	Qty.
0950-5366	Power Supply Switching 48V 2600W Switching Single Output	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hour	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED <input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input checked="" type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS			
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	30 <sup>th</sup> June 2023	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	[SP]	
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	[LIM ZHAN MING]	

### ADDITIONAL INFORMATION:

The Service Inventory is not impacted

**Situation:**

A specific batch (refer to Serial Number listed in Table 1) of lower-level material may cause the power on issue on N6702C. This will not cause any safety concern.

**Solution/Action:**

The affected unit with the serial number listed in Table 1 needs to be sent back to Keysight Service Center for the part (0950-5366) replacement .

Kindly contact Keysight Technologies Customer Contact Center at [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)

Table 1: Affected Serial Number

MY56100319	MY56100330	MY56100340	MY56100352	MY56100366	MY56100388
MY56100320	MY56100331	MY56100341	MY56100355	MY56100367	MY56100390
MY56100321	MY56100332	MY56100342	MY56100356	MY56100368	MY56100391
MY56100323	MY56100333	MY56100343	MY56100357	MY56100370	MY56100392
MY56100324	MY56100334	MY56100345	MY56100358	MY56100372	MY56100393
MY56100325	MY56100335	MY56100346	MY56100361	MY56100375	MY56100400
MY56100326	MY56100336	MY56100347	MY56100362	MY56100377	MY56100472
MY56100327	MY56100337	MY56100348	MY56100363	MY56100378	MY56100474
MY56100328	MY56100338	MY56100349	MY56100364	MY56100386	MY56100475
MY56100329	MY56100339	MY56100351	MY56100365	MY56100387	

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
1 <sup>st</sup> Jul 2022	01	LIM ZHAN MING	As Published