

N8758A-06

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

N8758A Power Supply, 80V, 65A, 5200W

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 to obtain the kit at no cost. Customer must install the discharge kit per the installation instructions upon receiving it.

US09J7113A	US10L4596A	US13E6425A	US14K2779P	US16A0056P	US17F8788P
US09L0039A	US10M5073A	US13E6427A	US14L4559P	US16A0056P	US17J1078P
US10E6997A	US11K4959A	US13H8253A	US14L4560P	US16A0057P	US17J1079P
US10H8753A	US12D5189A	US13H8254A	US14L4561P	US16A0058P	US18B1581P
US10H8754A	US12D5190A	US13H8255A	US14M6509P	US16A0862P	US18B2730P
US10J0404A	US12E6673A	US13K0893A	US15D4326P	US16A0863P	US18B2731P
US10J0405A	US12F7297A	US14A0794M	US15F6836P	US16C2644P	US18D5042P
US10K1883A	US12K1575A	US14A1667M	US15J0064P	US16C3444P	US18D5043P
US10K1884A	US12L2520A	US14B2095M	US15M4147P	US16C3445P	US18E7368P
US10K1885A	US13A0499A	US14E6218M	US15M4148P	US16L2992P	US18E7369P
US10L4592A	US13A0966A	US14E6547M	US15N4492P	US16M3648P	US18E7370P
US10L4593A	US13E5741A	US14J1881P	US15N4493P	US17B1549P	US18E7577P
US10L4594A	US13E5742A	US14J1882P	US15N4645P	US17B1952P	
US10L4595A	US13E5743A	US14K2406P	US16A0055P	US17F8787P	

Table 1 Affected Serial Numbers

Revision History:

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