

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E3631A-10

S E R V I C E N O T E

Supersedes: NONE

E3631A DC Power Supply

Serial Numbers: MY40031800 through MY40033000

Display went off during power On.

To Be Performed By: Agilent qualified personnel.

Parts Required:

Part number:	Quantity
E3631-60040	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.2 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AGILENT RESPONSIBLE UNTIL:	Always.		
AUTHOR: BK	PRODUCT LINE: WC		
ADDITIONAL INFORMATION: Perform quick verification if unit failed, return to factory if unresolved.			

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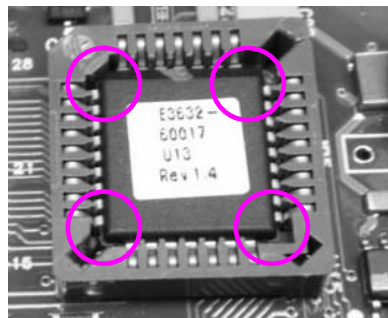
December 20, 2005

Situation:

When the unit is power ON, the display went off immediately.

Verification/Action:

1. Upon turn on the power supply, if the symptoms are as follows:
 - a. Display light up and then become blank with fan running
 - b. Display light up and hang with fan running
2. Turn OFF the power supply.
3. Press on the four corners of the EPROM as shown in the picture below. Refer to the table for reference designator of EPROM according to model:



4. Turn ON the unit again and see if the symptom disappears.
5. If the symptom still occurs, turn OFF the unit.
6. Remove the existing EPROM and replace with a known good EPROM.
7. Turn ON the unit. See if the symptom disappears.
8. If the symptom still occurs, turn OFF the unit.
9. Return the unit to factory for Failure Analysis.