

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E3642A-01**

**S E R V I C E N O T E**

Supersedes: NONE

**E3642A DC Power Supply**

**Serial Numbers: MY40003900 to MY40004200**

**Display went off during power On.**

**To Be Performed By: Agilent qualified personnel.**

**Parts Required:**

Part number:	Quantity
E3640-60030	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" 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 <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <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:	PRODUCT'S SUPPORT LIFE	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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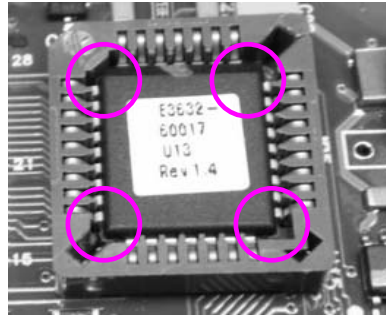
March 17, 2006

**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. Remove the existing EPROM and replace with a known good EPROM.
4. Refer to the reference designator of EPROM according to model:



5. Turn ON the unit again and see if the symptom disappears.
6. If the symptom still occurs, turn OFF the unit.
7. Return the unit to factory for Failure Analysis.