

N8756A-06

# Safety Service Note

Implemented During  
Normal Course of  
Providing Support

Supersedes:  
NONE

## N8756A Power Supply, 40V, 125A, 5000W

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.

US09E4184A	US11B2620A	US13B1647A	US14B2416M	US15D5712P	US17E6695P
US09L0037A	US11C5010A	US13C3234A	US14B2417M	US15D5713P	US17F8786P
US10E5636A	US11E7675A	US13D4392A	US14B2418M	US15J9634P	US17H9403P
US10E5637A	US11E8720A	US13D4780A	US14B2419M	US15L2252P	US17L3815P
US10E5638A	US11E8721A	US13D4781A	US14D4916M	US15M3856P	US17M4969P
US10E5639A	US11E8722A	US13D4782A	US14E7104N	US15M3857P	US17M4970P
US10E5640A	US11E8723A	US13E5925A	US14E7105N	US15M4333P	US17M4971P
US10E5641A	US11L6904A	US13E6223A	US14F7699N	US16E5805P	US17M5101P
US10F7634A	US11L6905A	US13F7392A	US14H8869N	US16J0219P	US17M5790P
US10H8749A	US11M8175A	US13F7393A	US14H9239N	US16J9466P	US17N6028P
US10H8750A	US11N8468A	US13F7394A	US14H9919P	US16K0626P	US17N6029P
US10H9388A	US11N8917A	US13F7395A	US14H9920P	US16M3454P	US17N7077P
US10H9389A	US11N8918A	US13H8220A	US14H9921P	US17A0660P	US18D5739P
US10H9390A	US12A1647A	US13L2570M	US14J1173P	US17B1548P	US18D5740P
US10K1886A	US12B1710A	US13L2571M	US14J1174P	US17C3549P	US18E6691P
US10K1887A	US12J9797A	US13M4041M	US14J1179P	US17C3550P	US18E6692P
US10K1888A	US12K1574A	US13M4098M	US14N7349P	US17C3559P	
US11B2618A	US12N5287A	US14A0316M	US15B2261P	US17C3902P	
US11B2619A	US12N5450A	US14A0317M	US15C3851P	US17C3903P	

Table 1 Affected Serial Numbers

Revision History:

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