

N6972A-02

Modification Recommended Service Note

Supersedes:
NONE

N6972A Advanced Power System - DC Power Supply, 40 V, 50 A, 2000 W

Serial Numbers: MY54170135, MY54170139, MY54170140, MY54170141, MY54170144, MY54170222, MY54170223, MY54170225, MY54170226, MY54170231, MY54170232, MY54170234, MY54170235, MY54170238, MY54170243, MY54170245, MY54170247, MY54170251, MY54170252, MY54170284, MY54170286, MY54170288, MY54170290, MY54170291, MY54170296, MY54170303, MY54170365, MY54170397, MY54170398, MY54170399, MY54170400, MY54170402, MY54170406, MY54170407, MY54170414, MY54170415, MY54170440, MY54170443, MY54170445, MY54170446, MY54170495, MY54170496, MY54170501, MY54170502, MY54170508 and MY54170515

Intermittent LCD Blank display

Parts Required:

P/N	Description	Qty.
N7970-61002	Tested Front Panel Assy	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		USED <input type="checkbox"/> RETURN
	<input type="checkbox"/> CHANNEL PARTNERS		PARTS: <input checked="" type="checkbox"/> SCRAP
			<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	12 th February 2019
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	AT

ADDITIONAL INFORMATION:

Service Inventory part has been updated

Situation:

Certain batch of N6972A units experienced intermittent blank display when unit being power cycle for multiple times with specific test condition.

Solution/Action:

The impacted unit with this serial range can be enhanced by sending it back to Keysight Service Center to change the new upgraded Front Panel Assembly (N7970-61002). Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for procedures on sending the impacted unit back to us.

Revision History:

Date	Service Note Revision	Author	Reason for Change
12 Feb 2018	01	AT	As Published