

N8737A-06

# Safety Service Note

Implemented During  
Normal Course of  
Providing Support

Supersedes:  
NONE

## N8737A Power Supply, 60V, 55A, 3300W

Serial Numbers: Refer to Table 1.

### POSSIBLE "SHOCK PINCH" HAZARD

**WARNING**

HAZARD CLASS 2

**The Problem** – Presence of a residual voltage at the output terminals with respect to chassis ground when the output is turned off but power supply remains connected to the mains for more than 60 hours.

#### Parts Required:

P/N Description Qty.  
NONE

#### ADMINISTRATIVE INFORMATION

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

ADDITIONAL INFORMATION:

**Situation:**

Presence of a residual voltage at the output terminals with respect to chassis ground when the output is off but power supply remains connected to the mains for more than 60 hours. User will experience a shock if the terminal is touched. The insufficient energy level will not cause any injury.

**Solution/Action:**

Do not touch the terminal of the affected unit under any conditions. For the affected serial numbers, a discharge kit with installation instructions will be provided. Please download and fill in this [form](#) and email to [power.servicenote@keysight.com](mailto:power.servicenote@keysight.com) to obtain the kit at no cost. Customer must install the discharge kit per the installation instructions upon receiving it.

US09M0439B	US11K4933B	US12N5464B	US15C3760P	US16K1572P
US09N1846B	US12A1515B	US12N5465B	US15F7052P	US17A0031P
US09N1847B	US12D4368B	US12N5466B	US15K1143P	US17D5181P
US10A0410B	US12D4369B	US14A0191M	US15K1144P	US17D5182P
US10E5635B	US12D4370B	US14A0266M	US15K1145P	US17J1335P
US10J0882B	US12D4371B	US14J0474P	US15M4149P	US17J1483P
US11C4225B	US12D4372B	US14L4558P	US16A0041P	US17M5661P
US11C4226B	US12E5685B	US15A0593P	US16A0042P	US17N7071P
US11E8709B	US12E5686B	US15A0594P	US16A0043P	US18D5998P
US11E8710B	US12N5460B	US15A0595P	US16A0044P	US18F8770P
US11E8711B	US12N5461B	US15B2107P	US16D3983P	
US11K4932B	US12N5462B	US15B2108P	US16F6594P	

Table 1 Affected Serial Numbers

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
30 Nov 2018	01	KHEW	As Published