

U8032A-01

S E R V I C E N O T E

Supersedes:
N/A

U8032A DC Power Supply

Serial Numbers:

MY51490017, MY51500001, MY51500006- MY51500007, MY51500013, MY51500020, MY51510002, MY51510009- MY51510011, MY51520004- MY51520012, MY52010002, MY52010005, MY52010009- MY52010011, MY52010014, MY52020001, MY52020004, MY52030001- MY52030002, MY52050002- MY52050004, MY52050007, MY52060003, MY52070015- MY52070016, MY52070018- MY52070024

U8032A's Voltage Programming Speed drifts out of warranted specification within the product's calibration period

Parts Required:

P/N	Description	Qty.
U8032-66001	POWER SUPPLY MODEL U8032A OPTION 0EM	
U8032-66002	POWER SUPPLY MODEL U8032A OPTION 0E9	
U8032-66003	POWER SUPPLY MODEL U8032A OPTION 0E3	

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 20 June 2013	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: TL		
ADDITIONAL INFORMATION:			

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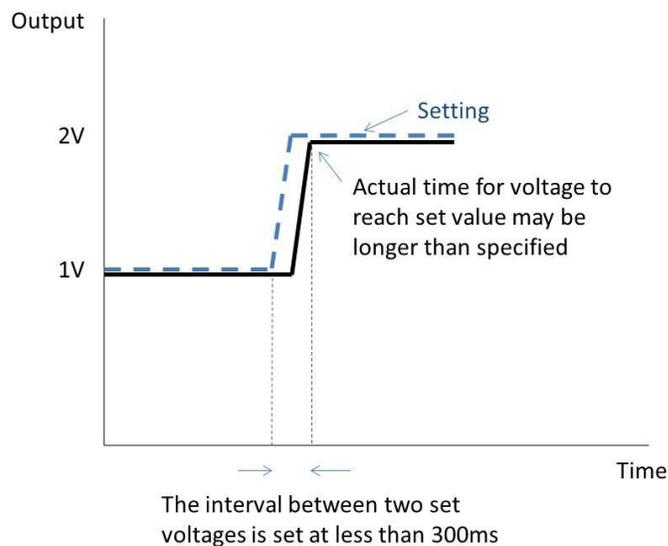


Situation:

Agilent has recently discovered a batch of U8032A DC Power Supply where its Voltage Programming Speed may drift out of the warranted specifications within the product's calibration period. This behavior is observed ONLY when customers use the Output Sequencing feature on Output1 and Output 2.

Customers may notice a longer response time for the U8032A to reach the subsequent set voltage level if the set interval duration between the two voltage settings is less than 300ms, as illustrated in the diagram below.

This situation does not occur if the set interval duration is $>300\text{ms}$.

**Note:**

Voltage Programming Speed refers to the duration from the point the preset voltage is turned on until the actual output voltage is reached within 1% of the preset voltage.

Solution/Action:

Customers with U8032A serial numbers stated above should contact the nearest Agilent Service Center to have their instruments exchanged ONLY if the unit exhibits the symptom described above.